The Weekly COVax Dose

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

Date Issued: Friday, December 17th, 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

Delayed Data Entry into COVax: Verify date and time

If a client's Dose Administration Record (DA-Record) is not being entered into COVax live at the time of immunization, it is important to pay close attention to the date and time fields when recording the dose. Please ensure these fields are updated to reflect the time of immunization, and not the time of data entry. Please see screenshot below for reference.

Dose Information

☑ The Vaccine Information Sheet has been reviewed and client consents to receiving the vaccine and all recommended doses in the series.

Vaccine : PFIZER-BIONTECH COVID-19 VACCINE mRNA 0.3 ml - FD0810, 2021-11-30

*Diluent Event Inventory

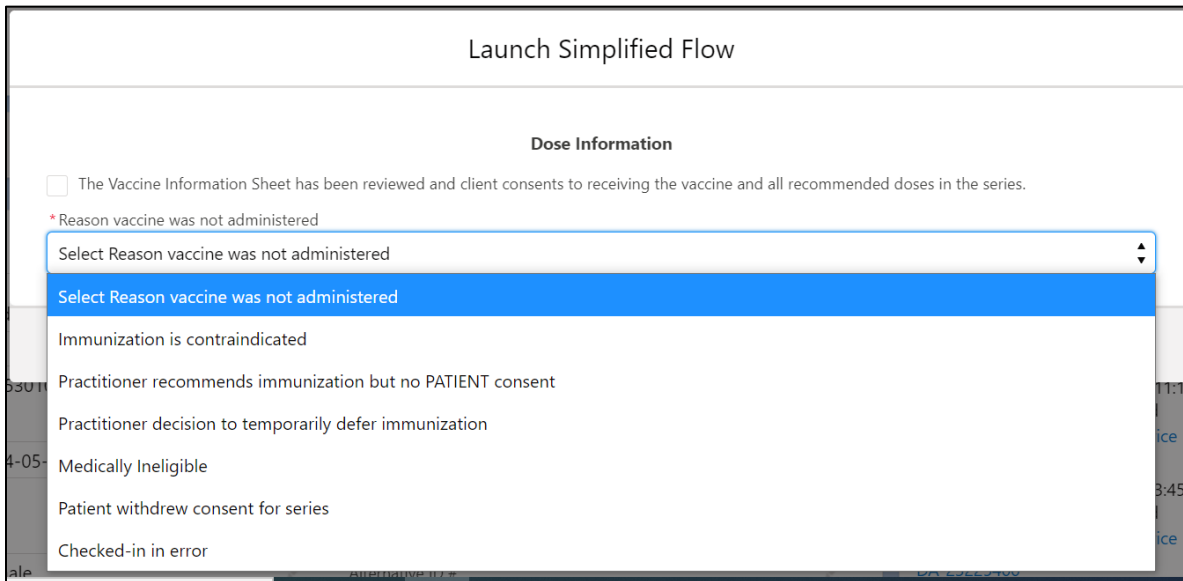PFIZER Diluent 0.9% Sodium Chloride null ml - 28195DK, 2023-04-01

*Route

Intramuscular / intramusculaire

*Anatomical Site

Please Select

*Date and Time

Dec 16, 2021   1:54 PM

Immunizers: How to document that a client was NOT vaccinated

If a client is checked-in to be immunized, but does not end up receiving the vaccine, this must be documented. The best way to do this is after you have clicked "Administer Dose", at the time of entering Dose Information. The immunizer should unselect the consent box, which will then remove the Dose Information fields. A drop down will appear, titled "Reason vaccine was not administered", and the appropriate option should be selected.

Launch Simplified Flow

Dose Information

☐ The Vaccine Information Sheet has been reviewed and client consents to receiving the vaccine and all recommended doses in the series.

* Reason vaccine was not administered

Select Reason vaccine was not administered

| Select Reason vaccine was not administered |
| Immunization is contraindicated |
| Practitioner recommends immunization but no PATIENT consent |
| Practitioner decision to temporarily defer immunization |
| Medically Ineligible |
| Patient withdrew consent for series |
| Checked-in in error |

Reminder: Do not copy and paste information in COVax

While copying and pasting information from other sources into COVax may seem efficient, it is actually causing a variety of problems, the most important of which are **Privacy Breaches**. In recent weeks, we have had a number of reports from clients who have received someone else's Vaccination Receipt. This happens when the wrong email is pasted/entered into a client's COVax record.

Incidents like this are **Privacy Breaches**. They are confusing, and upsetting, for clients. They require initiation of your organization's Privacy Breach Protocol, which involves a number of steps, and a lot of staff time to complete.

These Breaches have been happening more frequently and are avoidable.

Going forward, in order to avoid these Privacy Breaches, please do not copy and paste information into COVax. It is better to make a typo and have a client not receive their receipt (because we can easily get them their missing receipt), than for a client to receive someone else's receipt.

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