The Weekly COVax Dose

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

Date Issued: Friday, December 10th, 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

Immunizers – Two Ways to Find Clients

Outlined below are two easy ways for immunizers to find clients in COVax.

1. Client List View

Select the "Clients" header in COVax. The default list view for this tab is "Recently Viewed", but immunizers should change this by selecting the black drop-down arrow and finding "Checked-In Clients". To ease future access, pin this list by selecting the pushpin icon.

You can then sort this list by Vaccination Event so that all clients at your clinic are grouped together. You can also search this list by typing the client's name into the "Search this list…" search bar on the top right of the screen. Once you have confirmed both the name and date of birth for your client, click on their name to open their account.

2. Vaccination Event (VE)

Select the Vaccination Events header in COVax. The default list view for this tab is "Recently Viewed", but immunizers should change this by selecting the black drop-down arrow and finding "Organization's Vaccination Events". To ease future access, pin this list by selecting the pushpin icon. You can then search for your VE by typing the name of your clinic into the "Search this list…" search bar on the top right of the screen.

The "Clients" list can be found in the "Related Tab" and should be sorted by "Service Status" so all checked-in clients are grouped together. You can also search this list by typing the client's name into the "Search this list…" search bar. Once you have confirmed both the full name and date of birth for your client, click on their name to open their account.

For detailed instructions on this process, as well as how to add a VE to your Navigation Bar, please watch **this video**.

Reminder: Check-out All Clients

All clients must be checked-out in COVax after they receive their vaccine. This is an important step to ensure the client can access their Enhanced Vaccine Certificate. To check-out a client, select the arrow next to the "Administer Dose" button on the client account. You will see the option to "Check Out".

When you select "Check Out", please ensure that the "Email receipt to patient" checkbox is selected before hitting "Next".

For detailed instructions, please watch the Check-Out video **here**.

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. Please note that it can take 24-48 hours for your account to be reactivated, so please plan accordingly.
- COVax updates happen frequently. Up-to-date training materials can be accessed **here**.

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 11:00 p.m. 7 days a week.
Email: COVaxonsupport@ontario.ca
Phone: (416) 849-9998 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