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Sent: Thursday, January 28, 2021 4:09 PM

To:

Subject: Important Information for Second Dose Scheduling in VAMS

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DEPARTMENT OF PUBLIC HEALTH

CoVp Provider Communication, January 28, 2021

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,

We have heard from a number of vaccine providers and recipients about the challenges in scheduling second doses through VAMS.

We want you to know that help is on the way—the federal VAMS vendor is finalizing a new feature that will facilitate the process for second dose scheduling. We expect a solution to be ready early Sunday morning in the next VAMS release.

Starting Sunday January 31, we expect 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. (For example, you could set 50% of your appointments to first dose recipients and 50% to second dose recipients). Specifics on how to set the allocation percentages will be forthcoming and details of the enhancements will appear in your clinic portal.

We would ask that all vaccine providers scrutinize your administration and inventory data to ensure that you have supported individuals to complete their course of vaccine on schedule.

If you have many first dose recipients who are overdue for second doses and do not have these scheduled, we recommend the following steps:

- Develop a plan to schedule these individuals next week for second doses.
- Consider creating a dedicated second dose clinic for this purpose. You can request (and we will create) the clinic today, and you will then make it available for scheduling starting on Sunday morning (after the new feature is in place) with 100% reservation for second-dose recipients.
- Communicate with first dose recipients who are looking for second doses that this new clinic is now available – you could look at all administrations completed >21 or >28 days ago to let individuals know about your second dose clinic.

We hope that several providers doing this will help clear a current backlog of second dose recipients looking for second doses and also allow all providers to move through second dose inventory for second dose appointments. We want to avoid providers accidentally using too much first dose inventory for second dose appointments and then not being able to complete the course for all individuals who have started.

If you need a new clinic set up in order to create second dose scheduling slots starting Sunday: 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.)

We will be sending out additional guidance on how to change your clinic appointment reservation percentages on or before Monday February 1st.