

VAMS Office Hours Overview and Q&A

This Presentation Will Begin Momentarily



Phase 1a Eligibility



Group	Phase 1a eligible
Doctors, nurses, and allied healthcare providers seeing patients	Yes
Licensed pharmacists and pharmacy technicians working on site in pharmacy or healthcare settings	Yes
Custodial, dietary, administrative & support staff working in patient care settings	Yes
First responders (e.g., EMS, police, fire) - if actively responding to medical 911 calls or involved in care for COVID or suspected COVID cases	Yes, if meet criteria listed
School nurses	Yes
Home health providers (e.g. PCAs, homemaker companions)	Yes
Dentists, dental hygienists, and other oral health staff	Yes
Laboratory staff	Yes
Student in clinical rotations	Yes
Death care workers entering healthcare settings, homes, or with exposure to decedents	Yes
Clinicians practicing exclusively telehealth	No
Employees of healthcare organizations working away from patient care settings or from home	No

Phase 1a and the Three Waves

- **Extremely Scarce Vaccine Supply**
- Upload Your Rosters for Phase 1a in Three Waves:
 - **Soft Start/First Phase 1a Wave:**
 - Highest risk of exposure to COVID+ patients or infectious materials
 - Generally between 0-30% of a healthcare organization's workforce
 - **Medium Risk/Second Phase 1a Wave:**
 - Regular patient or infectious material exposure but not routinely working with COVID+ patients
 - Generally between 0-50% of a healthcare organizations workforce (*await further confirmation of when to upload*)
 - **Low Risk/Third Phase 1a Wave:**
 - All others with potential for direct or indirect exposure to COVID
 - Between 25-100% of a healthcare organization's workforce (*await further confirmation of when to upload*)



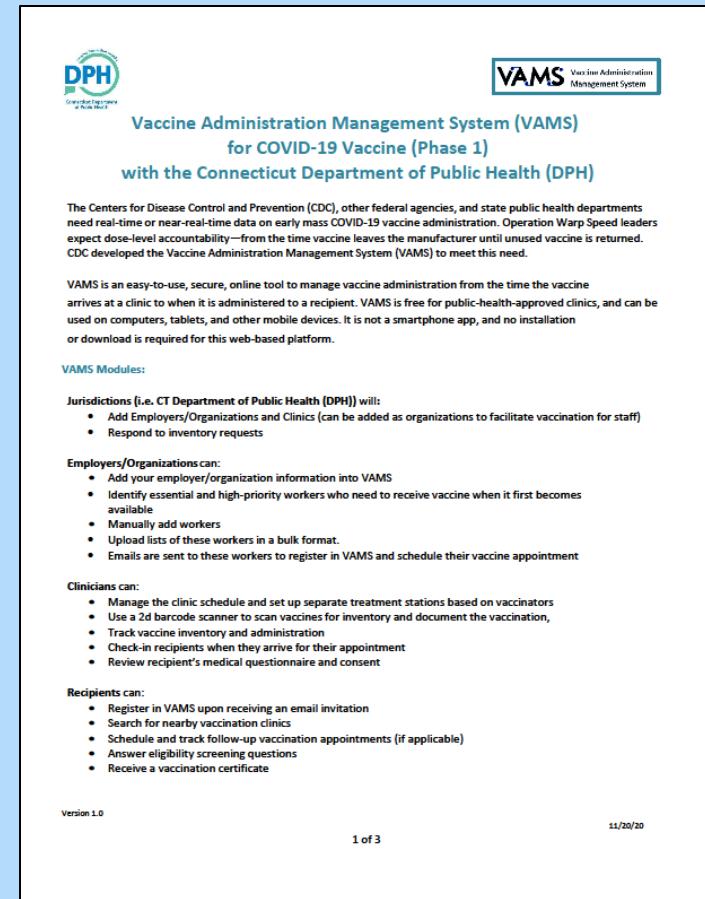
ACIP Proposed Phase 1 & 2 Allocation





Phase	Groups recommended for vaccination	Connecticut
1a	Health care personnel	No final decisions about Phase 1b have been made in Connecticut
	Long-term care facility residents	
1b	Frontline essential workers	
	Persons aged 75 and older	
1c	Persons aged 65-74 Years	
	Persons aged 16-64 years with high-risk medical conditions	
	Essential Workers	
2	All people aged 16 and older not in Phase 1, who are recommended for vaccination	

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



The image shows a document titled "Vaccine Administration Management System (VAMS) for COVID-19 Vaccine (Phase 1) with the Connecticut Department of Public Health (DPH)". It includes logos for DPH and VAMS, and lists various modules and user roles such as Jurisdictions, Employers/Organizations, Clinicians, and Recipients, along with their specific tasks.

**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.

VAMS is an easy-to-use, secure, online tool to manage vaccine administration from the time the vaccine 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 or download is required for this web-based platform.

VAMS Modules:

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 available
- Manually add workers
- Upload lists of these workers in a bulk format.
- Emails are sent to these workers to register in VAMS and schedule their vaccine appointment

Clinicians can:

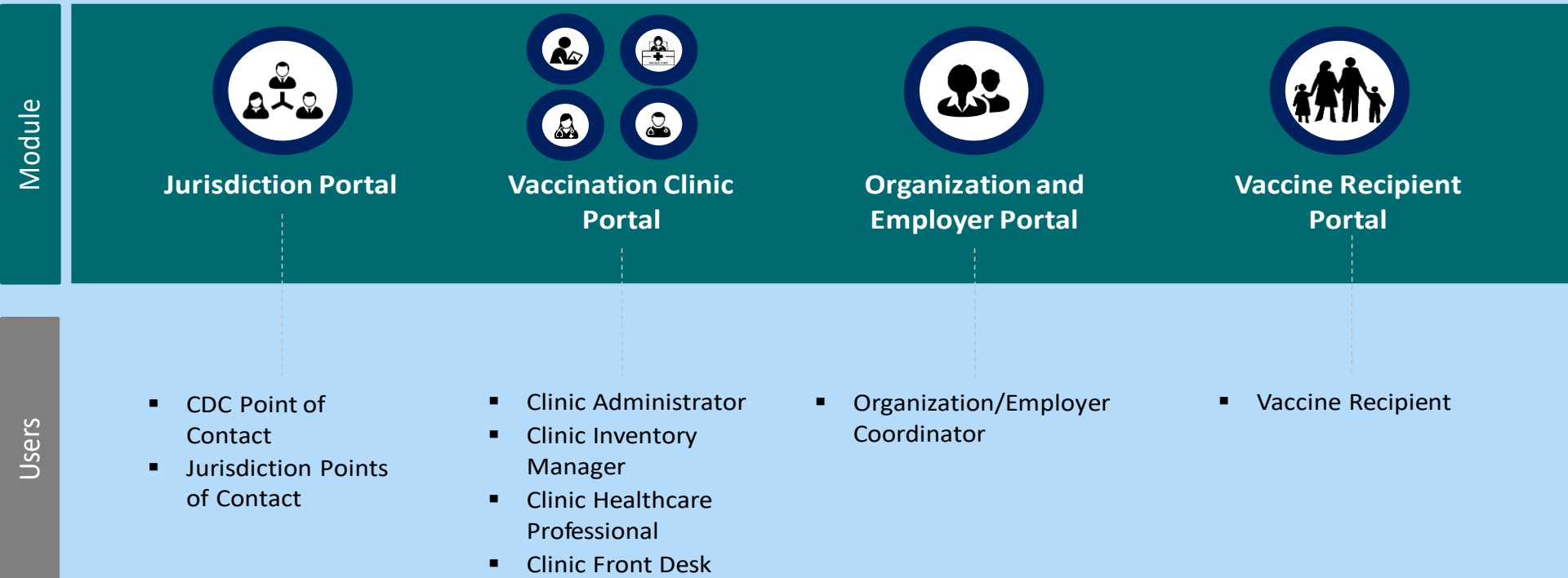
- Manage the clinic schedule and set up separate treatment stations based on vaccinators
- Use a 2d barcode scanner to scan vaccines for inventory and document the vaccination,
- Track vaccine inventory and administration
- Check-in recipients when they arrive for their appointment
- Review recipient's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

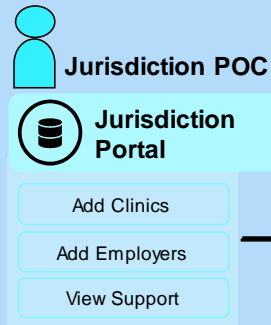
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VAMS is Composed of Four Portals Spanning Multiple User Groups

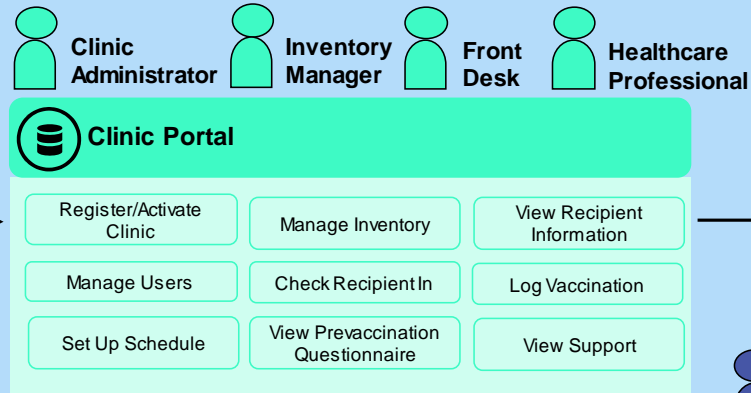


Crosswalk Of The Various User Roles Clinics Have in VAMS

Step 1
 Jurisdiction (CT DPH)
 Uploads Clinics and
 Employer/Organizations
 in VAMS



Step 2
 Clinics get an email
 to set up their Clinic,
 staff users and
 place order
 requests in VAMS

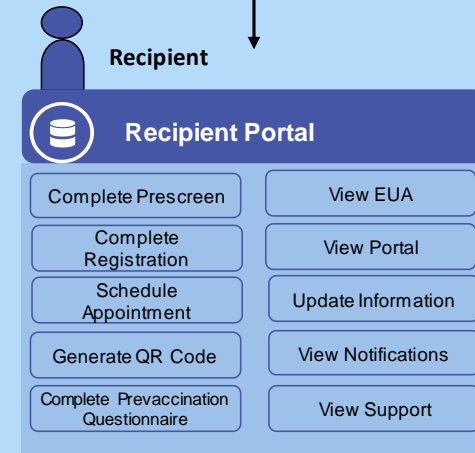


Step 3
 Employers get an email to
 set up their
 Employer/Organization
 and upload the Recipients



Step 4
 Recipients get an
 email to register and
 schedule their
 appointment at a
 clinic in VAMS, will
 get a reminder
 email/text for 1st and
 2nd dose and get
 immunization
 certificate

Step 5
 Conduct
 Vaccination



Guidance from VAMS Operations Team

- Blocked Emails
- Password Reset Loop
- Accessing Multiple Portals
- Not Receiving Two-Factor Authentication Email
- Updated guidance



VAMS Jurisdiction Users,

This email contains the most up to date information on preventing registration and password reset issues. **Please forward this message to all of your clinics and employers.** In addition, **please send this to any new Clinics or Employers in advance of entering those users in VAMS.** 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: vams@cdc.gov, no-reply@mail.vams.cdc.gov, VAMSHelp@cdc.gov, no-reply@envelope.mail.vams.cdc.gov and in some cases *@salesforce.com. 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
 - 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
 - 23.251.255.1 - 23.251.255.150
 - 23.251.253.228 - 23.251.254.250
 - 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
- no-reply@mail.vams.cdc.gov – auto-generated emails for Recipient Portal and two-factor authentication for VAMS
- **NEW:** no-reply@envelope.mail.vams.cdc.gov - auto-generated emails for Recipient Portal and two-factor authentication for VAMS
- VAMSHelp@cdc.gov – communicating back and forth with the VAMS Help Desk
- *@salesforce.com - 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 Help Desk agents.

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.

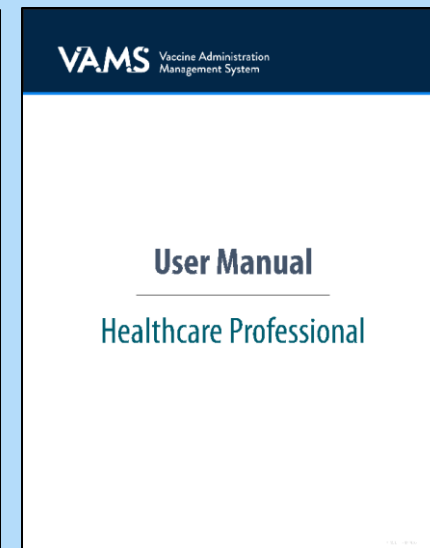
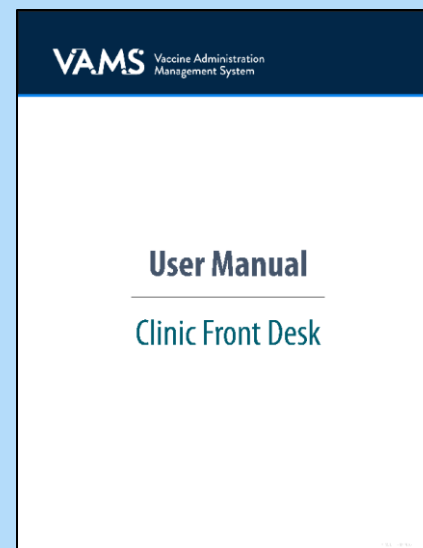
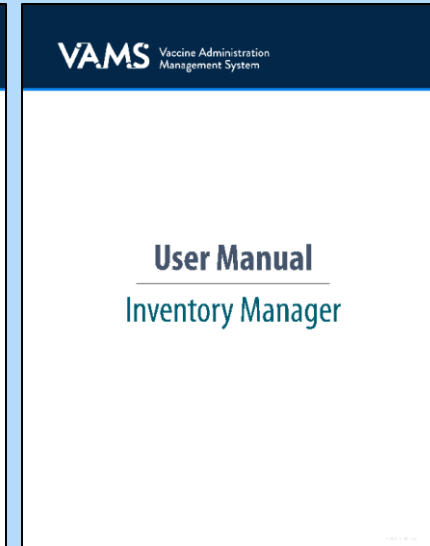
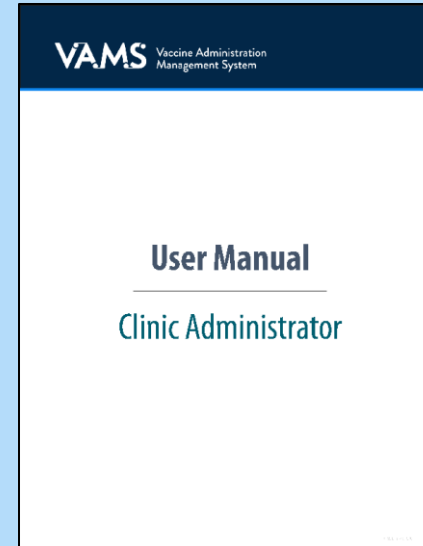
Based on the issue you are experiencing, it is likely that your IT department is using Microsoft Office365

More on VAMS Emails

Email Type	User(s)	Email Address
<ul style="list-style-type: none"> • Auto-generated emails • Re-occurring two-factor authentication for logins 	<ul style="list-style-type: none"> • Clinic Users • Organization/Employer Users 	<p><u>vams@cdc.gov</u></p>
<ul style="list-style-type: none"> • Auto-generated emails • Two-factor authentication 	<ul style="list-style-type: none"> • Recipients 	<p><u>No-reply@mail.vams.cdc.gov</u></p>
<ul style="list-style-type: none"> • Auto-generated emails • Two-factor authentication 	<ul style="list-style-type: none"> • Recipients 	<p>No-reply@envelope.mail.vams.cdc.gov</p>
<ul style="list-style-type: none"> • Communicating back and forth with the VAMS Help Desk 	<ul style="list-style-type: none"> • Clinic Users 	<p>Submit a question in VAMS using the Help link.</p>
<ul style="list-style-type: none"> • Password resets • VAMS Help Desk 	<ul style="list-style-type: none"> • Clinic Users • Organization/Employer Users • Recipients 	<p><u>*@salesforce.com</u></p> <p>*There have been rare cases where emails were delivered directly from Salesforce</p>

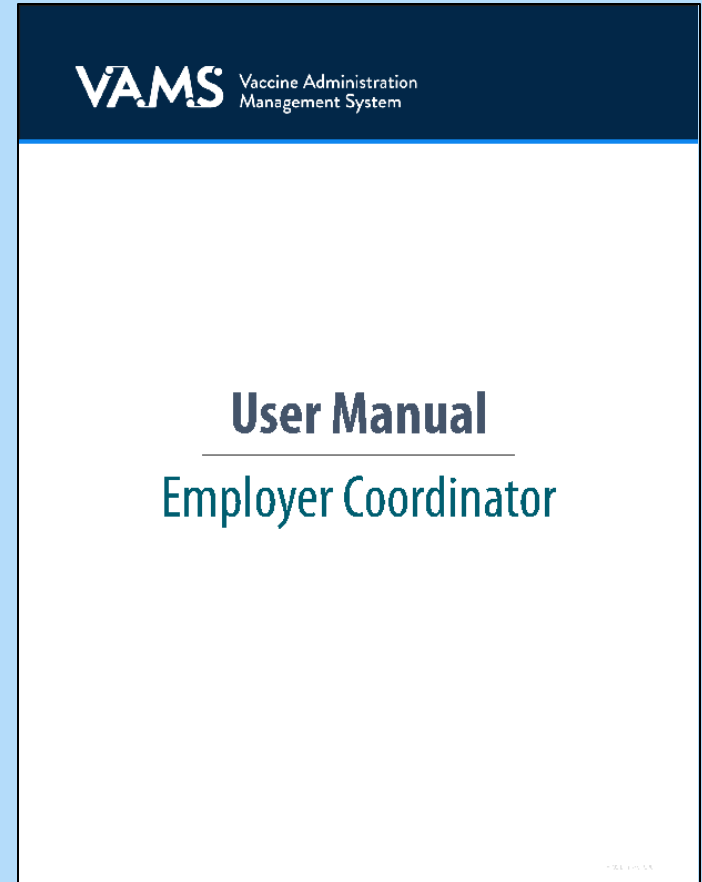
Clinic Roles and Responsibilities

- Clinic Administrator
 - Add and manage VAMS clinic users
 - Users can be assigned multiple roles
- 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 and Employer Roles and Responsibilities

- Employer Coordinator System Role:
 - Register employer
 - Identify Critical Workforce to receive vaccination
 - Initiate registration for employees



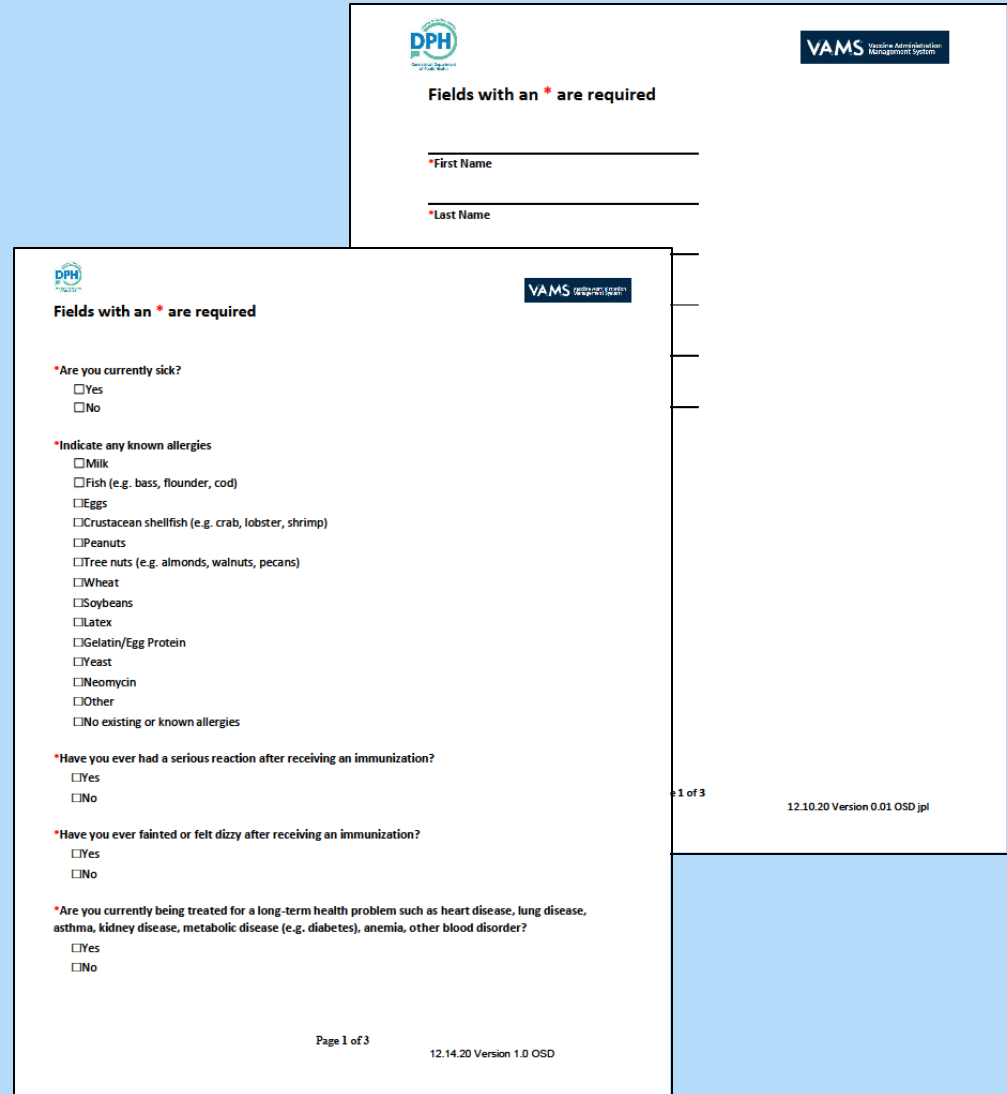
• User Manuals – Step by Step Instructions:

- [Employer Coordinator](#)
- [Clinic Administrator](#)
- [Clinic Inventory Manager](#)
- [Clinic Front Desk](#)
- [Clinic Healthcare Professional](#)
- [Clinic Schedule Setup Quick Start Guide](#)
- [Recipient](#)

• Videos

- [Employer Coordinator Role Demo](#)
- [Clinic Admin Role Demo](#)

- VAMS Recipient Questionnaire and Consent Form
- VAMS Recipient Registration Form



The image shows a screenshot of the VAMS Recipient Registration Form. The form is titled "VAMS Recipient Registration Form" and includes the DPH logo and the VAMS logo. It contains several sections with checkboxes for various health-related questions. The form is divided into two pages, with the first page showing the registration questions and the second page showing the consent form.

DPH Connecticut Department of Public Health

VAMS Vaccine Administration Management System

Fields with an * are required

*First Name _____

*Last Name _____

DPH Connecticut Department of Public Health

VAMS Vaccine Administration Management System

Fields with an * are required

*Are you currently sick?

Yes

No

*Indicate any known allergies

Milk

Fish (e.g. bass, flounder, cod)

Eggs

Crustacean shellfish (e.g. crab, lobster, shrimp)

Peanuts

Tree nuts (e.g. almonds, walnuts, pecans)

Wheat

Soybeans

Latex

Gelatin/Egg Protein

Yeast

Neomycin

Other

No existing or known allergies

*Have you ever had a serious reaction after receiving an immunization?

Yes

No

*Have you ever fainted or felt dizzy after receiving an immunization?

Yes

No

*Are you currently being treated for a long-term health problem such as heart disease, lung disease, asthma, kidney disease, metabolic disease (e.g. diabetes), anemia, other blood disorder?

Yes

No

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COVID-19 Vaccine Clinic Types



On-site clinics at LTCFs	VAMS-scheduled clinics	Direct-scheduled clinics	Third Party Clinics (aka closed PODS)
LTCF staff & residents	All eligible HCPs & 1 st Responders		Eligible Employees of vaccinator
Clinics are administered by pharmacy partners (CVS & Walgreens) through CDC's Pharmacy Partnership for Long-Term Care	Wide range of clinic types (clinics, local health, hospitals) that any eligible Phase 1a individual can schedule into via VAMS	A few hospitals that are not participating in VAMS. Employers of Phase 1a eligible can work directly with these hospital systems to roster directly	A few hospitals and LHDs who are only serving their own employee base. Will eventually open to other Phase 1a eligible individuals

Approach	Benefits	Drawbacks
<p>Scheduling Approach - Primary approach Providers direct recipients to schedule second-dose appointments immediately after receiving first dose.</p>	<p>Leverages VAMS system as designed to schedule second dose appointments. High probability that if “second dose slots” are published just-in-time for scheduling, they will not be filled by first dose seekers</p>	<p>Potential that if slots have been published, they could be filled by first-dose seekers (If appointments are not available, walk-in approach can still be used - see below)</p>
<p>Walk-In Approach - Backup approach Provider instructs recipients to return for second dose appointment on a walk-in basis.</p>	<p>No issue with second dose slots being filled by first dose patients</p>	<p>Slightly confusing user experience since users will need to ignore follow-up appointment scheduling reminders from VAMS system.</p>

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
- Submit a question in VAMS using the Help link.

- **Vaccine Finder Helpdesk**

- (855) 886-4317
- Email: VaccineFinder@castlighthouse.com

- **CT DPH Immunization Program Helpdesk**

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



Upcoming Training For Registered VAMS Users



VAMS Office Hours - Overview and Q&A

Wednesday Dec 30, 2020

12:00pm-1:00pm

[Register](#)

VAMS Office Hours - Overview and Q&A

Wednesday Jan 6, 2020

12:00pm-1:00pm

[Register](#)

VAMS Office Hours - Overview and Q&A

Wednesday Jan 13, 2020

12:00pm-1:00pm

[Register](#)

Questions?



Thank You!

[CT DPH VAMS Training Webpage](#)

[CT DPH COVID-19 Vaccine Providers Webpage](#)

[CDC VAMS Website](#)

[CDC COVID-19 Communication Toolkit](#)