



COVID-19 Vaccination Administration Management System

Frequently Asked Questions - Clinic

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Frequently Asked Questions - Clinic

Clinic Frequently Asked Questions

Clinic Access/ Registration in VAMS

On the Clinic Setup screen, what end date should be entered into VAMS for Clinics?

If you do not enter an End Date, it will automatically default to 365 days from the date that you are setting up your clinic. You can limit how far out your schedule shows by adding an end date. Example: By having an end date of 05/01/2021, your clinic schedule will only show availability until 05/01/2021. DPH also provides guidance on how far out your 1st dose schedule should be. Please review this guidance in the weekly CoVP bulletin found on the [CoVP Communications webpage](#).

How do I know which staff should have access in VAMS?

Review the [Roles and Responsibilities Sheet](#) to help with who to train on VAMS. A staff member can be assigned multiple roles.

Clinic Roles/Responsibilities

Can a Clinic user be assigned to more than one role in VAMS?

Yes, for example a Health Care Professional may also be assigned a Front Desk role. When they log in to the Clinic portal, they will be able to view different screens based on their assigned roles.

Can the Healthcare Professional role be assigned to only licensed healthcare professionals in VAMS?

The role in VAMS does not have to be assigned to a licensed healthcare professional; however, the healthcare professional that administers the vaccination to the recipient must be the name listed in VAMS as administering the vaccination.

Can more than one user be a Clinic Administrator?

Yes, a clinic can have more than one Clinic Administrator. When a clinic is set up in VAMS, the Primary Vaccine Coordinator that is indicated on the CoVP Provider Agreement is assigned as the Clinic Administrator by the jurisdiction. Once added, that Clinic Administrator can then add additional VAMS users as Clinic Administrators.

EHR Interface

Do clinics need to enter data in their EHR (electronic health record) as well as in VAMS?

On a daily basis in near real-time, VAMS sends vaccination details to each jurisdiction's immunization information systems (IIS) for aggregation, in this case CT WiZ. There is no direct connection between VAMS and clinic EHRs. If a clinic has onboarded with CT WiZ via an HL7 interface, the clinic does not need to enter data in VAMS any longer. Clinic administrators should coordinate with their jurisdiction IIS for retrieving or capturing these data in a clinic EHR system.

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We are live with the IIS Registry with Bi-Directional Query to our EHR. Is data from VAMS going to flow via the same interface?

No, there is no interface between VAMS and the IIS. Since you have onboarded your EHR with CT WiZ, you only need to enter the vaccination details in your EHR and not VAMS.

If we are going to be using our EHR with an HL7 interface with CT WiZ, do we need VAMS to order our vaccine? Do we only order through VAMS for Phase 1 and not CT WiZ?

While the state is on allocation, all CoVP Providers must place their COVID vaccine orders using the state's COVID-19 Vaccine Ordering portal. After the state comes off allocation, you can order COVID vaccines in CT WiZ.

My clinic has an EHR, but I do not have an HL7 interface with CT WiZ, do I need to document the vaccination in VAMS and my EHR?

Yes, you will need to 'data enter' into VAMS and into your EHR. You can save time by using a device with a camera to scan the recipient's QR code to check them in for their appointment, and a 2d barcode scanner to scan the Pfizer vaccine vial for inventory and administration. The Moderna vaccine vial has a QR code therefore a device with a camera can be used to scan the vial into VAMS.

Recipient Check In

Recipient name is listed incorrectly, can it be edited?

Recipients can edit first and last name during the VAMS account registration process or by using the edit function **after** the VAMS registration is completed.

Clinic staff can also edit records for recipients who do not already have a VAMS account. To edit, click the **Search for Existing Recipient** button on the **Recipient Check-in** tab and search for the recipient. Once the correct recipient is found, click on their name in the search results table to be taken to the **Recipient Information** page. Click the **Edit** button to make any changes and then click **Save**.

Note: A recipient's name cannot be edited by the clinic if the recipient has completed their vaccination schedule or completed their VAMS account registration.

Can a clinic conduct onsite registration for COVID-19 vaccination?

Clinic Front Desk users can create VAMS accounts. If an email address is included when adding a new recipient, the Front Desk user can check create a VAMS account for the recipient. The recipient will receive an email and must follow the normal registration process to complete the VAMS registration.

When/How should the Pre vaccination Questionnaire be completed?

If the recipient has not completed their **Pre vaccination Questionnaire** prior to their appointment, Front Desk staff will receive a message that states, "Recipient has not completed the pre-vaccination questionnaire." Staff can direct the recipient to log into their VAMS account and complete the

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questionnaire on their own or select that the healthcare provider will complete the Pre vaccination Questionnaire with the recipient at the beginning of the appointment.

If you select the first option, ask the recipient to step to the side while they log in to their VAMS account and complete the questionnaire. Once complete, Front Desk staff will repeat the check-in steps again. If you select the second option, you will be directed to the Validate Recipient page. The HealthCare Professional will complete the questionnaire with the recipient during the appointment.

Running Reports in VAMS

How can clinics extract data and run reports in VAMS?

From the Clinic data tab:

Standard, mobile, and pop-up clinics, can run:

- Vaccination Administration Reports for Today, Past 7 Days or Past 30 Days
- Scheduled Appointment Reports for Today, Next 7 Days or Next 30 days
- Clinic Capacity Report
- Inventory- Vaccine Level Reports

Third Party clinics can run:

- Vaccine Administration Reports for Today, Past 7 days or Past 30 days
- Inventory-Vaccine Level Reports
- They can also view and export a list of recipients added to their clinic

How do I view my dashboards or inventory details?

Clinic Administrators and Inventory Managers can use the **Inventory Management** page to monitor inventory levels and view snapshots of available and booked appointments. This page gives you a complete view of important information about your vaccine inventory level.

Scheduling

How can a Clinic Point of Contact review past vaccinations?

To view past vaccinations administered through your clinic, you can run a Vaccination Administration Report for today, the past 7 days or the past 30 days. You can also go back farther than 30 days by clicking on the Filter icon and customize the date range. This report is available in the **Clinic Data** tab.

To view a recipient's vaccination history, use the **Search for existing recipient** button on your clinic's home page.

Can a clinic determine the length of each vaccination slot?

The Clinic Point of Contact creates the clinic's main operating schedule which includes selecting the length of the time slot (10, 15, 20 mins.). The Appointment Duration is selected on the **Clinic Details** screen. Once vaccination treatment stations with operating hours are created (could be different than

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the main clinic's hours), the number of slots available is based on the hours and number of vaccination stations.

Can appointments be set for less than 10 minutes?

The shortest appointment duration in VAMS is 10 minutes. However, the number of treatment stations determines the number of appointment slots available. A work around would be to set up two treatment stations for each 10-minute increment which would create two appointment slots within the 10-minute timeframe (essentially 2 – 5 minute appointments).

Can recipients set up an appointment in VAMS if no treatment stations are set up?

No, both operating hours of the clinic and treatment station hours need to be set up to schedule an appointment. The “Available for Scheduling” check box must be checked on the **Clinic Setup** screen for appointments to be available for recipients. VAMS provides a Ready for operation checklist to ensure you have completed your clinic set-up.

We are set up as a Third-Party clinic. How can we schedule 2nd Dose shots for the vaccinations that require two? Can we see whether the first dose was administered?

Third Party clinics do not have the scheduling piece inside of VAMS; therefore, they will need to notify people of the clinic hours and then remind people of the date and time of the clinic to receive their second dose. When recipients are uploaded, and their vaccination is logged it will be listed on the **Manage Recipients** screen as 1/2 Doses completed (if First Dose administered and documented in VAMS).

When the First Dose is complete, have the recipient record their 2nd Dose appointment date on their Vaccination Record Card before they leave.

How do I notify vaccine recipients of changes in scheduling, clinic locations, etc.?

VAMS will automatically send cancellation notifications (email or text) to scheduled recipients when a clinic or appointment is closed or cancelled. Cancellation notices can also be sent when treatment stations are changed, when the appointment duration slot changes, when the clinic operating hours change and when absences (treatment or clinic) are added. When a clinic cancels an appointment, the cancellation reason selected will be included in the cancellation message that will be sent to the recipient(s).

Can I set up a waiting list for my clinic to take advantage of excess capacity/doses on an ad-hoc basis?

Yes, however waiting list functionality is not available in VAMS. You should manage waiting lists outside of VAMS and treat waiting list individuals as walk-ins.

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Can treatment stations be reused? If a Mobile Clinic was already held and the treatment stations are already set up, can the treatment stations be used again with different dates?

In general, reusing treatment stations is discouraged. However, if the treatment stations are the exact same times and day of the week, they can be reused. You can just change the Start and End Dates of the treatment stations.

System Questions

What happens if the system is down during clinic hours?

Currently, VAMS does not function offline. CDC recommends your clinic develop and test backup solutions for offline use if the internet or VAMS 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.

VAMS allows for healthcare professionals to backdate vaccinations, allowing vaccination to continue even if VAMS is unavailable. Healthcare professionals will need to document the following information from recipients during vaccination to enter in VAMS once the system is available again.

Information requested during vaccination:

- Vaccine information, including UoU (vial) barcode, manufacturer, product, and UoU (vial) lot number.
- Administration site (e.g., left deltoid).
- Vaccination outcome: successful or unsuccessful. If unsuccessful, was it possible to re-attempt vaccination?
- Whether wastage occurred. Note: Log waste if it did occur.

Is uploaded information done through SFTP or data file? How is the data protected?

VAMS is a secure web-based platform with direct data entry. Clinics can use a 2d barcode scanner to save time adding vaccine inventory and recording a recipient's vaccination. User access is approved by the CT DPH upon approval of the COVID-19 Provider Agreement.

There is no electronic interface or SFTP with VAMS to report vaccine administration. It is direct data entry, and the users get access to VAMS after the COVID-19 Provider Enrollment/Agreement is completed and approved in CT WiZ.

What is the IZ Gateway?

IZ Gateway is the secure transport hub from VAMS to CT WiZ. This Gateway has been used for several years for interjurisdictional exchange between Immunization Information Systems (such as CT WiZ). DPH has a signed Data Use Agreement (DUA) between the IZ Gateway and CT WiZ. The vaccination details are sent from VAMS to CT WiZ in near real-time.

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How often do I need to report my inventory to VaccineFinder?

The cutoff for reporting is by 5 am for the previous 24 hours. COVID-19 vaccination providers must report on-hand vaccine inventory every day (including weekends and holidays).

Vaccine Administration

Does VAMS include reporting of adverse events that result from the vaccine or are associated with it?

No, it does not. You need to report any adverse events in the Vaccine Adverse Event Reporting System (VAERS). More information can be found at <https://vaers.hhs.gov/reportevent.html>

Does VAMS have the ability for co-signature by a supervisor for nursing students that are serving as vaccinators?

All vaccinators must be added to VAMS as a Clinic Healthcare Professional to review the medical record and document the vaccination. A note can be added to the record for the supervisor to sign off.

What if the recipient does not meet the medical screening criteria?

At the time of vaccine administration, Healthcare Professionals are required to respond to questions in VAMS used to assess the recipient's condition. If either question is answered 'No' the recipient is ineligible for the vaccination and a reschedule prompt will be sent to the recipient's e-mail.

What if the vaccination was not successful?

At the time of vaccine administration, Healthcare Professionals will have the ability to select a reason that a vaccination was unsuccessful. If applicable, recipients will receive an e-mail to reschedule.

Can I log a vaccine refusal?

There is no specific place in VAMS to log a vaccine refusal; however, you can document whether the recipient is eligible to receive the vaccine based on the medical questionnaire. If the recipient is not eligible to receive the vaccination at the appointment, the recipient can reschedule their appointment. A wastage can also be recorded in VAMS for situations such as "vaccine drawn into syringe, but not administered" if the recipient were to refuse after the vaccine was prepared.

If a recipient shows up in the emergency room, how can the hospital clinic know the recipient's vaccination status?

Clinics will know the recipient's record by checking VAMS, logging into CT WiZ, or having the recipient bring their immunization record. Recipients can obtain their immunization record from VAMS and clinics can obtain records from CT WiZ.

Will administering a vaccine reduce inventory?

Yes, when you administer a vaccine, the inventory is reduced by that amount. Logged waste also reduces your inventory.

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I administered a vaccine within the 4-day grace period but VAMS is not allowing me to enter a date prior to the 21 days.

The vaccination can be reported in VAMS at the 21-day interval and backdated to a date within the grace period.

Can you view details on vaccines administered (to whom, when, brand, etc.) in a Third-Party Clinic?

Yes, on the **Manage Recipients** tab, you can see the vaccine status/dose series and the prior vaccine name.

Vaccine Inventory

Does each campus in a Clinic system place an order (even though they are shipped to one central location)?

If each campus/clinic has a separate PIN then an order must be placed by each PIN. If a PIN has multiple clinics in VAMS such as mobile or pop-ups, the shipment will go to the central location for disbursement.

How can I transfer vaccines to another clinic in VAMS?

On the Inventory Management screen, there is a 'Reduce Inventory' button. You can use this to indicate a reduction in your inventory. The other clinic that you are transferring the vaccines should then add the vaccines to their inventory. For step by step guidance, please click on the following link.

[Transferring COVID-19 Vaccination Doses](#)

My 2d barcode scanner is not scanning the Moderna vaccine that has a QR code, not a barcode.

Clinics can manually enter Moderna inventory by choosing "Manual" instead of "Scan". Another option is to log into VAMS on a smartphone or tablet and use the camera feature to scan the QR code.

There was not an expiration date listed for the Moderna vaccine.

Clinics can look up the expiration date on the Moderna website at: [Vial Expiration Date Lookup | Moderna COVID-19 Vaccine \(EUA\) \(modernatx.com\)](#)

What do I do if VAMS inventory does not match the physical inventory?

You can run the Vaccination Administration report in VAMS to determine if all vaccinations have been documented. You may also want to check to ensure extra doses were added to your VAMS inventory.

To increase inventory, manually add as many UoUs as required and then review the following steps to manually reduce inventory as/of necessary.

- Step 1: Click on 'Manually Reduce Inventory' button on the tab Inventory Management.

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- Step 2: Fill out the Manually Reduce Inventory screen and select reason for reduction as 'Error when logging inventory'.

What do I do if I have extra doses in a given vial?

When an extra dose is found in a vial you should add an entire UOU and reduce it by the unwanted amount. For additional details, click on the following link: [VAMS Manually Adjusting Inventory to Accommodate for Extra Vial Doses](#)

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. VAMS is not compatible with Internet Explorer.

Can VAMS be accessed on a cell phone or tablet? Is there a mobile app?

There is not a mobile app for VAMS; however, VAMS is web based and works on computers, cell phones and tablets with internet access.

How can I reach the VAMS Helpdesk for system issues?

Inquiries to the VAMS Helpdesk should be initiated in one of two ways:

- Contact the toll free VAMS Phone Desk – 1-833-957-1100
- Use the VAMS Web Form accessible from VAMS by selecting “Get Help” in the top right header after logging into VAMS.

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Frequently Asked Questions – Recipient

Recipient Frequently Asked Questions

Recipient Enrollment and Scheduling

How do recipients schedule an appointment in VAMS to receive the COVID-19 vaccine?

Recipients must be uploaded to VAMS by an employer, organization or DPH. Once they are uploaded, the recipient receives an email to create a VAMS account. If the recipient has activated their account in VAMS, they can schedule an appointment using the **Schedule Appointment** button on their VAMS homepage. If they do not have a VAMS Account, they should follow the steps as detailed in the following link. <https://portal.ct.gov/vaccine-portal/COVID-19-Vaccinations-VAMS-Support>. For those who do not have access to technology or prefer to schedule an appointment by phone, please call the Vaccine Appointment Assist Line at 1-877-918-2224.

How long is the registration link valid?

The registration link does not expire.

Recipient name is listed incorrectly, can it be edited?

Recipients can edit first and last name during the registration process or by using the edit function **after** the VAMS registration is completed.

Clinic staff can also edit records for recipients who do not already have a VAMS account. To edit, click the **Search for Existing Recipient** button on the **Recipient Check-in** tab and search for the recipient. Once the correct recipient is found, click on their name in the search results table to be taken to the **Recipient Information** page. Click the **Edit** button to make any changes and then click **Save**.

Note: If the recipient has activated their VAMS account or completed their vaccination schedule, the clinic cannot edit the information.

I am registered in VAMS in a clinic role. Do I need to click the link on the email I received to register as a recipient?

If you currently have a VAMS account with access to the Clinic Portal, then you do not need to click on the registration link in the recipient registration email. When you log into your account, you should see the Recipient Portal. Click on the Recipient Portal to complete your registration.

Recipient Communication/Forms

What if a recipient is homebound? Is there a special form for them to complete?

Individuals who are medically or physically unable to leave their home to receive a COVID-19 vaccine can register their need for in-home vaccination by completing the form at <https://dphsubmissions.ct.gov/homebound>.

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

Recipients that do not have access to a computer or smartphone or have a language barrier may choose to use the toll-free Vaccination Appointment Assistance Line (VAAL) by calling 1-877-918-224 to schedule an appointment to receive the vaccine.

Clinics will be able to assist recipients to complete their registration and necessary paperwork prior to the vaccine administration, as well as schedule second dose appointments (if necessary).

Will recipients receive a Vaccine Information Sheet for the COVID-19 Vaccine that includes possible risks from receiving the vaccine listed?

The Vaccine Information Sheet (Emergency Use Authorization Fact Sheet) is available in VAMS when completing the medical questionnaire and consent, or from the clinic/provider that administers the vaccine.

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

If the vaccination requires two doses, there is a text/e-mail notification sent when the 1st vaccination is documented in VAMS. The next dose eligibility date and a link to VAMS to schedule their 2nd appointment is included in the notification.

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”.

Will VAMS provide each vaccine recipient with a verification of vaccination?

Yes, after the vaccination appointment, the vaccine recipient is sent a confirmation and the next dose eligibility date to their preferred method of contact (email or text). They can log into their VAMS account and print their vaccination certificate from VAMS and schedule their next appointment.

What if a recipient misses their scheduled appointment? Will they 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 Prevaccination questionnaire/consent. If they do not complete the Prevaccination Questionnaire prior to their appointment, the healthcare professional will ask the questions before they receive their vaccination.

How does a recipient reschedule an appointment?

Recipients can reschedule their appointment without cancelling their current appointment. In the **Recipient Portal**, on the **My Appointments** tab, select the **View Details/Modify** link for the appointment

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you want to reschedule. This link takes you to the **Appointment Details** page where you can click the **Reschedule Appointment** button to search for a new appointment. Your current appointment will not be cancelled until you confirm a new appointment. You will receive a confirmation message for your new appointment via your preferred contact method. As a reminder, you can only have one scheduled appointment at a time.

General System Questions

Will I be able to use an email address with special characters in VAMS?

VAMS does not accept email addresses with special characters, including underscore. In this case, a recipient would need to use a different email address or use a vaccine scheduling option other than VAMS.