

# The Weekly COVax Dose

## WDG Public Health's weekly update on all things COVaxON

**Date Issued:** Friday, October 8<sup>th</sup>, 2021

**Purpose:** To share information that will improve the COVaxON experience for WDG COVID-19 vaccine clinic staff and community partners.

## Important Updates and Information

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### COVaxON Functionality Update October 6<sup>th</sup>, 2021 (R11.0)

The release of COVaxON R11.0 on October 6<sup>th</sup> includes the following important update:

#### Alternative ID Picklist

- The Alternative ID picklist has been updated to include:
  - Ontario Photo ID
  - Permanent Canadian Resident Card
  - Other

The “Other” option is to be used when the type of identification presented by the client is not available in the picklist. When “Other” is selected, the type of ID must be recorded in the Other Alternative ID free-text field.



The screenshot shows a form with three fields on a light yellow background. The first field is labeled 'Alternative ID' and has a dropdown menu with 'Other' selected. The second field is labeled 'Other Alternative ID - Please specify' and contains the text 'Fishing License'. The third field is labeled 'Alternative ID #' and contains the text '708009 123456789'. Each field has a small circular arrow icon to its right.

The Alternative ID# free-text field should always be populated when an alternative ID is used.

Please review the release (attached) in full. New job aids have been uploaded to the training dropbox, linked below.

# Data Quality Insights

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## Preventing Duplicate Accounts

It is important to always do a thorough search for a client prior to creating a new account in COVax. Particularly when administering a 2<sup>nd</sup> or 3<sup>rd</sup> dose, the client will likely already have an account. You can search using the following information to avoid creating a duplicate –

- Health card number (no dashes, spaces, or version code)
- Alternative ID#
- First and last name
- Last name and date-of-birth
- Phone number

If you discover a duplicate in the COVax system that needs to be merged, please communicate this to the COVax Data Team.

## Training Material

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All up-to-date COVax training material can be found at the following link:

### [COVax Training Dropbox](#)

## COVax Support Contacts

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### **Ministry Help Desk**

**Support Hours:** 7:00 a.m. to 8:00 p.m. 7 days a week.

**Email:** [COVaxonsupport@ontario.ca](mailto:COVaxonsupport@ontario.ca)

**Phone:** (416) 637-8672 or 1-866-333-0640

### **WDGPH COVax Support Line**

**Support Hours:** 8:30 a.m. to 4:30 p.m. Monday to Friday

**Email:** [covaxdatateam@wdgpublichealth.ca](mailto:covaxdatateam@wdgpublichealth.ca)

**Phone:** 1-800-265-7293 ext. 4202