

## VAMS Business Process - Clinics

BP Number and Title	<b>BP001</b> – VAMS Clinic Point of Contact (POC) Change Process
Target Audience	<b>Clinics</b>
Business Process Detail	<p>In VAMS, the Primary Vaccine Coordinator from the CoVP Enrollment is assigned as the Clinic Point of Contact (POC) and given the role of Clinic Administrator. The following steps should be followed to reassign the role of Clinic Administrator or add a Clinic Administrator in VAMS.</p> <p><u>If the current Clinic Administrator has an active account in VAMS:</u></p> <ol style="list-style-type: none"> <li>1) Clinic Administrator should log into VAMS, click on the <b>Clinic setup</b> tab, scroll to the <b>Manage users</b> section, and click the <b>Add user</b> button, to add the new user with the role of Clinic Administrator. An email is needed to add the user.</li> <li>2) If the new Point of Contact has an existing account in VAMS, the existing Clinic Administrator can also edit the role(s) by clicking on the user's name in the clinic members table found in the <b>Clinic setup</b> tab in the <b>Manage users</b> section and clicking the <b>Edit</b> button.</li> </ol> <p><u>If the current Clinic Administrator does not have an active account in VAMS:</u></p> <ol style="list-style-type: none"> <li>1) Contact the VAMS Phone Helpdesk at 1-833-957-1100 to request a change in the role of Clinic Administrator. The VAMS Helpdesk will need the following information. <ul style="list-style-type: none"> <li>• Name of clinic</li> <li>• Current POC name and email address</li> <li>• Requested new POC name and email address.</li> </ul> </li> </ol> <p><u>If the current POC will remain as Primary Vaccine Coordinator in VAMS and CT WiZ, then no additional action is required.</u></p> <p><u>If the current POC will not remain as Primary Vaccine Coordinator in CT WiZ then:</u></p> <ul style="list-style-type: none"> <li>• Log into CT WiZ. From the left menu, click on <b>Clinic Information</b> then click on <b>Staff</b> to navigate to the <b>Clinic Staff Change Request</b> page.</li> <li>• To remove the employee from the clinic staff list that is serving as the Primary Vaccine Coordinator from CT WiZ: <ul style="list-style-type: none"> <li>• Click the <b>Edit</b> button drop down in the row of the employee name you would like to remove and choose <b>Remove</b>.</li> <li>• Confirm this action by choosing <b>OK</b> in the pop up box.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Return to Staff page.</li> <li>• To change the role of an existing staff, click the <b>Edit</b> button in the row of the employee name you would like to edit. <ul style="list-style-type: none"> <li>• On the <b>Clinic Staff Change Request</b> page. From the <b>Contact Type</b> drop down choose the new role</li> <li>• Click the <b>Update</b> button.</li> </ul> </li> <li>• To add new staff, click on <b>Add New Contact</b>: <ul style="list-style-type: none"> <li>• Select the staff's contact type.</li> <li>• Enter the staff's information.</li> <li>• Click on <b>Create</b>.</li> </ul> </li> </ul> <p>*All Clinic Staff change requests in CT WiZ require approval from DPH. Changes will take effect after the request is approved.</p> <p><u>If Clinic Administrator needs a VaccineFinder email account:</u></p> <ul style="list-style-type: none"> <li>• Log in to <a href="#">VaccineFinder</a> - VaccineFinder registration emails will be sent initially to the organization contact listed in Section A of the provider agreement. The organization contact will have the ability to then designate reporting to the clinic location level. Once the reporting is designated, this will trigger new email addresses to the provider location primary and backup contact listed in Section B of the provider agreement.</li> <li>• If a change is made, as listed above, the original contact's email will be deactivated and the new contact will receive an email to register in the Vaccine Finder COVID Locating Portal.</li> <li>• <a href="#">Microsoft Word - VaccineFinder Provider Onboarding Factsheet_Final.docx</a></li> </ul>
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