

The Weekly COVax Dose

WDG Public Health's weekly update on all things COVax_{ON}

Date Issued: Friday, October 15th, 2021

Purpose: To share information that will improve the COVax_{ON} experience for WDG COVID-19 vaccine clinic staff and community partners.

Important Updates and Information

Paper Records

Paper records should only be used if the client does not consent to data collection in COVax, or if COVax is down.

When it is necessary to complete a paper record for a client (for consent, pre-screening, and the clinical record) there are important things to remember:

- **Do not** give the client the paper record to take home.
- For all clients who consent to data collection in COVax, the information recorded on the paper record must be entered into COVax as soon as possible, and within 24 hours at the latest.
- The paper record must be stored properly by the appropriate office/organization (e.g. family doctor's office, Public Health, etc.).
 - If you are at a WDGPH-led clinic (i.e. Chancellor's Way, Alder Arena, etc.), the paper record should be given to the Data Team Resource or Practice Consultant after the client has been immunized. They will ensure secure transfer to the COVax Data Team and entry into COVax and/or proper storage thereafter.

Note – the most up-to-date copy of a blank paper record is attached.

Re-Activating COVax Accounts

COVax accounts are deactivated if users have not signed in within 30 days. To avoid this, please sign in periodically to keep your account active. If your account deactivates, please e-mail Madison Fach (madison.fach@wdgpublichealth.ca) or the [COVax Data Team](#).

If you are reactivating your account, it is important that you review all up-to-date training information, as there have been many changes and updates made to COVax over the past few months. All training material can be found below.

Data Quality Insights

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 2nd or 3rd 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

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

[COVax Training Dropbox](#)

COVax Support Contacts

Ministry Help Desk

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

Email: 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

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