VAMS Vaccine Administration Management System

VAMS Clinic Front Desk and Healthcare Professional Training with Q&A

This Presentation Will Begin Momentarily

Connecticut Department of Public Health
Keeping Connecticut Healthy

Agenda

- Who is Eligible to Receive the Vaccine?
- Clinic Front Desk Roles and Responsibilities
- Healthcare Professional Roles and Responsibilities
- Recent and Upcoming Enhancements
- Supports
- Best Practices
- Q&A
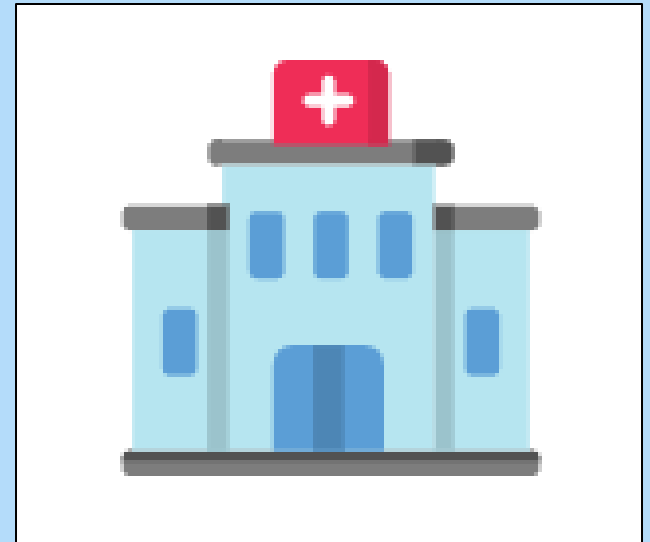
How do you know who is eligible to receive the vaccine?

- Phases and Eligibility
- Visit: https://portal.ct.gov/Coronavirus/covid-19%20vaccinations

Standard and Mobile Clinic Roles and Responsibilities

- Standard and Mobile Clinic Administrator
- Inventory Manager
- Clinic Front Desk
- Clinic Healthcare Professional

User Manual — Standard & Mobile Clinic Administrator

User Manual — Inventory Manager

User Manual — Clinic Front Desk

User Manual — Healthcare Professional

Activities in VAMS based on Clinic User Role

VAMS Role and Activity Matrix

Activity in VAMS	Standard and Mobile Clinic User Role			
	Clinic Administrator	Inventory Manager *(optional)*	Healthcare Professional	Front Desk
Serve as a clinic point of contact for your jurisdiction. *(Typically, the clinic administrator also serves as the clinic POC.)*	✓			
Manage clinic information (e.g., physical address)	✓			
Set and manage clinic schedule	✓			
Manage (add, edit, remove) VAMS users	✓			
Place COVID-19 inventory requests	✓	✓		
Log COVID-19 vaccine inventory when received	✓	✓		
Reduce COVID-19 vaccine inventory	✓	✓		
Monitor clinic's COVID-19 vaccine inventory levels to match appointments scheduled	✓	✓		
View and export Inventory-Vaccine Level report	✓		✓	
Check in recipients				✓
Create walk-in recipient appointments				✓
Cancel recipient appointments			✓	✓
Confirm recipient identity			✓	✓
Access and review recipient record (name, date of birth [DOB], medical history, known allergies, etc.); add notes to record			✓	
Log vaccination (vaccine information, outcome, and waste if applicable)			✓	
View next-dose eligibility dates			✓	
View and export Vaccination Administration and Scheduled Appointment reports			✓	

Clinic Front Desk Roles and Responsibilities

Your Role in VAMS is Critical to the Clinic's Success

As **front desk** staff, you are the first person vaccine recipients see at the clinic. You will use VAMS to check in recipients, create walk-in appointments or cancel appointments. The table below illustrates the activities that only you, as the clinic front desk staff, can perform in VAMS.

Responsibilities	Clinic Front Desk	Clinic Healthcare Professional	Clinic Administrator	Clinic Inventory Manager
Serve as clinic point of contact for your jurisdiction			✓	
Manage clinic information (e.g., physical address)			✓	
Set and manage clinic schedule			✓	
Manage clinic's COVID-19 vaccine inventory			✓	✓
Manage (add, edit, remove) VAMS users			✓	
Check in vaccine recipients	✓			
Create walk-in recipient appointments	✓			
Cancel recipient appointments	✓	✓		
Confirm recipient identity	✓	✓		
Administer vaccine to recipients		✓		
View dates when recipients can get their second dose of vaccine		✓		

Recipient Check-in

As front desk staff, your main responsibility is checking in vaccine recipients. The process of checking in a recipient includes verifying their appointment in VAMS, confirming their identity, and confirming they have completed the required documents. **This process must be completed before the healthcare professional can administer vaccine to a recipient.**

Use QR Code to Find Recipient Appointment in VAMS

The recipient receives a unique QR code after scheduling their appointment.

➤ Use a mobile device to **scan the recipient's QR code**. If you are logged into VAMS on the mobile device, scanning the QR code will take you to the recipient's appointment record in VAMS. If you are not logged into VAMS on the mobile device, the log-in screen will appear, and you will need to log in before accessing the recipient's appointment record.

➤ The system will prompt you to **verify** the recipient's **identity** by selecting their form of identification.

➤ Once you have verified them, the system will update their status to "Checked In."

Manually Find Recipient Appointment in VAMS

You can manually search for appointments if the QR code is unavailable or you do not have a barcode scanner. Follow the steps below to manually search for appointments:

➤ Go to the **Appointments table** on the home page.

➤ Use the drop-down in the table header to **filter** appointments scheduled for today, the next seven days, future appointments, or cancelled appointments. You also can **sort** appointments in the table by clicking any of the column headers to order the rows by those criteria.

➤ Or you may **search** for an appointment by entering the recipient's name or email address in the search bar at the top right of the appointments table.

➤ After finding the recipient's appointment in the table, click **Check-in Recipient**.

➤ If the recipient hasn't completed their Prevaccination Questionnaire, you will not be able to check them in. Ask them to log into their VAMS account and complete the questionnaire.

NOTE: The search function will only show results from your clinic. If the search shows no results, then the recipient is not listed at your clinic. **If you cannot find the recipient's appointment** in the system, you should **confirm the recipient is at the correct location.** If the search shows no results, the recipient's appointment **may be at another clinic** or, if they did not receive a confirmation notification, they **may not have completed the scheduling process.**

Clinic Front Desk Recent Enhancements – VAMS 2.2

- **Standard and mobile clinic front desk staff can edit recipient records**

- **New questions asked of standard and mobile clinic front desk staff when scheduling walk-in appointments**

- **You can find the Release Notes in the Help feature in VAMS**

Standard And Mobile Clinic Front Desk Staff Can Edit Recipient Records

- Search for an existing recipient
- Click the hyperlink of their name in the search results (not the check box)
- Click the **Edit** button, make edits
- Click **Save**
- Note: Recipient records cannot be edited if they have completed their vaccination schedule, or they have completed their registration in VAMS.

Search for recipient
Enter the required information to search for a recipient and schedule an appointment.

Enter **ONE** of the following fields to search for a recipient:
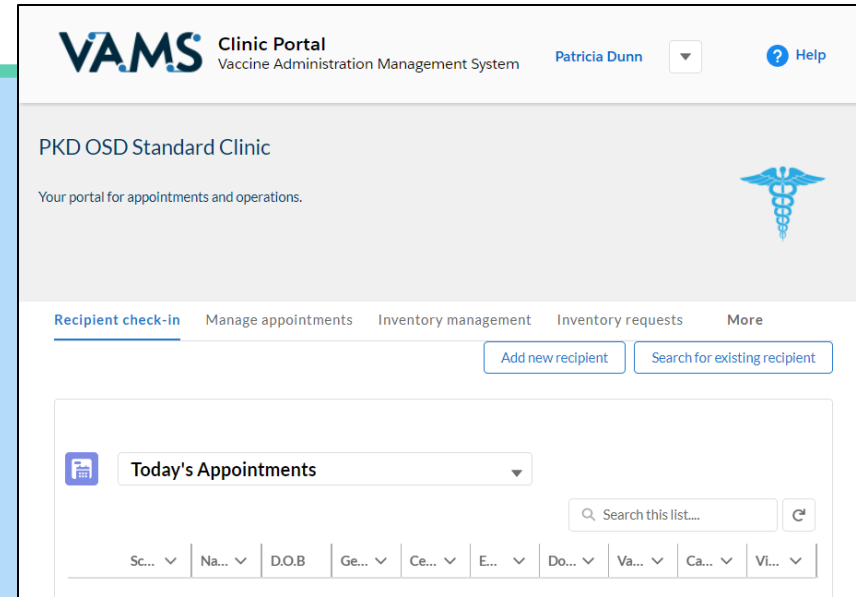
Email	VAMS ID	External system ID

Or, enter the following:

* First name	* Last name	* Date of birth	State
minnie	mouse	Jan 1, 2000	Select an Optio

Back to portal   Clear Search   Search

Search results

Schedule walk-in   Schedule future

	Name	DOB	G ⌄	S. ⌄	C. ⌄	E. ⌄	Thir...	V. ⌄	Foll...	V. ⌄	V
☐	Minnie Mouse	Jan...	Fem...	Con...					Jan...	Pfiz...	V

Can't find the intended recipient? Add them to VAMS to schedule a vaccination appointment.

⊘ **Error**
You do not have permission to edit this record because this individual has an active account or has completed vaccination.

- When scheduling a walk in, if no prior doses are recorded in VAMS:

  - Answer Has the recipient ever received a COVID-**19 Vaccine?**

    - If Y**es**, the vaccine manufacturer and date of vaccination must be entered.

- If recipient has a first dose recorded in VAMS and is not yet due for their second dose:

  - **Are you sure you want to vaccinate early?** Select **Continue** to proceed or Cancel to cancel scheduling

Before you vaccinate
We do not currently have a record of vaccination for the recipient. Please answer the following questions to schedule an appointment for the recipient.

ⓘ Note: This is in reference to vaccination, not to any COVID-19 testing you may have received.

* Has the recipient ever received a COVID-19 vaccine?
- ◉ Yes
- ◯ No

* Which vaccine did the recipient receive?
- ◉ Pfizer-BioNTech Covid-19 Vaccine
- ◯ Moderna COVID-19 Vaccine
- ◯ Janssen COVID-19 Vaccine
- ◯ Not sure

* Prior vaccination date

Mar 1, 2021

[Cancel] [Continue]

Check In Recipients

- **Recipient Check-in Tab**
  - Search for existing recipient
  - Add new recipient
    - Recipient Info
    - Insurance
    - Review and confirm information
  - Schedule walk-in or schedule future appointment

Confirm Identity and Eligibility

- It is the provider's responsibility to ensure vaccine administration is done in line with current phase eligibility, and individuals should be asked to present verification of eligibility at the time of appointment. Verification can include:

  - For age-based eligibility: drivers license, passport, or other ID showing date of birth

  - For work-based eligibility: ID card, paystub, childcare license, or letter from the employer

- Personal Attestation is Acceptable

  - If the documentation does not indicate residency in Connecticut or Connecticut-based work, the individual should be asked to attest that they live or work in Connecticut.

  - As part of a focus on access and equity, individuals who attest to eligibility but cannot produce documentation should still be able to access COVID vaccines.

Current Phase Poster March 1, 2021

Connecticut residents and workers who are currently eligible include:

Individuals 55-years of age and older

Healthcare Personnel and medical first responders
All paid and unpaid persons serving in healthcare settings who have the potential for direct or indirect exposure to patients of infectious materials.

Residents and staff of congregate settings, including nursing homes and other long-term care facilities
Residents and staff of facilities in Connecticut that provide supportive or supervisory services to their residents and where social distancing is not possible due to shared bedrooms, shared kitchens, or shared bathrooms. This includes nursing homes and assisted living facilities. Congregate settings do not include supported apartments, family settings, college dormitories, or boarding schools

Licensed or license-exempt childcare professionals
Individuals who work at a currently operating childcare programs based in Connecticut and operated by a local board of education, municipality, or regulated by the Office of Early Childhood Child Care Licensing Program.

Pre-kindergarten through High School professionals:
Individuals who work on-site in Connecticut-based pre-kindergarten through high schools, including teachers, paraprofessionals, custodial staff, food services staff, bus drivers, in-school volunteers, and other in-school staff. Individuals not required to go on-site should wait for their eligibility by age.

By attending this clinic, you are attesting to meeting these eligibility requirements. Proof of work or residency may be requested.

If you are not eligible in the current phase, please let us know

---

VAMS Clinic Portal
Vaccine Administration Management System
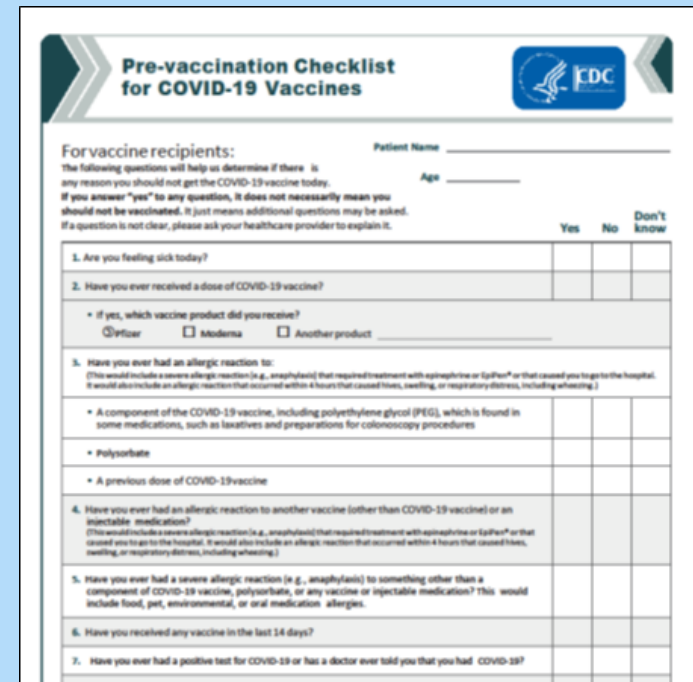
Validate Recipient

Recipient Information

Recipient Name:
Mary Desmond

Recipient DOB:
January 29, 1933

Recipient Email:
patricia.dunn@uconn.edu

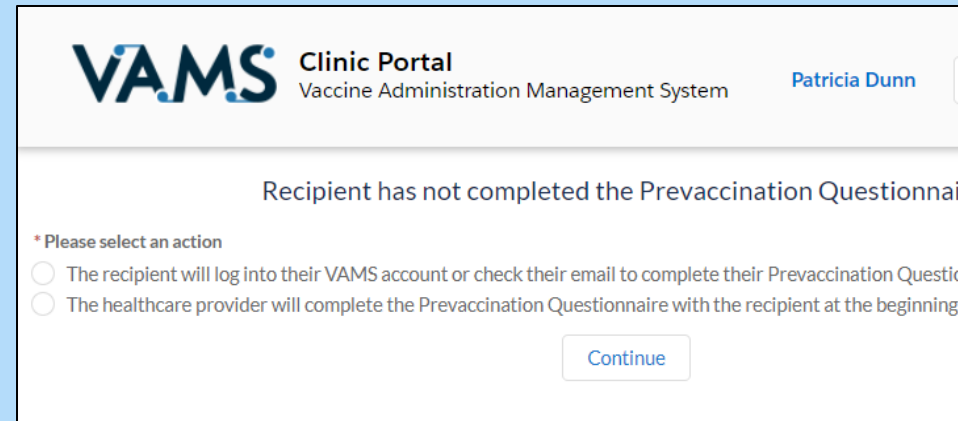***Form of Identification**
- State or Federal-issued ID
- Other valid ID
- No ID required for this clinic
- ID required, but not provided

Previous

Pre-vaccination Questionnaire

- The Pre-vaccination Questionnaire must be completed before receiving the vaccination
- Recipients receive a notification prior to their appointment with a link to the questionnaire
- VAMS will indicate if the recipient has completed their Pre-vaccination Questionnaire
- If they have not completed the questionnaire, they can log into their VAMS account or check their email to complete it **or** the healthcare professional can complete it with the recipient at the beginning of the appointment

Create Walk-in Appointment

Search results

	Fi... ⌄	L... ⌄	DOB	G... ⌄	St... ⌄	C... ⌄	E... ⌄	Thir...	V... ⌄	Follo...	V... ⌄	V... ⌄	E... ⌄	A... ⌄
☑	Joseph	Keating	Dece...	Male		Conne...	✉ pat...				DON...	VAMS...		249 Thom ave,water 06702, U

Schedule walk-in | chedule future appointment

Can't find the intended recipient? Add them to VAMS to schedule a vaccination appointment.

Add recipient

Joseph Anthony Keating currently has the following appointment scheduled:

Recipient Details
Joseph Anthony Keating
DOB: December 9, 1930
patricia.dunn@uconn.edu

Appointment Details
PKD OSD Standard Clinic
249 Thomaston
waterbury
Connecticut
06702

Friday, March 19, 2021
4:15 PM - 4:30 PM

Do you want to cancel this appointment and schedule a walk-in at PKD OSD Standard Clinic?
○ No, keep the existing appointment
○ Yes, cancel the existing appointment and reschedule a walk-in appointment

Back   **Submit**

Confirm appointment cancellation

Are you sure you would like to cancel the existing appointment and reschedule to a walk-in appointment?

Cancel appointment   **Back**

Cancel Appointment

- On the Recipient Check-In page in the Appointments table, click Cancel in the Cancel Appointment column
- A screen with the appointment details appear
- Select a cancellation reason from the drop-down menu
- Click Cancel Appointment to cancel the appointment
- Click Keep Appointment if you no longer want to cancel the appointment
- A cancellation confirmation message appears
- Click OK and you will return to the Clinic Portal home page

Healthcare Professional Roles and Responsibilities

VAMS Vaccine Administration Management System

Your Role and Responsibilities

Your role in VAMS is critical to making sure recipient vaccinations are successful.

As a **healthcare professional (HP)**, you will use VAMS to manage the COVID-19 vaccine administration process for recipients. In VAMS, you can cancel recipient appointments, review recipient information, log vaccination, and view dates when recipients can get the second dose of vaccine.

The table below illustrates the activities that only you, as the HP, can perform in VAMS.

Responsibilities	Clinic Healthcare Professional	Clinic Administrator	Clinic Inventory Manager	Clinic Front Desk
Serve as the clinic point of contact for your jurisdiction		✓		
Manage clinic information (e.g., physical address)		✓		
Set and manage clinic schedule		✓		
Manage clinic COVID-19 vaccine inventory		✓	✓	
Manage (add, edit, remove) VAMS users		✓		
Check in vaccine recipients				✓
Create walk-in recipients' appointments				✓
Cancel recipients' appointments	✓			✓
Confirm recipients' identity	✓			✓
Access and review recipients' records (name, date of birth [DOB], medical history, known allergies, etc.); add notes to record (if applicable)	✓			
Log vaccination (vaccine information, outcome, and waste, if applicable)	✓			
View dates when recipients can get their second doses	✓			

Healthcare Professional Recent Enhancements

- **Healthcare professionals at all clinic types have a new single-page Log Vaccination flow**

- **Edit a recipient's completed vaccination record to reflect receipt of the Johnson and Johnson Janssen vaccine**

- **Vaccine Protocol Checks in the System**

  - If the number of doses the recipient has received is equal to the number outlined in the protocol, you will receive an error message that no more doses should be administered

  - If you try to administer vaccine to a recipient prior to the next recommended date, based on the vaccine protocol, you will see an alert warning you the recipient is not yet considered eligible for a 2nd dose. You will be asked if you want o proceed and vaccinate early or cancel.

Healthcare Professional Vaccine Administration

Documenting Vaccinations at Standard & Mobile Clinics Quick Reference Sheet

- Log Vaccine
- Administer Vaccine
- Log Waste if necessary

User Manual — Healthcare Professional
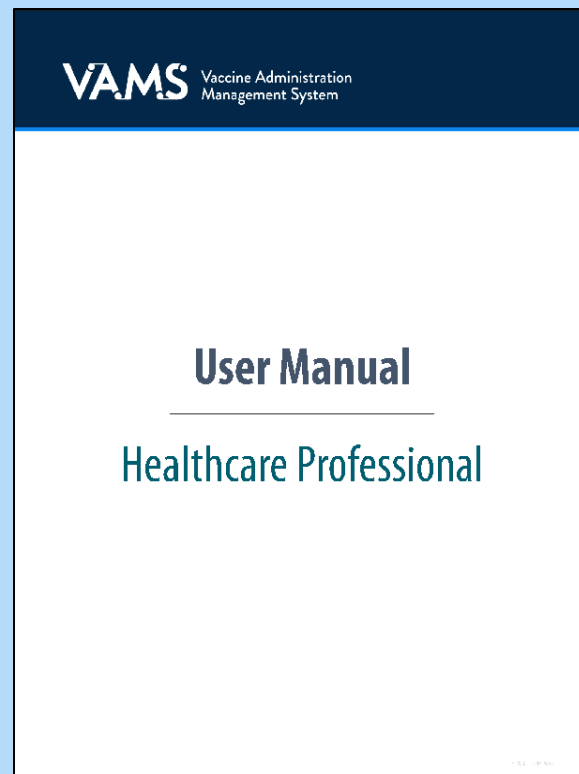
Recording Vaccination in VAMS

- Find Recipient – Recipient Check in tab

- Click on Recipient's hyperlink

- If they did not complete the pre-vaccination questionnaire, you can complete it with them

- If recording 2nd dose, 1st dose information if recorded in VAMS appears to review, including notes

- If an extra dose from a vial is given to a recipient, you must work with the inventory manager to ensure that extra dose is added to the inventory. Every dose must be accounted for in the inventory

Help Desks

- **VAMS Helpdesk** (For Jurisdictions and Clinics)
  - Toll Free Number: 1-833-957-1100
  - Hours of Operation: 8 a.m. – 8 p.m. EST Monday – Friday
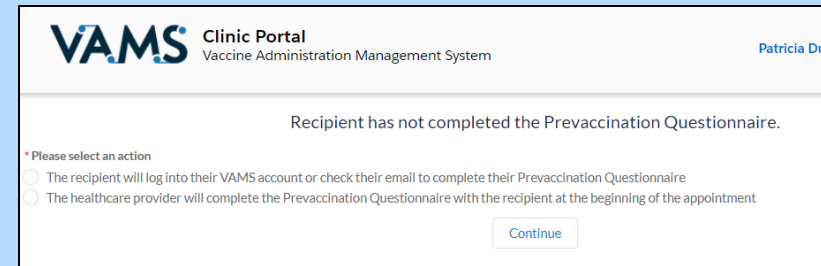 - VAMS Web Form in VAMS by selecting "Help" in the top right header after authenticating into the portal.

- **Vaccine Finder Helpdesk**
  - (855) 886-4317
  - Email: VaccineFinder@castlighthealth.com

- **CT DPH Immunization Program Helpdesk**
  - https:/dph-cthelpdesk.ct.gov/Ticket
    - System: COVID-19 Vaccine

Best Practices

Questions?

Ongoing Training for Registered VAMS Users

Wednesdays 12:00 – 1:00

Fridays 9:00 – 10:00

Mondays 2:00 – 3:30 – Various topics as needed

Registration links available at:

https://portal.ct.gov/DPH/Immunizations/VAMS-Training

Live VAMS Helpdesk

Tuesdays and Thursdays

9:30 – 12:00

Registration links available at:

https://portal.ct.gov/DPH/Immunizations/VAMS-Training

Thank You!

CT DPH VAMS Training Webpage

CT DPH COVID-19 Vaccine Providers Webpage

CDC VAMS Website

CDC COVID-19 Communication Toolkit