

The Weekly COVax Dose

WDG Public Health’s weekly update on all things COVaxON

Date Issued: Friday, October 22nd, 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

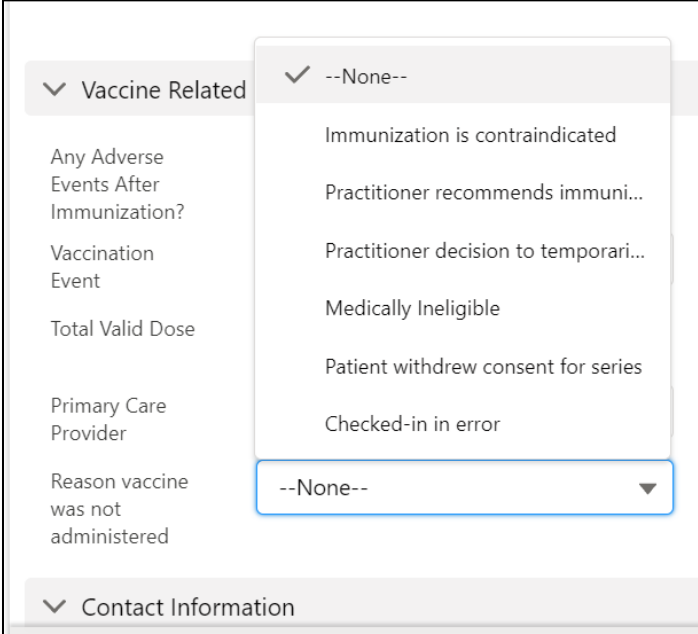
Checked-In In Error

If necessary, a client’s “Checked-In” status can be reversed. This could be required if:

- The wrong client is selected during the COVax search and checked-in
- The client leaves before receiving their vaccine
- The client decides to revoke their consent for COVax data collection

If you need to reverse the status of a client that has been checked-in, you can do so by selecting the pencil icon beside the “Reason vaccine was not administered” field. This field is located in the Vaccine Related section of the client profile.

From here, please select the most appropriate answer from the drop down menu and select “Save”. The client status will be changed back to “New” or “Checked-Out” depending on what their previous status was.



The screenshot shows a web form with a section titled "Vaccine Related". Within this section, there is a dropdown menu for "Reason vaccine was not administered". The dropdown is open, showing a list of options: "--None--", "Immunization is contraindicated", "Practitioner recommends immuni...", "Practitioner decision to temporari...", "Medically Ineligible", "Patient withdrew consent for series", and "Checked-in in error". The "--None--" option is currently selected and highlighted with a blue border.

Vaccine QR Code

As of October 15th, the Ontario Proof of Immunization certificates now includes a QR code which can be scanned using the Verify Ontario app. This updated proof of immunization can be downloaded [here](#), and is referred to as “Enhanced Vaccination Certification”. The QR codes contain the following information:

- Client name and date of birth
- Vaccine manufacturer, lot number, and date of doses
- The jurisdiction for vaccine administration
- Information and specifications that follow SMART[®] Health Card standards

Valid ID containing full name and date of birth is still required when using the Enhanced Vaccination Certificate.

Please refer to the following section on COVID IDs for information on clients that do not have a green Ontario Health Card.

What is a COVID ID?

A COVID ID is generated in COVax by designated Public Health staff, for clients who do not have a green Ontario Health Card. Once generated, the COVID ID will populate the Health Card Number (HCN) field in the client’s COVax account. The COVID ID and the HCN field are both 10-digits in length, but you can tell them apart because the COVID ID will always begin with a ZERO.

COVID IDs can be used by clients to access their Enhanced Vaccine Certificates in one of two ways:

- If the client contacted WDGPH to request access to their Certificate, we can “Generate Receipt” in COVax, which will send an email to the client with a time sensitive link to the provincial portal. The client can follow the link and enter their COVID ID to access, download, and print their Certificate directly
- Once the link described above expires, clients can contact the Provincial Vaccine Contact Centre (PVCC) at [1-833-943-3900](tel:1-833-943-3900) to request their Certificate. The PVCC is open 7 days a week from 8 a.m. to 8 p.m.

Re-Activating COVax Accounts

COVax accounts are deactivated if users have not signed in within 30 days.

- Sign in periodically to keep your account active.
- If your account deactivates, please email [Madison Fach](#) or the [COVax Data Team](#) at least 1-2 days before you require access.
- COVax updates happen frequently. Up-to-date training materials can be accessed [here](#) as needed.

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