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Sent: Sunday, January 31, 2021 2:47 PM
To:
Subject: CoVP Provider Communication, January 31, 2021

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DEPARTMENT OF PUBLIC HEALTH

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This message is to all current providers using VAMS administering COVID-19 vaccines; all others may disregard. Note that all of our communications are archived on our [web site](#).

Dear Connecticut COVID-19 VAMS Vaccine Providers,

As a reminder, we ask that every provider ensure that people you administer first doses to receive second doses on schedule. A number of VAMS feature updates should make this easier. Please review this memo and be prepared to take action this week to ensure that your first dose recipients can complete their courses on schedule.

Starting Sunday January 31, each clinic will be able to set its own **'clinic appointment reservation percentages'**. This can be set for first doses, second doses, 'walk-in' and 'free for all' appointments. *This will impact newly scheduled appointments and will not impact your currently scheduled appointments.* If you do not elect to customize your own, your percentages will default to the Connecticut jurisdiction-wide set percentages, which are in the chart below:

Appointment Type	Tier 1 Day 0 -16	Tier 2a (for clinics using Pfizer) Day 17 - 27	Tier 2b (for clinics using Moderna) Day 28 - 34	Tier 3 Day 35 – clinic end date
First-dose Appointments	20% - updated	30%	30%	30%
Second-dose Appointments	20% - updated	30%	30%	30%
Walk-in Appointments	0	0	0%	0%
Free-for-all (no reservations)	60% - updated	40%	40%	40%

If you have many first dose recipients who are overdue for second doses and do not have these scheduled, and you wish to override the default percentages above, please follow the steps below in your clinic portal:

- **Clinics can reserve a percentage of appointments for first dose, second dose, and walk-ins.** When a Standard or Mobile Clinic administrator logs into VAMS, they will now see a Clinic Reservations tab. On this tab, they can set appointment management tier percentages, reserving certain percentages of their appointments throughout the day for first dose, second dose, and walk-in appointments.
 - On the Clinic Reservations tab, click Set Clinic Tiers.
 - Enter whole number percentages (e.g., 20, not 20.5) for each tier.
 - The percentage reserved for “free-for-all” appointments (first come, first served) will default to the percentage left over when all other tier percentages are established (e.g., Tier 1-3 percentages add up to 95%, so 5% of appointments are reserved for first come, first served).
 - Click Save.
 - **Note for clinics:** To keep all clinic appointments available on a first come, first served basis, set all tier percentages to zero.
 - **Note for jurisdictions and clinics:** To establish a clinic as a second dose clinic only, set all tiers to 100% for second dose.
 - **Reminder: If you need a new clinic set up in order to create second dose scheduling slots:** Please complete this request form and submit it to the helpdesk. The request form is at: https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/infectious_diseases/immunization/VAMS-Training-materials/Additional-VAMS-Clinic-Form-1_7_21.pdf
 - (Note: If you change the clinic appointment reservation percentage in your Mobile clinic, it will change it across all your Mobile clinics. If you request an additional Standard clinic, it will impact only that clinic. For this reason, a new Standard Clinic may be advised.)

Clinics can also utilize reports in VAMS to conduct outreach to proactively schedule second doses:

- In the **Manage Recipients** Tab (Third Party Clinics), clinics can see the list of recipients uploaded into VAMS with their vaccination dose number and vaccine name. This can be used to identify who is in need of a 2nd dose.
- In the **Recipient Check-in** Tab (for Standard, Mobile and Pop-up Clinics), clinics can see scheduled and cancelled appointments for Today, Future and Next 7 Days Appointments. This report will display the dose number that is scheduled and vaccine name. If a recipient is scheduled at your clinic and has received a vaccine that you are not providing, you can cancel their appointment or ask them to cancel and reschedule it at another clinic.
- **Tip:** When naming your clinic, include “2nd dose Moderna” or “2nd dose Pfizer” after your clinic name. This enables the recipient to see which vaccine you have when they are scheduling their appointment.

Additionally, to further support 2nd dose scheduling the **Recipient Portal includes updates**. The recipient will have visibility when scheduling of the earliest possible appointments when searching clinics. VAMS will consider whether it is the recipient’s first or second dose appointment and show the appropriate next available time slots at each clinic in the list view. Once a recipient selects a clinic, they will see a calendar where they can select their appointment date. This calendar is now updated to visually reflect each day’s appointment availability for an enhanced scheduling experience.

For additional VAMS trainings, please visit: [VAMS Training \(ct.gov\)](https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/infectious_diseases/immunization/VAMS-Training-materials/Additional-VAMS-Clinic-Form-1_7_21.pdf)