



Navigating the COVID-19 Vaccination Approval Process in Los Angeles County:

Onboarding and Ordering Tips and Tricks

COVID-19 Vaccine Provider Onboarding & Ordering Team



Agenda

- Once approved in myCAvax
 - Review of basic requirements to administer COVID
 - 19 vaccine: Melanie Barr and Michelle Shishkin
 - Storage and handling
 - Documentation
 - Reporting
 - Vaccine Ordering



What is the Onboarding Process ?

LA County Vaccine Preventable Disease Control Program



What is an Onboarding Visit?

- Review of basic requirements to administer COVID – 19 vaccine
 - Storage and handling
 - Documentation
 - Reporting



Goal of the Onboarding Visit

- Assess COVID-19 vaccination provider adherence to program requirements and recommendations
- Identify and address areas where providers are doing well and areas needing additional follow-up
- Identify and address educational needs of COVID-19 vaccination providers to help them meet program requirements
- Ensure vaccine recipients are receiving properly managed and viable vaccine
- Ensure that vaccine is distributed according to jurisdictional priorities and ensuring equity in the distribution



Initial Onboarding Email

What should I do to prepare for my On-Boarding Visit?

Please email me the following information prior to scheduling your On-Boarding Visit:

1. [Staff's training](#) documentation
2. [COVID – 19 Vaccine Management Plan](#)
3. [Vaccine Redistribution Agreement](#) (if applicable)
4. Screenshot of Vaccine Finder account
5. [Digital Data logger](#) (DDL) certificate of calibration and most recent report
6. [Temperature logs](#) for the most recent month
7. Confirmation of enrollment in CAIR or MyTurn



How Should I Prepare for the Onboarding Visit?

- Make sure you have an acceptable storage unit (refrigerator and freezer)
 - Plug in the storage unit
- Develop a COVID-19 Vaccine Management Plan
- Begin monitoring temperatures via your digital data logger
 - Set alarm limits e.g., 36 – 46°F (2 – 8°C) refrigerator or freezer -13F to 5F (-25 to -15°C)
 - Set DDL to record temperatures every 30 minutes
- Document current, minimum and maximum temperatures twice a day on temperature log

Examples of Acceptable Refrigerators



Helmer Scientific
13.3 cu.ft.



**ABS 2.5 CU. FT. CAPACITY
PREMIER
PHARMACY/VACCINE
UNDERCOUNTER
REFRIGERATOR BUILT-IN LEFT
HINGED**



Whirlpool 17.78 cu. ft.
Freezerless Refrigerator in White

Examples of Unacceptable Refrigerators



Danby DAR055D10 24 Inch Wide **5.5 Cu. Ft.**
Energy Star Free Standing Compact Outdoor
Refrigerator with LED Interior Lighting and Door
Alarm from the Silhouette Series

Kenmore 13.5 cu. ft.
Upright Convertible
Freezer/ Refrigerator



COVID-19 Temperature Logs & Vaccine Management Plan

COVID-19 Temperature Log

MONTH & YEAR		VACCINE STORAGE UNIT LOCATION/ID			COVID PIN		
Day	Time	Initials	Alarm	CURRENT	MIN	MAX	Incident Resolved
Example	8:00am	NN		-75.1 C	-76.1 C	-73.8 C	
	4:00pm	NN	✓	-68.6 C	-76.2 C	-68.6 C	✓
1	am						
	pm						
2	am						
	pm						
3	am						
	pm						
4	am						
	pm						
5	am						
	pm						
6	am						
	pm						
7	am						
	pm						
8	am						
	pm						
9	am						
	pm						
10	am						
	pm						
11	am						
	pm						
12	am						
	pm						
13	am						
	pm						
14	am						
	pm						
15	am						
	pm						

On-Site Supervisor's Review – When log is complete, check all that apply:

Temperatures were recorded twice daily.

I reviewed data files to find any missed excursions. Download date: _____

Any excursions were reported.

Name: _____ Signature: _____ Date: _____

Instructions

- Select temp range by product.
- Pfizer-BioNTech:**
- ULT Freezer: till expiration -80°C to -60°C (-112°F to -76°F)
 - Freezer: 2 weeks -25°C to -15°C (-13°F to 5°F)
 - Refrigerator: 120 hours (5 days) 2°C–8°C (36°F–46°F)
- Moderna:**
- Freezer: till expiration -50°C to -15°C (-58°F to 5°F)
 - Refrigerator: 30 days 2°C–8°C (36°F–46°F)
- Janssen:**
- Refrigerator: 3 months 2°C–8°C (36°F–46°F)
- Check temperatures twice a day.
- Fill out clinic details in header.
 - Record the time and your initials.
 - Record a check if alarm went off.
 - Record Current, MIN, and MAX.
- If no alarm:**
- Clear MIN/MAX.
 - Ensure data logger is recording.
- IF ALARM WENT OFF:**
- Clear MIN/MAX and alarm symbol.
 - Post "Do Not Use Vaccines" sign.
 - Alert your supervisor.
 - Complete "Report Temperature Excursion" worksheet.
 - Contact vaccine manufacturer.
 - Report temperature excursion.
 - Record a check after the incident has been resolved.
 - Ensure data logger is recording.

Keep all temperature logs and data files for three years.

Questions? Call (833) 502-1245.

Staff Names and Initials: _____

Vaccine Management Plan

California COVID-19 Vaccination Program



Maintain a vaccine management plan for routine and emergency situations to protect vaccines and minimize loss due to negligence. The Vaccine Coordinator and Backup are responsible for implementing the plan.

Instructions: Complete this form and make sure key practice staff sign and acknowledge the signature log whenever your plan is revised. Ensure that all content is up to date. Keep the plan near storage units and available for review by CDC or program staff during site visits.

Section 1: Important Contacts

Office/Practice Name		COVID-19 PIN			
Address					
Role	Name	Title	Phone #	Alt Phone #	E-mail
Provider of Record					
Organization Coordinator					
Location Coordinator (Vaccine Coordinator)					
Backup Location Coordinator					
Immunization Champion (optional)					
Receives vaccines					
Stores vaccines					
Handles shipping issues					
Monitors storage unit temperatures					

Emergency & Support Contacts

Service	Name	Phone #	Alt Phone #	E-mail
COVID Call Center		(833) 502-1245		
Utility Company				
Building Maintenance				
Building Alarm Company				
Refrigerator/Freezer Alarm Company				
Refrigerator/Freezer Repair				
Point of Contact for Vaccine Transport				
Dry Ice Company (if storing Pfizer in thermal shippers)				

Data Logger Specifications

Feature	Description
Accuracy	+/-1.0°F (+/-0.5°C)
Logging interval	Programmable (at least every 30 minutes)
Memory storage	4000 readings or more
Buffered temperature probe	<ul style="list-style-type: none"> •Only use the buffered probe bundled with the device •Detachable from unit, or permanently embedded in a buffer as long as the temperature monitoring system can be calibrated •Immersed in a vial filled with thermal buffer material, including liquid up to 60 mL (e.g., glycol, ethanol, or glycerin), loose media (e.g., sand or glass beads), or a solid block of material (e.g., Teflon® or aluminum)
Digital display	<ul style="list-style-type: none"> •Active external display •Must include current, MIN, and MAX temperatures •Must be in close proximity to the vaccine storage units and temperature logs •Low-battery indicator
Alarm capabilities	<ul style="list-style-type: none"> •Programmable •Visual or audible alarm to signal out-of-range temperatures
Reports	<ul style="list-style-type: none"> •Must generate a summary report of recorded temperatures that include minimum and maximum temperatures •Total time out of range (if any), and alarm settings •Generates PDF or secure PDF reports





Digital Data Logger Report

LogTag

Recorder has been downloaded 8/24/2021 2:56:41 PM (UTC -08:00, daylight



FlashLink PDF Report

Alarm Status Recorder Info

Lower <input checked="" type="checkbox"/> OK	Serial # : 7862965851	Model : VFC400-3	Battery : OK	Trip # : 10
Upper <input checked="" type="checkbox"/> OK	User ID : FRIDGE			

Recorder Configuration

Start type : Push button start	Temperature alarms
Start delay : None	Lower : 2.0 °C
Interval : 30 Minutes	Upper : 8.0 °C
Alarm indicator : Enabled lower & upper	

Recorded Data

First reading : 8/23/2021 1:05:58 PM	Temperature statistics
Last reading : 8/24/2021 2:35:58 PM	Lowest : 2.9 °C
Elapsed Time : 1 Day, 1 Hour, 30 Minutes	@ 8/23/2021 2:35:58 PM
Total readings : 52	Highest : 6.3 °C
First evaluated : 8/23/2021 1:05:58 PM	@ 8/23/2021 2:05:58 PM
Last evaluated : 8/24/2021 2:35:58 PM	Average reading : 3.6 °C
Evaluated Time : 1 Day, 1 Hour, 30 Minutes	Standard Deviation (S) : 0.5 °C
Evaluated Readings : 52	MKT (delta H: 83.144) : 3.63 °C

Lower Alarm

Triggered : (none)
Time below : (none)

Upper Alarm

Triggered : (none)
Time above : (none)

#	Time	°C/°F	#	Time	°C/°F	#
00001	06/12/2021 01:57:00	5.2/ 41.3	00052	06/13/2021 03:27:00	5.2/ 41.3	00103
00002	06/12/2021 02:27:00	5.4/ 41.7	00053	06/13/2021 03:57:00	5.2/ 41.3	00104
00003	06/12/2021 02:57:00	5.0/ 41.0	00054	06/13/2021 04:27:00	5.4/ 41.7	00105
00004	06/12/2021 03:27:00	4.7/ 40.4	00055	06/13/2021 04:57:00	5.4/ 41.7	00106
00005	06/12/2021 03:57:00	5.0/ 41.0	00056	06/13/2021 05:27:00	5.7/ 42.2	00107
00006	06/12/2021 04:27:00	5.2/ 41.3	00057	06/13/2021 05:57:00	5.7/ 42.2	00108
00007	06/12/2021 04:57:00	5.4/ 41.7	00058	06/13/2021 06:27:00	5.7/ 42.2	00109
00008	06/12/2021 05:27:00	5.0/ 41.0	00059	06/13/2021 06:57:00	5.4/ 41.7	00110
00009	06/12/2021 05:57:00	5.0/ 41.0	00060	06/13/2021 07:27:00	5.2/ 41.3	00111
00010	06/12/2021 06:27:00	5.0/ 41.0	00061	06/13/2021 07:57:00	5.2/ 41.3	00112
00011	06/12/2021 06:57:00	5.2/ 41.3	00062	06/13/2021 08:27:00	5.0/ 41.0	00113
00012	06/12/2021 07:27:00	5.4/ 41.7	00063	06/13/2021 08:57:00	5.0/ 41.0	00114
00013	06/12/2021 07:57:00	5.2/ 41.3	00064	06/13/2021 09:27:00	5.0/ 41.0	00115
00014	06/12/2021 08:27:00	5.0/ 41.0	00065	06/13/2021 09:57:00	5.0/ 41.0	00116
00015	06/12/2021 08:57:00	5.0/ 41.0	00066	06/13/2021 10:27:00	5.4/ 41.7	00117
00016	06/12/2021 09:27:00	5.0/ 41.0	00067	06/13/2021 10:57:00	5.4/ 41.7	00118
00017	06/12/2021 09:57:00	5.2/ 41.3	00068	06/13/2021 11:27:00	5.7/ 42.2	00119
00018	06/12/2021 10:27:00	5.2/ 41.3	00069	06/13/2021 11:57:00	5.7/ 42.2	00120
00019	06/12/2021 10:57:00	5.4/ 41.7	00070	06/13/2021 12:27:00	5.7/ 42.2	00121
00020	06/12/2021 11:27:00	5.4/ 41.7	00071	06/13/2021 12:57:00	5.4/ 41.7	00122
00021	06/12/2021 11:57:00	5.2/ 41.3	00072	06/13/2021 13:27:00	5.4/ 41.7	00123
00022	06/12/2021 12:27:00	5.0/ 41.0	00073	06/13/2021 13:57:00	5.2/ 41.3	00124
00023	06/12/2021 12:57:00	4.7/ 40.4	00074	06/13/2021 14:27:00	5.2/ 41.3	00125
00024	06/12/2021 13:27:00	5.0/ 41.0	00075	06/13/2021 14:57:00	5.2/ 41.3	00126
00025	06/12/2021 13:57:00	5.0/ 41.0	00076	06/13/2021 15:27:00	5.2/ 41.3	00127
00026	06/12/2021 14:27:00	5.2/ 41.3	00077	06/13/2021 15:57:00	5.2/ 41.3	00128
00027	06/12/2021 14:57:00	5.4/ 41.7	00078	06/13/2021 16:27:00	5.2/ 41.3	00129
00028	06/12/2021 15:27:00	5.7/ 42.2	00079	06/13/2021 16:57:00	5.2/ 41.3	00130
00029	06/12/2021 15:57:00	5.4/ 41.7	00080	06/13/2021 17:27:00	5.4/ 41.7	00131



Documentation of COVID – 19 Vaccinations

- MyTurn
- EHR/EMR with data exchange to CAIR
<https://cairweb.org/four-steps/>
- Direct data entry into CAIR



Vaccine Finder

- The COVID-19 Vaccination Program Provider Agreement requires providers to report vaccine supply information as directed by CDC.
- COVID-19 vaccination providers need to report COVID-19 vaccine inventory once a week.
- Resources:
 - Click [Here](#) for the Vaccine Finder Online FAQs Sheet | Click [Here](#) for PDF FAQs Sheet
 - Vaccine Finder Help Desk: (833) 748-1979 | Vaccine Finder IT Support: (855) 886-4317
 - Vaccine Finder IT Support: vaccinefinder@castlighthealth.com
 - Vaccine Finder Help Desk: Eocevent522@cdc.gov



Reporting Excursions

- Report temperature excursions, spoiled, expired, or wasted vaccines to CDPH electronically to myCAvax provider portal
 - Dispose of vaccine
 - ***Do not return vaccine to manufacturer or McKesson***
- Use [Temperature Excursion Worksheet](#) to report out-of-range temps
- Review job aid for reporting instructions
<https://eziz.org/assets/docs/COVID19/IMM-1340.pdf>

Staff Training

- Vaccination providers and key practice staff storing, handling, managing, or administering vaccines must complete the required training to meet federal and state program requirements.
- Maintain record of staff training.

The screenshot shows the California Department of Public Health website. The main navigation includes 'I am looking for', 'I am a', 'Programs', and 'A-Z Index'. The 'Programs' menu is expanded to show 'IMMUNIZATION BRANCH'. Under this branch, there is a sidebar with links for 'Vaccination Program', 'Training', 'Program Enrollment', 'Vaccine Management', 'Vaccine Administration', and 'Reporting Requirements'. The main content area is titled 'Training and Resources' and features a section for 'Required Training for Providers in the California COVID-19 Vaccination Program'. This section includes a paragraph explaining that providers must complete training to meet federal and state requirements, and a table listing interactive lessons.

Interactive Lessons	Organization Coordinator	Location Coordinator	Providers
Program Requirements (15 mins) (PDF)	✓	✓	✓
Orders and Distribution (10 mins) (PDF)	✓	✓	
Storage and Handling (15 mins) (PDF)	✓	✓	



Vaccine Ordering





- Once you log into your myCAVax account view the Resources and Job Aids link in the center.
- This will take you to the Trailhead training page that houses videos and guides on:
 - Standard Ordering
 - Vaccine Inventory Management
 - Vaccine Marketplace
 - Storage Units
 - Reporting Waste and Excursions



Placing Vaccine Order Requests

Target Audience

Providers LHD / MCE CDPH TPR Combo Users

Purpose & Overview

This job aid explains how to place both Standard and Small vaccine order requests in myCAvax. Placing a vaccine order request is the first step in procuring vaccine doses.

Standard vaccine order requests are due in the myCAvax system on Mondays at 5 pm PST if locations want to receive vaccine orders by Monday or Tuesday of the following week.

For additional assistance placing an order, review these job aid(s) – [COVID-19 Product guide](#), [Reporting to VaccineFinder](#), and [Shipping Cadence](#).

Note: Vaccine brand and package size availability are constantly changing. For the most up-to-date information about which vaccines are available to order, visit eziz.org/covid.

Note: Order fulfillment is subject to shipper / manufacturer schedules and may be delayed. For the most up-to-date information on upcoming closures that may affect fulfillment timelines, visit eziz.org/covid.

For any troubleshooting support please contact the myCAvax Help Desk.

Call: 1-833-502-1245, Option 2

Email: myCAvax.HD@cdph.ca.gov

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[Enrollment](#)

[Locations](#)

[Vaccine Orders](#)

[Vaccine Inventory](#)

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COVID-19 Dashboard

See the latest for the COVID-19 Vaccination Program



Order vaccine

Submit a new vaccine order request for each location that needs more vaccine supply.

[Create an order](#)



Manage inventory

Transfer vaccine, or report loss due to waste, temperature excursions or shipment incidents.

[Manage inventory](#)



Manage or Add location(s)

Add a new location, or update a location's shipping information, storage & handling, or address.

[Manage locations](#)

- To place an order, click on the Vaccine Order tab
- To enter a transfer, click on the Vaccine Inventory tab



- Step 1: Type your account name in the search bar and select the location .

New Vaccine Order Request



Step 1 - Select Products

 Need help? Review the job aid(s) for [placing vaccine order requests](#), [COVID-19 product guide](#), [shipping cadence](#) and [managing storage units](#).

Select Location, Provide Inventory and Doses Administered for Vaccine you Intend to Order

- Select the location account.
- Review your Reported Inventory that is automatically pulled from the latest data in VaccineFinder every afternoon at 2pm PST.
 - If the VaccineFinder inventory is incorrect, update your inventory on the [VaccineFinder](#) website and remember to report to VaccineFinder weekly.
- Enter your On-Hand Inventory and Doses Administered only for the vaccine(s) you intend to order.

*Account

Chat with us



- myCAvax allows for multi-line ordering, which allows you to order multiple products at once
- Enter on-hand inventory information and doses you have administered ONLY for products you wish to order. If you do not want to order that product, leave blank
- Select the number of doses you wish to order in "Order Size" column. Be mindful that LAC DPH has a 5-vial minimum

Reported Inventory (VaccineFinder)			On-hand Inventory			Doses administered		Order size	
*Vaccine product	Quantity	Last updated ⓘ	*Quantity	Lot number ⓘ	Expiration/Beyond use date ⓘ	+ ⓘ	*Qty since last order ⓘ	Order increments ⓘ	*Doses requested
Pfizer Ped Bivalent Booster (5 yrs - 11 yrs)	50	1/20/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	+	<input type="text"/>	30 dose min 10 (under 100) 100 (over 100)	<input type="text" value="0"/> Clear Row
Pfizer Multi-Dose Bivalent Booster (12 yrs - 100+ yrs)	49	1/20/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	+	<input type="text"/>	30 dose min 6 (under 180) 180 (over 180)	<input type="text" value="0"/> Clear Row
Pfizer Single-Dose Bivalent Booster (12 yrs - 100+ yrs)	49	1/20/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	+	<input type="text"/>	3 dose min 1 (under 50) 50 (over 50)	<input type="text" value="0"/> Clear Row
Moderna Bivalent Booster (6 mos - 5 yrs)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/>	+	<input type="text"/>	10 dose min 2 (under 100) 100 (over 100)	<input type="text" value="0"/> Chat with us



New Vaccine Order Request

Step 2 - Confirm Additional Details

Need help? Review the [job aid\(s\)](#) for [placing vaccine order requests](#), [COVID-19 product guide](#), [shipping cadence](#) and [managing storage units](#).

Review Doses Requested and Confirm Additional Details

Enter additional required information for your order and include comments (if needed) prior to submitting.

- Not all products are eligible for opting out of Ancillary Kits.

* Account

Sucgang Family Medicine

Small order details

Product	Doses Requested	*Date needed by	Ancillary Kits	*Temperature preference	*Delivery Method	Shipping Container
Booster Pfizer Pcd Bivalent Booster (5 yrs - 11 yrs)	30	<input type="text"/>	Opt-in	None	Select an Option	Select an Option
Ancillary kit opt-out not available for this product at this time, per CDC guidelines						

Comments(Optional)

Additional comments or notes about your order

- Confirm additional details before submitting order
- You cannot opt out of ancillary kits for products that require dilution
- Note any office closures on this form
- Submit!



Thank you!

- **Please contact our COVID Provider Vaccine Call Center with questions**
 - **COVIDVaccineReq@ph.lacounty.gov**
 - **833-505-0761**