

# VAMS Office Hours Overview and Q&A

This Presentation Will Begin Momentarily





### CT COVID-19 Vaccine: Phases and Eligibility

#### Those currently eligible for COVID-19 vaccinations

Remember, you must either live or work in the State of Connecticut in order to receive vaccination in Connecticut. If you typically visit a provider in the State, but do not live or work in Connecticut, you are not eligible, and must get vaccinated in your home state.

#### Here's who is currently eligible for COVID-19 vaccinations as part of Phase 1a, and the beginning of Phase 1b:

- Healthcare Personnel: All paid and unpaid persons serving in healthcare settings who have the potential for direct or indirect exposure to patients of
  infectious materials. Healthcare personnel should contact their Employer Coordinator, who has been designated to ensure access to the vaccine. Vaccine
  administration for healthcare workers will be available at hospitals, outpatient clinics, and local health departments
- Long-Term Care Facility Residents: Adults who reside in facilities that provide a range of services, including medical and personal care, to persons who are
  unable to live independently. Residents of long-term care facilities should ask facility leadership about reviewing vaccine. All vaccine clinics in long-term
  care facilities will be administered by CVS and Walgreens.
- Police, and Fire.

Medical First Responders: High risk of exposure to COVID-19 through their response to medical emergencies such as Emergency Medical Technicians,

- Individuals 65 and older: While the state has opened scheduling up for 65+, we continue to work with our providers to ensure those 75+ can access vaccine.
- Residents and staff of select congregate settings: Congregate settings will be phased in throughout Phase 1b. Click here for more information about scheduling in for congregate settings.

If you're eligible, click here to learn more about scheduling your COVID-19 vaccine appointment.

Find information you need to schedule vaccine appointments for you and your staff if you're an employer - and learn how to schedule your own appointment if you're an independent contractor. Those eligible in the next phases of the vaccine roll out.



### What is VAMS



- VAMS is a web-based, clinical system that allows jurisdictions and clinics to support vaccination operations for critical populations and records vaccine administration events
- VAMS sends the vaccine data to the corresponding Immunization Information System (IIS) and allows providers to fulfill all federal data, reporting and storage requirements





#### Vaccine Administration Management System (VAMS) for COVID-19 Vaccine (Phase 1)

with the Connecticut Department of Public Health (DPH)

The Centers for Disease Control and Prevention (CDC), other federal agencies, and state public health departments need real-time or near-real-time data on early mass COVID-19 vaccine administration. Operation Warp Speed leaders expect dose-level accountability—from the time vaccine leaves the manufacturer until unused vaccine is returned. CDC developed the Vaccine Administration Management System (VAMS) to meet this need.

arrives at a clinic to when it is administered to a recipient. VAMS is free for public-health-approved clinics, and can be used on computers, tablets, and other mobile devices. It is not a smartphone app, and no installation

#### Jurisdictions (i.e. CT Department of Public Health (DPH)) will:

- · Add Employers/Organizations and Clinics (can be added as organizations to facilitate vaccination for staff)
- Respond to inventory requests

#### Employers/Organizations can:

- Add your employer/organization information into VAMS
- Identify essential and high-priority workers who need to receive vaccine when it first becomes
- Upload lists of these workers in a bulk format.
- Emails are sent to these workers to register in VAMS and schedule their vaccine appointmen

- Manage the clinic schedule and set up separate treatment stations based on vaccinators Use a 2d barcode scanner to scan vaccines for inventory and document the vaccination
- Track vaccine inventory and administration
- Check-in recipients when they arrive for their appointment
- · Review recipient's medical questionnaire and consent

#### Recipients can:

- · Register in VAMS upon receiving an email invitation
- Search for nearby vaccination clinics
- Schedule and track follow-up vaccination appointments (if applicable)
- Answer eligibility screening questions
- Receive a vaccination certificate

Version 1.0

# Module

# Use Only Chrome, Edge, Firefox VAMS Vaccine Administration Management System and Safari Browsers

### VAMS is Composed of Four Portals Spanning Multiple User Groups





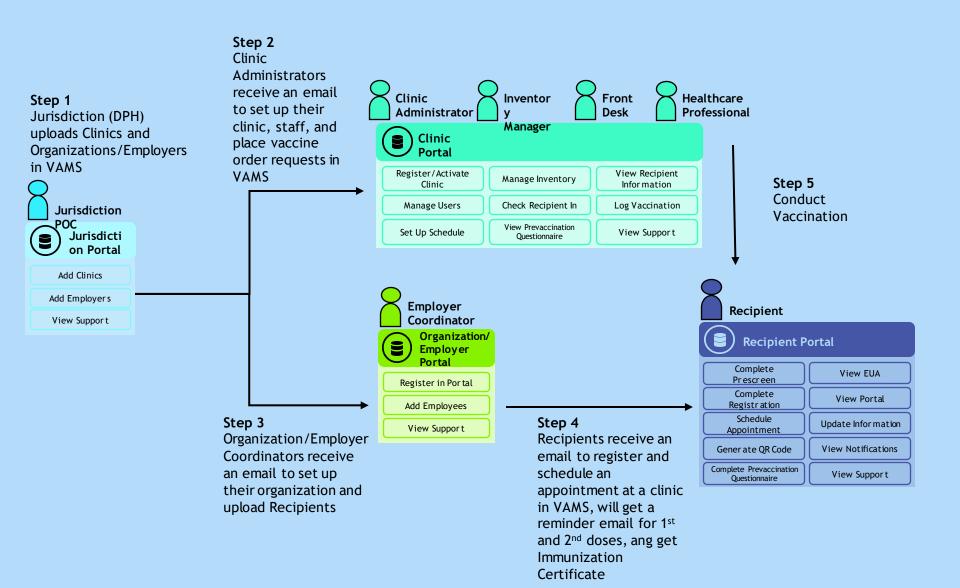




- CDC Point of Contact
- Jurisdiction Points of Contact
- Clinic Administrator
- Clinic Inventory Manager
- Clinic Healthcare Professional
- Clinic Front Desk

- Organization/Employer
   Coordinator
- Vaccine Recipient

### Crosswalk of the Various User Roles in VAMS





# Clinic Roles and Responsibilities



- Standard and Mobile Clinic Administrator
  - Add and manage VAMS clinic users
    - Users can be assigned multiple roles
- Third-Party Clinic Administrator
  - Clinic Administrator and Healthcare Professional
- Clinic Inventory Manager
  - Monitor and manage clinic's vaccine inventory
- Clinic Front Desk
  - Welcome and check in recipients
- Clinic Healthcare Professional
  - Administer vaccine to recipients



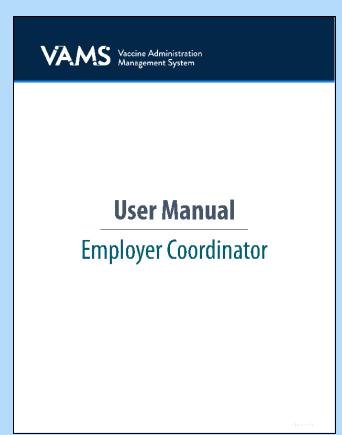


# Organization/Employer Coordinator Roles \( \niq \) and Responsibilities



# Organization/Employer Coordinator System Role:

- Register organization
- Identify Critical Workforce to receive vaccination
- Upload roster to initiate registration for members
- Employer Coordinator User Manual
- Employer Coordinator FAQs





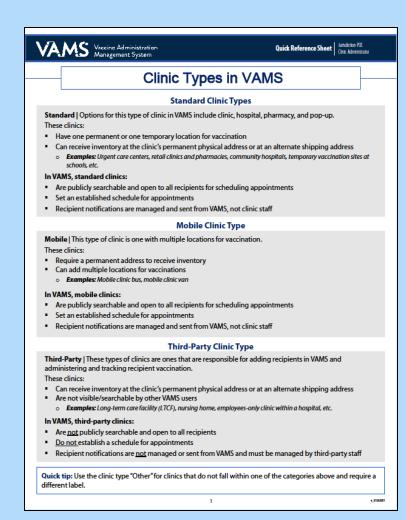
# VAMS Types of Clinics Overview



**Standard** Options for this type of clinic in VAMS include clinic, hospital, pharmacy, and pop-up.

**Mobile** | This type of clinic is one clinic with multiple locations for vaccination.

Third-Party | These types of clinics are ones that are responsible for adding recipients in VAMS, documenting recipient vaccination and schedule 2<sup>nd</sup> doses.



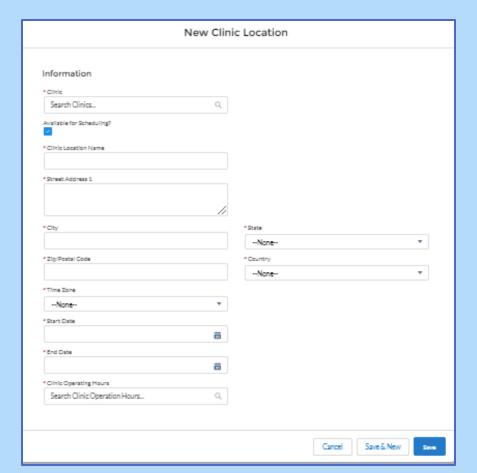


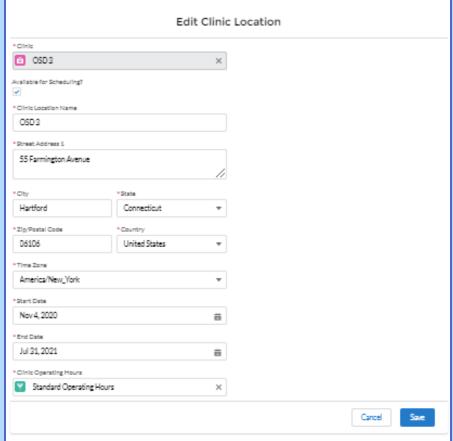
# Clinics Available for Scheduling



Available for Scheduling?









# Guidance from VAMS Operations Team





#### VAMS Jurisdiction Users.

This email contains the most up to date information on preventing registration and password reset issues. <u>Please forward this message to all of your clinics and employers.</u> In addition, <u>please send this to any new Clinics or Employers in advance of entering those users in VAMS</u>. Being proactive about communicating these solutions will go a long way to proactively prevent login and registration issues.

Follow these instructions to ensure Clinics and Organizations can receive emails from VAMS.

To ensure communications do not get delayed or blocked by organizations' exchange servers, we are asking clinic POCs and employer POCs to whitelist these email addresses: <a href="mailto:yams@cdc.gov">yams@cdc.gov</a>, no-reply@mail.yams.cdc.gov</a>, <a href="yAMSHelp@cdc.gov">yams@cdc.gov</a>, no-reply@emerlope.mail.yams.cdc.gov</a> and in some cases <a href="mailto:getseforce.com">getseforce.com</a>. Additionally, allowing mail from specific IPs will greatly improve email deliverability in a timely fashion: VAMS users will need to coordinate with their IT departments to whitelist the addresses above and allow mail from the following IPs:

- Salesforce
  - o 96.43.152.64 96.43.152.80 (subnet mask = 255.255.255.0)
- 96.43.153.64 96.43.153.80 (subnet mask = 255.255.255.0)
- Amazon Web Services
  - o 23.251.255.1 23.251.255.150
  - o 23.251.253.228 23.251.254.250
  - o 54.240.40.1 54.240.40.54

For reference, users can expect the following kinds of emails from VAMS email addresses:

- vams@cdc.gov auto-generated emails related to Clinic, Jurisdiction, Organization/Employer Portal
  messages as well as re-occurring two-factor authentication for logins
- <u>no-reply@mail.vams.cdc.gov</u> auto-generated emails for Recipient Portal and two-factor authentication for VAMS
- NEW: no-reply@enevlope.mail.vams.cdc.gov auto-generated emails for Recipient Portal and two-factor authentication for VAMS
- VAMSHeln@cdc.gov = communicating back and forth with the VAMS Help Desk
- <u>@salesforce.com</u> depending on some email server configurations, we have heard of rare cases where
  emails are delivered directly from Salesforce. Potential cases include password resets and interacting with
  VAMS Helo Dock arents.

#### Updated solution for the password reset loop

The VAMS team is providing you with the following suggestions to assist with anyone experiencing the password reset loop. Please note that these suggestions should be shared with your IT Department to approve the VAMS password reset URL in Office365.

Based on the issue you are experiencing, it is likely that your IT department is using Microsoft Office365



VAMS release 1.2.7 went into production on January 15 and includes the following enhancements that will improve VAMS usability for all users. Please forward this communication to your VAMS clinics and organizations/employers.

#### Jurisdiction Portal Updates

Automatic reminder emails to organization/employer POCs who have not yet
registered. VAMS will now send reminder emails to organization/employer POCs who have not
registered in VAMS, starting five days after their initial registration email was sent. The system
will send up to five reminder emails.

#### Organization and Employer Portal Updates

- Automatic reminder emails to individuals the organization/employer coordinator added who have not yet registered. VAMS will now send reminder emails to individuals the organization/employer coordinator added who have not registered in VAMS, starting five days after their initial registration email was sent. The system will send up to five reminder emails.
  - As a reminder, organization/employer coordinators can also resend registration emails directly to individuals on the My Employees tab.

#### Clinic Portal Updat

- Changing validation for inventory logging. We have implemented additional validation requirements for logging inventory to help prevent errors.
  - UoU and UoS lot numbers must be an exact match, including case
  - Now that lot numbers must match, it is possible that a user will add new inventory with a UoS and UoU combination that only partially matches an existing inventory entry. If this happens, the user will receive an error that a record with this lot number already exists but is incorrect. The user must then follow the instructions in the error message to invalidate the old record and add the remaining inventory to a new record before adding additional inventory. A separate communication with more detailed instructions will be sent out to assist with this process.
- Additional columns in inventory management table. In addition to the current list view in the
  inventory management table, inventory managers and clinic administrators will now see
  columns for UoU lot number, UoS lot number (now hyperlinked in the table), UoS NDC, and
  status
- Enhancements to clinic operating hours and treatment station hours. Currently, when treatment station operating hours are edited, the change affects every clinic using those treatment station operating hours, which may result in recipient appointments being cancelled. To reduce the risk that editing treatment station operating hours from affecting hours at other stations or clinics; there is now a table below the treatment station operating hours table displaying a list of clinics where the treatment station operating hours are used. Clinic administrators should review this table to understand how editing treatment station hours will affect other clinics.



Scheduling Approach -

Walk-In Approach - Back-

up approach

Provider instructs

on a walk-in basis.

recipients to return for

second dose appointment

### Scheduling Second Dose

Leverages VAMS system as

No issue with second dose

slots being filled by first

dose patients



Connecticut Department of Public Health	3		

Approach	Benefits	
Connecticut Department of Public Health	<b>5</b>	

**Drawbacks** 

are not available, walk-in approach can still be used see below) Slightly confusing user experience since users will

need to ignore follow-up

appointment scheduling

reminders from VAMS

system.

Potential that if slots have

been published, they could

seekers (If appointments

be filled by first-dose

designed to schedule Primary approach second dose appointments. Providers direct recipients High probability that if to schedule second-dose "second dose slots" are appointments immediately published just-in-time for after receiving first dose. scheduling, they will not be filled by first dose seekers



# CoVP Communications Web Page



- DPH CoVP Communications
   Web Page
- https://portal.ct.gov/DPH/ Immunizations/CoVP-Communications
- Updated Weekly

#### CoVP Communications This page contains COVID-19 Vaccine communications sent out from the Connecticut Department of Public Health Immunization Program. Update on the roll-out of Phase 1b and clarification on eligibility 1/19/21 Attachment Staffing Resources Summary • COVID-19 Vaccine Bulletin 7 1/19/21 Avoiding Improper Vaccine Administration 1/17/21 Attachment Allocation Memo to Providers Update about Phase 1b Vaccine Roll-out for Providers and Local Health Departments COVID Vaccine Providers Invited to Participate in Phone-based Scheduling 1/13/21 Attachment Provider Partner Requirements for telephonic Scheduling Supplementary communication about the COVID-19 vaccine shipping schedule on MLK holiday 7 1/12/21 COVID-19 Vaccine Bulletin 1/11/21 Attachment Wastage Policy 72 Attachment Eligibility Provider Role Important Phase 1b Updates for All Vaccine Providers \( \frac{1}{2} \) 1/11/21 CT DPH COVID-19 Vaccination Helpdesk Update 1/8/21 COVID-19 Vaccine Bulletin 1/4/21 Attachment Wastage Policy 72 Attachment Eligibility Provider Role Employer Coordinator Update: You may now upload expanded Phase 1a rosters 1/2/21 Important COVID-19 vaccine storage and handling information and webinar materials 7 12/31/20 Attachment CDC Supplemental COVID-19 Vaccine Admin Redistribution Agreement-5f Attachment 12.30.20 Storage and Handling Update Slides Attachment Moderna-How to Transport Liquid State Attachment Redistribution Guidance for Moderna Vaccine 12-27 Mandatory Storage and Handling Update for COVID-19 Vaccine Program (CoVP) Providers 72



## **Portal Updates**



#### VAMS Jurisdiction Users,

VAMS release 1.5 went into production February 6, 2021 and includes the following enhancements that will improve VAMS usability for all users. Please forward this communication to your VAMS clinics and organizations.

#### **Jurisdiction Portal Updates**

- Flexible registration. Jurisdictions can now embed flexible registration eligibility surveys on their websites, allowing potential recipients to request VAMS registration. This feature will not be visible to potential recipients until jurisdictions choose to publish the survey link on their website and market this new feature. Potential recipients will then complete these surveys and receive email confirmation of their survey submission. Jurisdictions can then filter survey results to their chosen demographics (e.g., only those 85 and older, in a rural area, etc.). When the jurisdiction exports the survey results, they are uploaded to VAMS. VAMS automatically sends the registration emails to potential recipients.
  - Note: To avoid the possibility of scheduled appointments exceeding available inventory, consider your current and anticipated inventory and available appointments before adding potential recipients.
- Einstein reports now include recipient ZIP/postal code and Provider PIN through the Explorer view.

#### Third-Party Clinic Updates

- Third-party clinic reports (available Monday, February 8). Third-party clinic users with both the clinic administrator and healthcare professional role will now see a Clinic Data tab where they can view the following reports.
  - <u>Vaccination Administration Report</u> for today, the past 7 days, and the past 30 days. This report will include information on the clinic recipients, including their dose, date administered, vaccine information, next-dose eligibility date, and other information. Third-party clinic administrators without the healthcare professional role can only see these reports for recipients they added to VAMS.
  - <u>Inventory Vaccine Level Report</u> for today. This report includes total records, total doses remaining, manufacturer, and product. Third-party clinic administrators without the healthcare professional role can also see this report on their Clinic Data tab.
  - You can search, filter, and export all reports in Excel (.xlsx) format.



### Pre-vaccination Questionnaire VAMS Vaccine Administrate Management System

- VAMS Pre-vaccination
   Checklist for COVID-19
   Vaccines
- Clinics can now mark recipient's Prevaccination
   Questionnaire as being completed outside of VAMS

Pre-vaccination Checklist for COVID-19 Vaccines		DC	
FOR VACCINE RECIPIENTS:  The following questions will help us determine if there is processor you should not get the COVID-19 vaccine today.  You answer "yes" to any question, it does not necessarily mean you hould not be vaccinated. It just means additional questions may be asked.  The processor is a question is not clear, please askyour healthcare provider to explain it.	Yes	No	Don' knov
1. Are you feeling sick today?			
2. Have you ever received a dose of COVID-19 vaccine?			
If yes, which vaccine product did you receive?     Defizer			
3. Have you ever had an allergic reaction to:  (This would include a severe allergic reaction (e.g., anaphylaxis) that required treatment with epinephrine or EpiPen* or that of the would also include an allergic reaction that occurred within 4 hours that caused hives, swelling, or respiratory distress, include  A component of the COVID-19 vaccine, including polyethylene glycol (PEG), which is found in some medications, such as laxatives and preparations for colonoscopy procedures	aused you to ling wheezin	gotothel g.)	ospital.
Polysorbate			
<ul> <li>A previous dose of COVID-19vaccine</li> </ul>			
<ul> <li>A previous dose of COVID-19 vaccine</li> <li>Have you ever had an allergic reaction to another vaccine (other than COVID-19 vaccine) or an injectable medication?         (This would include a severe allergic reaction (e.g., anaphylaxis) that required treatment with epinephrine or EpiPen* or that caused you togo to the hospital. It would also include an allergic reaction that occurred within 4 hours that caused hives, swelling, or respiratory distress, including wheezing.)     </li> </ul>			
Have you ever had an allergic reaction to another vaccine (other than COVID-19 vaccine) or an injectable medication? (This would include a severe allergic reaction [e.g., anaphylaxis] that required treatment with epinephrine or EpiPen* or that caused you to go to the hospital. It would also include an allergic reaction that occurred within 4 hours that caused hives,			
4. Have you ever had an allergic reaction to another vaccine (other than COVID-19 vaccine) or an injectable medication?  (This would include a severe allergic reaction (e.g., anaphylaxis) that required treatment with epinephrine or EpiPen® or that caused you to go to the hospital. It would also include an allergic reaction that occurred within 4 hours that caused hives, swelling, or respiratory distress, including wheezing.)  5. Have you ever had a severe allergic reaction (e.g., anaphylaxis) to something other than a component of COVID-19 vaccine, polysorbate, or any vaccine or injectable medication? This would			
4. Have you ever had an allergic reaction to another vaccine (other than COVID-19 vaccine) or an injectable medication?  (This would include a severe allergic reaction [e.g., anaphylaxis] that required treatment with epinephrine or EpiPen* or that caused you to go to the hospital. It would also include an allergic reaction that occurred within 4 hours that caused hives, swelling, or respiratory distress, including wheezing.)  5. Have you ever had a severe allergic reaction [e.g., anaphylaxis] to something other than a component of COVID-19 vaccine, polysorbate, or any vaccine or injectable medication? This would include food, pet, environmental, or oral medication allergies.			
4. Have you ever had an allergic reaction to another vaccine (other than COVID-19 vaccine) or an injectable medication?  (This would include a severe allergic reaction [e.g., anaphylaxis] that required treatment with epinephrine or EpiPen* or that caused out to go to the hospital. It would also include an allergic reaction that occurred within 4 hours that caused hives, swelling, or respiratory distress, including wheezing.)  5. Have you ever had a severe allergic reaction (e.g., anaphylaxis) to something other than a component of COVID-19 vaccine, polysorbate, or any vaccine or injectable medication? This would include food, pet, environmental, or oral medication allergies.  6. Have you received any vaccine in the last 14 days?			
4. Have you ever had an allergic reaction to another vaccine (other than COVID-19 vaccine) or an injectable medication?  (This would include a severe allergic reaction [e.g., anaphylaxis] that required treatment with epinephrine or EpiPen* or that caused you to go to the hospital. It would also include an allergic reaction that occurred within 4 hours that caused hives, swelling, or respiratory distress, including wheezing.)  5. Have you ever had a severe allergic reaction (e.g., anaphylaxis) to something other than a component of COVID-19 vaccine, polysorbate, or any vaccine or injectable medication? This would include food, pet, environmental, or oral medication allergies.  6. Have you received any vaccine in the last 14 days?  7. Have you ever had a positive test for COVID-19 or has a doctor ever told you that you had COVID-19?  8. Have you received passive antibody therapy (monoclonal antibodies or convalescent serum) as			
4. Have you ever had an allergic reaction to another vaccine (other than COVID-19 vaccine) or an injectable medication?  (This would include a severe allergic reaction [e.g., anaphylaxis] that required treatment with epinephrine or EpiPen* or that caused you to go to the hospital. It would also include an allergic reaction that occurred within 4 hours that caused hives, swelling, or respiratory distress, including wheezing.)  5. Have you ever had a severe allergic reaction (e.g., anaphylaxis) to something other than a component of COVID-19 vaccine, polysorbate, or any vaccine or injectable medication? This would include food, pet, environmental, or oral medication allergies.  6. Have you received any vaccine in the last 14 days?  7. Have you ever had a positive test for COVID-19 or has a doctor ever told you that you had COVID-19?  8. Have you received passive antibody therapy (monoclonal antibodies or convalescent serum) as treatment for COVID-19?			



### **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: <u>VaccineFinder@castlighthealth.com</u>

### CT DPH Immunization Program Helpdesk

- https:/dph-cthelpdesk.ct.gov/Ticket
  - System: COVID-19 Vaccine



# February 2021 Training for Registered VAMS Users



Mondays 11:00 - 12:00 - Organization Coordinators

Wednesdays 12:00 - 1:00 - Types of Clinics

Fridays 9:00 - 10:00 - VAMS Overview

Registration links available at:

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

Live VAMS Helpdesk

Tuesdays and Thursdays

9:30 am - 12:00 pm

Registration links available at:

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



# Questions?





### Thank You!



# CT DPH VAMS Training Webpage CT DPH COVID-19 Vaccine Providers Webpage CDC VAMS Website CDC COVID-19 Communication Toolkit

Connecticut Department of Public Health

Keeping Connecticut Healthy