



COVID-19 Vaccination Administration



Frequently Asked Questions - Recipient

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Frequently Asked Questions - Recipient

Recipient Information

Employee (Recipient) Enrollment and Scheduling

Will recipients be able to schedule an appointment in VAMS for their vaccine?

The recipient appointment scheduling starts with the Organization/Employer adding the recipients into VAMS. At that time, the recipients will receive an e-mail to complete their registration (choosing text or e-mail for notifications) and then schedule their appointment in VAMS. They can search for clinics providing the vaccine using their Zip Code or city and select an available timeslot. After they schedule their appointment, a 2nd text/e-mail is sent to them to complete the medical questionnaire and consent form.

Recipient Communication/Forms

Can a recipient schedule their appointment if they have not completed the prescreening?

No, they cannot. They must first complete the prescreen which will then lead them to schedule an appointment. After they schedule their appointment they will need to log back in and complete their medical questionnaire and consent.

What if a recipient does not have computer/smartphone access? Is there someone to help people with language barriers?

Clinics should not create the online pre-vaccination for recipients who do not have access to computers or smartphones.

Clinics can be set up as 'Third Party Clinics' to document the recipient's vaccination. They can provide the necessary documents to the recipient prior to the appointment.

Will there be a Vaccine Information Sheet for COVID-19 Vaccine with any contraindications listed or is that part of the prescreen questions?

The Vaccine Information Sheet is available in VAMS when completing the medical questionnaire and consent.

Does VAMS provide automatic reminders for the second dose to recipients?

There is a text/e-mail notification sent when the 1st vaccination dose is completed. The next dose eligible date and a link back to VAMS to schedule their 2nd appointment is included in the notification. The recipient can schedule their 2nd dose at this time.

Is there a registration consent form built into VAMS?

Yes. The title screen is Vaccine Consent for (patient name). At the bottom of the screen, the check box reads the following "I acknowledge that I have received a copy of the Notice of Privacy Practices".

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Will VAMS provide each vaccine recipient with an e-mail verification of vaccination?

Yes, after the vaccination appointment, the vaccine recipient is e-mailed a confirmation and the next dose eligible date. They can log back into their VAMS account and print their vaccination certificate from VAMS and schedule their next appointment.

What if the recipient misses their scheduled appointment, does the recipient receive a follow-up text/e-mail?

Yes, the recipient receives a cancellation notification at 6pm on the day of the appointment and another notification 2 days later indicating the appointment was cancelled and to reschedule.

Does the recipient receive a reminder text/e-mail of an upcoming appointment?

The day before the appointment, the recipient receives an e-mail to complete the questionnaire/consent. The recipient cannot check in for their appointment until they complete this.

How do I cancel and reschedule my appointment?

The recipient can log into their VAMS account and cancel and reschedule their appointment.

General System Questions

What security protocols are in place in VAMS?

VAMS is a secure web-based platform, following national guidelines for security of the data. Data Use Agreements (DUA) have been signed with each jurisdiction (i.e. CT DPH) to ensure security and confidentiality of the data.

Is VAMS compatible with Google Chromebooks?

Yes, VAMS is a web-based application that is compatible on any device with internet.

What browsers are compatible with VAMS?

VAMS is only compatible with the most current stable version of Edge, Chrome, Mozilla, Firefox and Safari.

Has VAMS been tested with high volume data entry? Is there a paper backup plan in the event VAMS goes down?

Currently, VAMS does not function offline. CDC recommends your jurisdiction develop and test backup solutions for offline use if the internet is unavailable and explore methods for sending second-dose reminders to vaccine recipients as needed. Recommended activities include:

- Print consent forms, schedules, information sheets, and administration checklists.
- Plan for data entry after clinic operating hours.
- Monitor recipient records to recognize when recipients may need an offline second-dose reminder notification.