



Regional Onboarding

January 5, 2021



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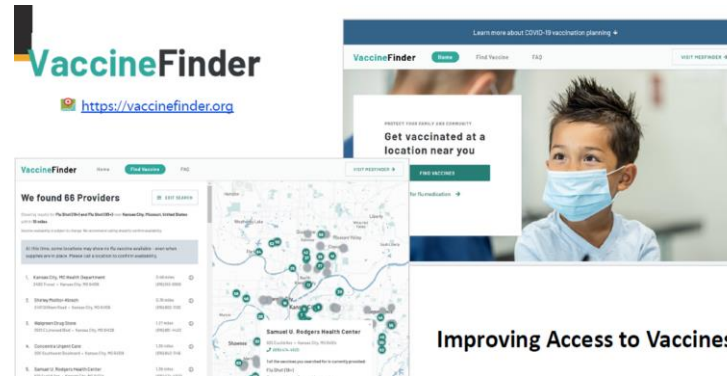
- 1 | VaccineFinder
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South Carolina Department of Health and Environmental Control

VaccineFinder

Daily inventory reporting



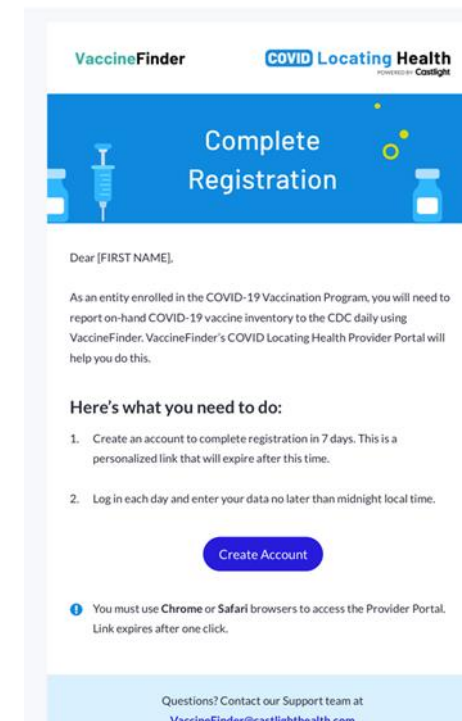
Inventory Reporting

- COVID-19 vaccination providers will report on-hand inventory supply at least daily to VaccineFinder.
- Inventory quantities will not be made publicly available.
- Optional: Providers may choose to make their location(s) visible on the public-facing website to increase access to vaccine once supply is available to the public.

Note: While the COVID-19 vaccine supply is limited, VaccineFinder will only be used for COVID-19 vaccine inventory reporting, not as a resource for the public to find vaccine at provider locations. The public-facing functionality will only be available when vaccine is more widely available.

VaccineFinder Account Activation Steps

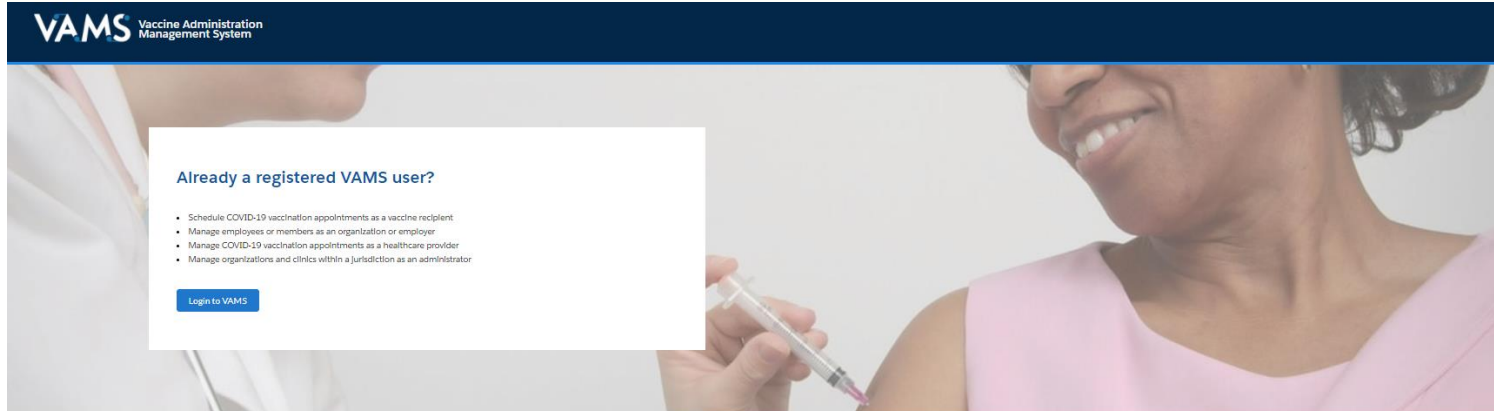
1. The primary and back-up vaccine coordinators will receive an email from vaccinefinder@auth.castlighthealth.com prompting them to complete their account registration in VaccineFinder.
2. The email will look like the image to the right. Providers will click the “Create Account” link to complete VaccineFinder onboarding via the COVID Locating Health Provider Portal.
3. Open the registration email and click on the “Create Account” button. **Please note, the link is a one-time use only and will expire after the first click.**
4. Please ensure the link opens in one of the approved browsers (Safari, Chrome, or Microsoft Edge). You may need to right click, copy the link and paste it into one of the above approved browsers.
5. You will be directed to the registration page where you will enter your username and create a new password.
6. Click submit, you'll be redirected back to the VaccineFinder login page. Please bookmark this page for future use as well.






VaccineFinder Resources

- Need help? Email the VaccineFinder helpdesk vaccinefinder@castlighthhealth.com
- [DHEC's COVID-19 Provider Webpage](#)
 - Quick Start Guide for VaccineFinder Provider Setup
 - COVID Locating Health Provider Portal Training for Providers
 - Quick Start Guide VaccineFinder Inventory Reporting- Log Manually
 - Quick Start Guide VaccineFinder Inventory Reporting- File Upload
- VaccineFinder COVID 19 Vaccine Provider Information website (includes training videos): <https://vaccinefinder.org/covid-provider-resources>
- CDC COVID 19 Vaccination Provider Support, Data and Reporting: <https://www.cdc.gov/vaccines/covid-19/vaccination-provider-support.html>



Access the following in the VAMS portal and more



Recipient Portal

- Register my patient information
- Schedule a COVID-19 vaccination appointment
- View my COVID-19 vaccination certificate



Organization & Employer Portal

- Register your organization's information
- Add employees or organization members for COVID-19 vaccination eligibility



Clinic Portal

- Register your clinic information
- Manage vaccination appointments
- Log vaccinations



Jurisdiction Portal

- Register your jurisdiction
- Add organizations and clinics within your jurisdiction

VAMS Overview

Vaccine Administration Management System (VAMS)

What is VAMS ?

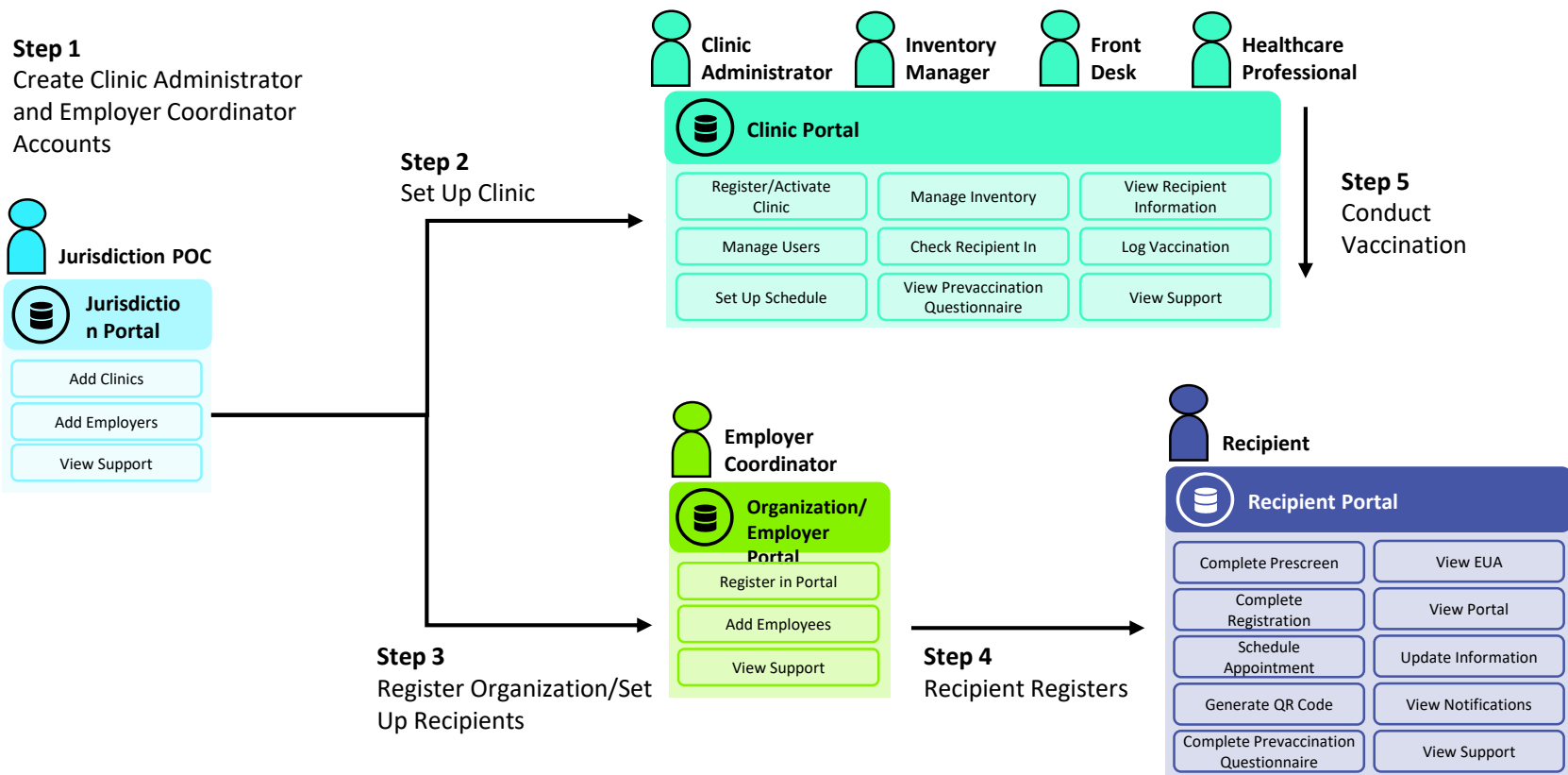
VAMS is a web-based system that allows jurisdictions and clinics to support vaccination operations for critical populations. SC may use this system primarily for phase 1 vaccination only.

- VAMS is a clinical system that 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 requirements.
 - **All documented VAMS doses will transmit to SIMON (South Carolina's statewide immunization registry)**
- VAMS is "invite only" and is not open to the public.



- ✓ Can provide real-time reporting metrics
- ✓ Can request and track vaccine inventory
- ✓ Has dose-level accountability
- ✓ Meets data security requirements
- ✓ Can send reminders to vaccine recipients for follow-up doses and appointments
- ✓ Can provide a certificate of completion to the recipient

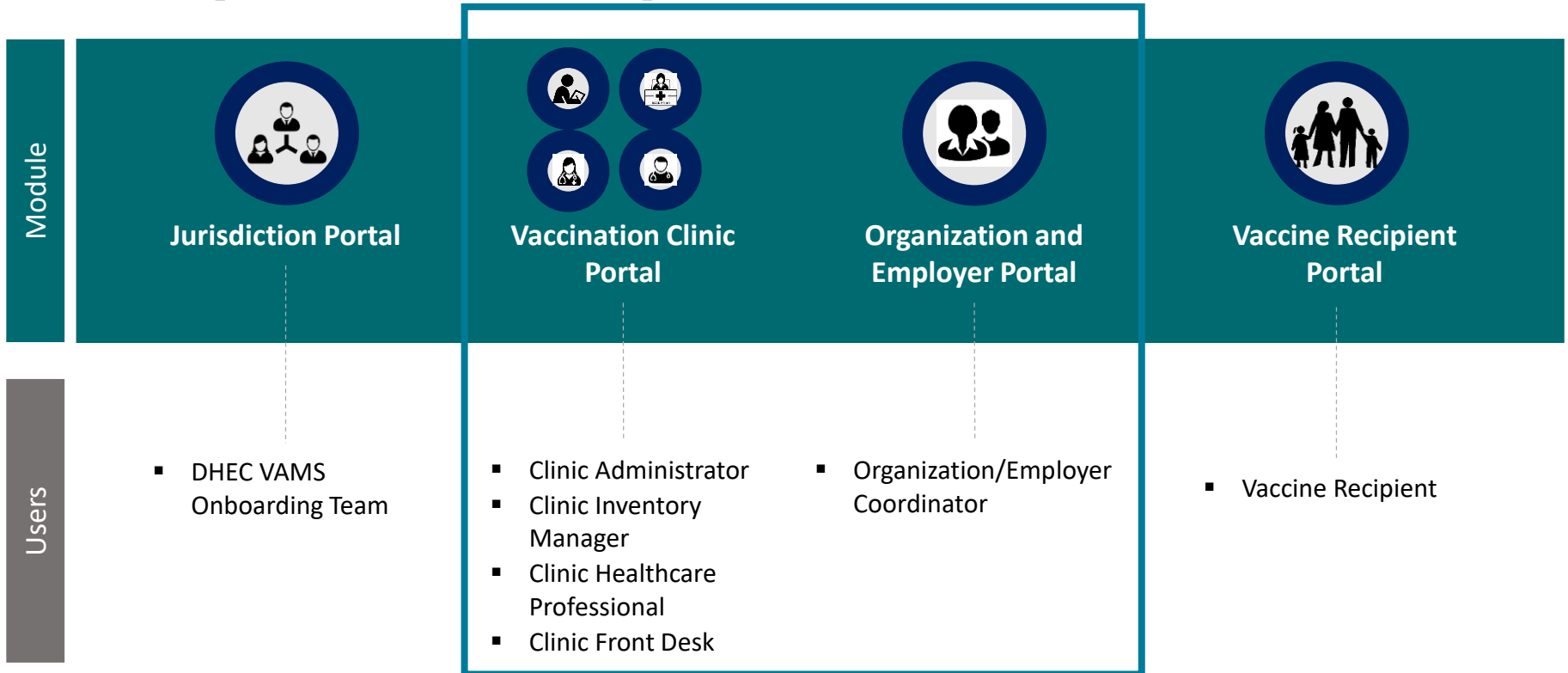
VAMS Users Interact with Each Other Following the VAMS Workflow



VAMS

- Vaccine providers must request and track all inventory in VAMS
- Vaccine providers must document all administered vaccines within 24 hours
- VAMS Regional POC developing back-up process

VAMS is Composed of Four Portals Spanning Multiple User Groups





South Carolina Department of Health and Environmental Control

Vaccination Clinic Portal

VAMS Overview

STEP 2

Vaccination Clinic Portal



What is the Vaccination Clinic Portal?

- An interface for clinics to support scheduling, immunization tracking, and inventory management



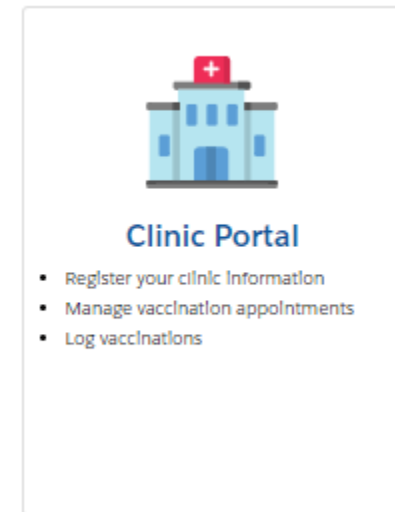
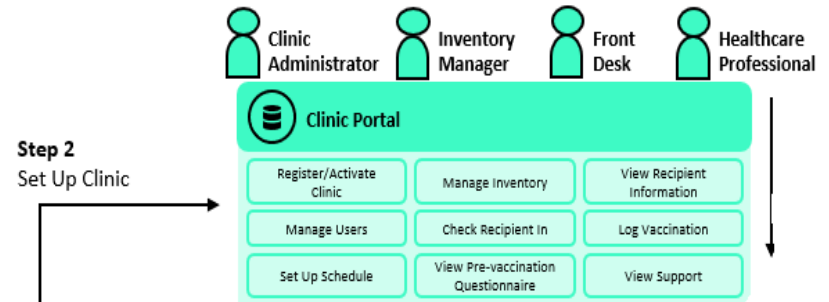
What are the Key Goals of the Vaccination Clinic Portal?

- Set up and manage clinic schedules and inventory
- Review recipient self-reported information during the healthcare encounter



The Vaccination Clinic Portal is not:

- An interface DHEC can access
- An interface recipients will access (they will have their own portal)
- An interface employers will access (they will have their own portal)
- A downloadable app (i.e., from App Store)



Mobile Clinic Type

Clinic Type	Description	Considerations
<p>Mobile</p>	<p>Settings with one permanent location for vaccine storage and multiple vaccine administration locations (daily offsite, temporary clinics).</p> <p>Vaccine is not stored at any offsite vaccine administration sites and is delivered/returned to permanent location for storage on the same day.</p>	<ul style="list-style-type: none"> • Permanent location for vaccine storage is set up in VAMS as primary location for inventory management • Clinic administrator adds multiple temporary vaccine clinic locations in VAMS • Site is considered “live” and searchable in VAMS • Vaccine recipients must pre-register in VAMS and search for your location to schedule vaccination appointments in VAMS • Requires clinic schedule set up (operating hours, etc) • Allows inventory projections based on scheduled appointments • VAMS digitally provides pre-vaccination questionnaire, EUA, and vaccination certificate to recipients • VAMS provides 2nd dose reminders and notifications to recipients • *start and end dates of vaccination events cannot be the same-see next slide*

Mobile Clinic Set-up

Mobile clinic locations cannot have the same start and end dates. Clinic schedules must be set up similar to the graphic with the green check mark

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Clinic #1	Blue	Blue	Blue	Blue			
Clinic #2	Blue	Blue	Blue	Blue			
Clinic #3				Blue	Blue	Blue	Blue
Clinic #4				Blue	Blue	Blue	Blue



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Clinic #1	Blue	Blue	Blue	Blue			
Clinic #2	Blue	Blue	Blue				
Clinic #3					Blue	Blue	Blue
Clinic #4				Blue	Blue	Blue	




Hospital/Clinic/Pharmacy/
Mobile Clinic Types

VAMS Roles and Activity Matrix				
Activity in VAMS	Clinic User Role			
	Clinic Administrator	Inventory Manager	Healthcare Professional	Front Desk
Serve as a clinic point of contact for your jurisdiction	✓			
Manage clinic information (e.g., physical address, operating hours)	✓			
Set and manage clinic schedule	✓			
Manage (add, edit, remove) VAMS users	✓			
Submit inventory requests	✓	✓		
Log vaccine inventory when received	✓	✓		
Log vaccine waste	✓	✓		
Monitor clinic vaccine inventory levels to match appointments scheduled	✓	✓		
Check in vaccine recipients				✓
Create recipient appointments				✓
Cancel recipient appointments			✓	✓
Confirm recipient Identity			✓	✓
View recipient medical history and personal information; add notes to record			✓	
Log vaccine administration			✓	
Administer vaccine to recipients			✓	
Log vaccine waste that occurred during administration (if applicable)			✓	
View next-dose eligibility dates			✓	

Vaccination Clinic Portal- User Responsibilities Overview

Clinic Administrator

 **Primary Role:** Serve as vaccination clinic POC for jurisdiction and manage clinic

What does the **clinic administrator** need to learn in VAMS?

Processes

- **Set up/manage clinic in VAMS**
- **Set up/manage clinic schedule**
- **Add/manage VAMS clinic users**
- **Monitor/manage clinic vaccine inventory**
- **Find VAMS support or additional training resources when needed**

Related Tasks

- . Establish yourself as clinic POC
- . Verify and add clinic information such as physical and shipping address
- . Set up operating hours, appointment duration, and number of treatment stations
- . Add clinic users in VAMS
- . Set or edit user role permissions
- . Remove users from VAMS
- . View clinic inventory
- . Submit inventory requests to jurisdiction
- . Search for your question in the FAQs on the Help page

How will they learn?

Training Tools


- VAMS Clinic Staff User Manuals (clinic administrator should be familiar with all clinic roles)
- VAMS Clinic Setup Quick Start Guide
- 1:1 Support with SC DHEC POC
- Attend DHEC Townhall Q&A sessions
- View training videos

Considerations: clinic administrators can fulfill this role for multiple locations

Vaccination Clinic Portal

User Responsibilities Overview

Clinic Inventory Manager

 **Primary Role:** Monitor and manage clinic's vaccine inventory

What does the **clinic inventory manager** need to learn in VAMS?

Processes

- **Manage clinic vaccine inventory**
- **Find VAMS support or additional training resources when needed**

Related Tasks

- View clinic inventory
- Submit inventory requests to jurisdiction
- Search for your question in the FAQs on the Help page

How will they learn?

Training Tools

- VAMS Clinic Inventory Manager User Manual
- Demo Presentation Videos
- VAMS FAQs

Vaccination Clinic Portal

User Responsibilities Overview

Clinic Healthcare Professional

 **Primary Role:** Administer vaccine to recipients

What does the clinic healthcare professional need to learn in VAMS?

Processes

- **View/manage recipient appointments**
- **Administer vaccine**

Related Tasks

- View scheduled appointments
- Access recipient record
- Review recipient record
- Add note to recipient record
- Review previously added notes
- Record decision to administer vaccine
- Log vaccination
- Log waste
- Search for your question in the FAQs on the Help page

- **Find VAMS support or additional training resources when needed**

How will they learn?


Training Tools

- VAMS Clinic Healthcare Professional User Manual
- Demo Presentation Videos
- VAMS Pocket Manual
- VAMS FAQs

Vaccination Clinic Portal

User Responsibilities Overview

Clinic Front Desk

 **Primary Role:** Welcome and check in recipients

What does the **clinic front desk** need to learn in VAMS?

Processes

• **Check in vaccine recipients**

• **Modify/cancel recipient appointments**

• **Find VAMS support or additional training resources when needed**

Related Tasks

- . Use QR code to locate recipient appointment
- . Manually locate recipient appointment
- . Validate recipient identification
- . Validate pre-vaccination questionnaire compliance

- . View appointment status
- . Cancel appointments
- . Auto-cancellation for no-show appointments

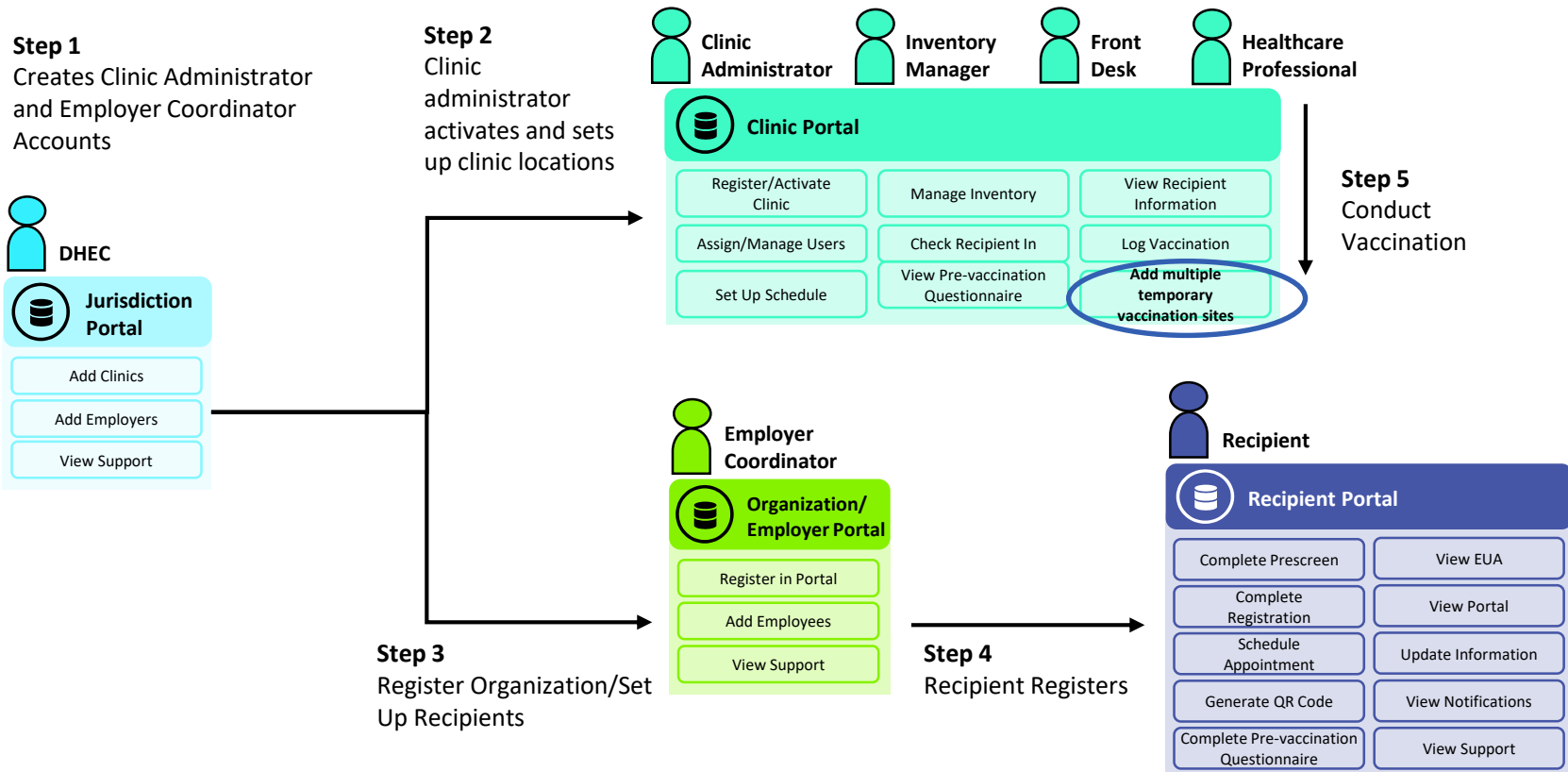
- . Search for your question in the FAQs on the Help page

How will they learn?

Training Tools

- VAMS Clinic Front Desk User Manual
- Demo Presentation Videos
- VAMS FAQs

VAMS Workflow-MOBILE CLINIC



Clinic Type: Third Party

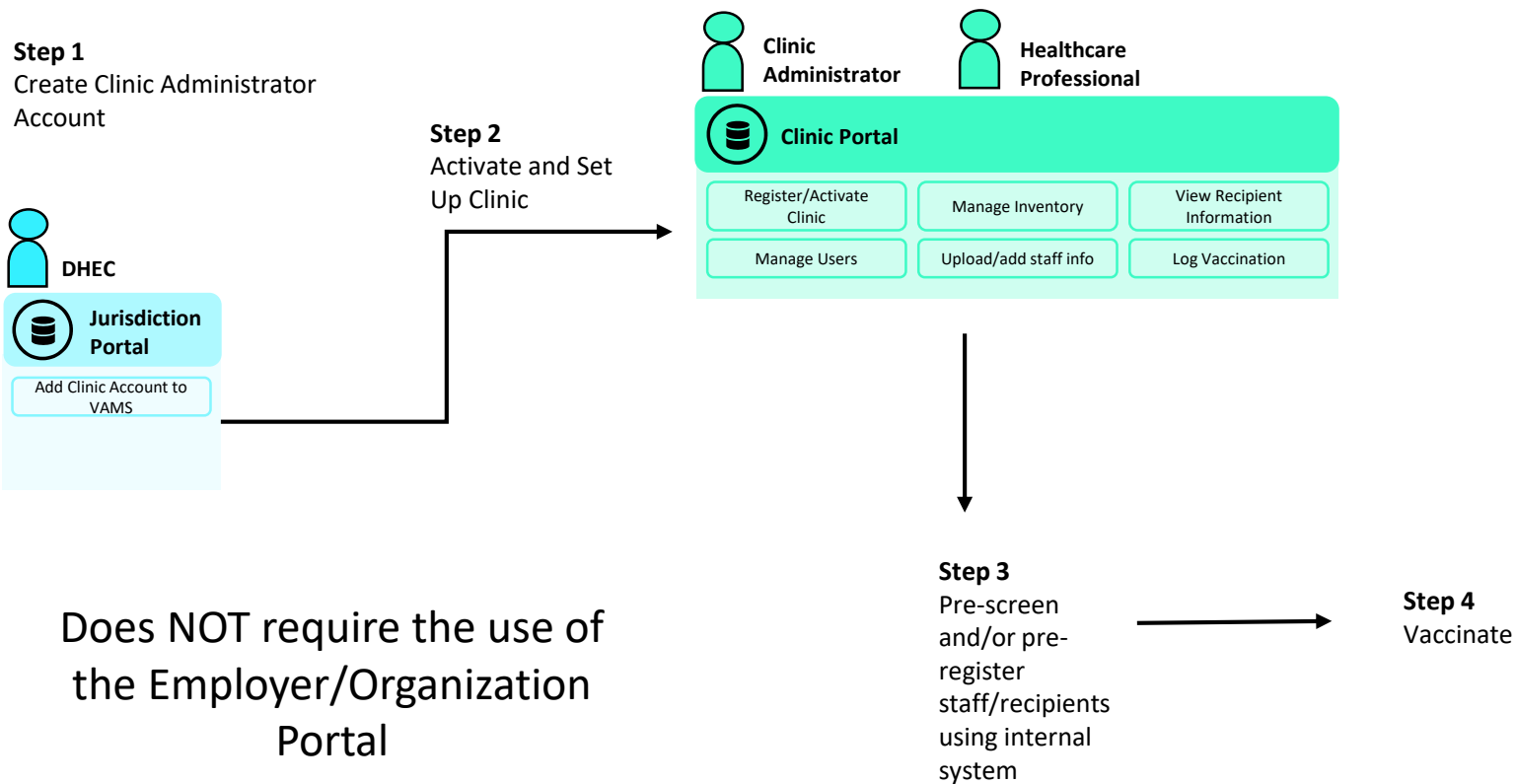
Clinic Type	Description	Considerations
<p>Third-party</p>	<p>Clinics in settings for administering vaccine to recipients unable to access VAMS (i.e. nursing homes, correctional facility) OR for locations that desire to use a pre-existing notification, scheduling, and pre-screening system for vaccine recipients</p>	<ul style="list-style-type: none"> • Vaccine recipients do not use VAMS to pre-register or schedule appointments • Does NOT require the use of the Employer/Organization Portal • Clinic location is not searchable by VAMS users • Requires manual inventory tracking for 2nd dose needs • Facilities must coordinate and communicate recipient vaccination events internally or through existing means • Requires collection of demographic and screening information from recipients prior to vaccination OR at the time of the vaccination • Requires manually adding each recipient, or bulk uploading a list of pre-screened recipients, prior to vaccination • Facility is responsible for distributing the EUA sheet, issuing 2nd dose reminders, and coordinating 2nd dose events

VAMS Roles and Activity Matrix

Third Party

Activity in VAMS	Standard Clinic Administrator	Third-Party Clinic Administrator	Standard Clinic Healthcare Professional	Third-Party Clinic Healthcare Professional
Serve as the clinic’s point of contact for your jurisdiction	✓	✓		
Manage clinic information (e.g., physical address)	✓	✓		
Set and manage clinic schedule	✓			
Manage (add, edit, remove) VAMS users	✓	✓		
Submit inventory requests	✓	✓		
Log vaccine inventory when received	✓	✓		
Log vaccine waste	✓	✓		
Add recipient information and insurance (if applicable), and record vaccine consent in VAMS		✓		✓
View recipient medical history and personal information; add notes to record			✓	✓
Log vaccine administration			✓	✓
Administer vaccine to recipients			✓	✓
Log vaccine waste that occurred during administration (if applicable)			✓	✓
View next dose eligibility dates			✓	✓
Track recipients’ next dose eligibility				✓

VAMS Workflow-THIRD PARTY



VAMS Onboarding Decisions

- Determine the clinic location's point of contact (POC) who will serve as the clinic administrator
- Determine desired location clinic type
 - Clinic
 - Mobile
 - Hospital
 - Pharmacy
 - Third-party
- Review user manuals and training videos on [DHEC's COVID-19 Provider Webpage](#)
 - Quick Start Guide for Clinic Set-up
 - Clinic administrator and employer coordinator role demo videos





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Employer and Organization Portal

VAMS Overview

Applies to non-Third Party Clinics Only

STEP 3 Your Portal: Employer and Organization Portal



What is the Employer and Organization Portal?

- An interface for employers/organizations to upload employee/staff information



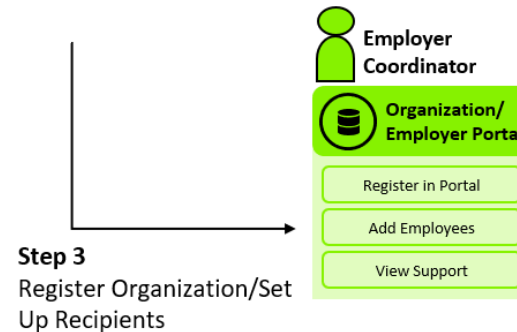
What are the Key Goals of the Employer and Organization Portal?

- Identify potential vaccine recipients to register for COVID-19 vaccination through the Recipient Portal



The Employer and Organization Portal is not:

- An interface clinics will access (they will have their own portal)
- An interface recipients will access (they will have their own portal)
- An interface jurisdictions or CDC will access (they will have their own portal)
- A downloadable app (i.e., from the App Store)



Organization & Employer Portal

- Register your organization's Information
- Add employees or organization members for COVID-19 vaccination eligibility

Employer/Organization Portal User Responsibilities Overview

Employer Coordinator (EC)



Primary Role: Register employer and initiate registration for employees

What does the **Employer Coordinator** need to learn in VAMS?

Processes

- **Complete employer registration**
- **Upload employees into VAMS**
- **Find VAMS support or additional training resources when needed**

Related Tasks

- . Have all employer contact information ready to input
- . Review and submit employer registration
- . *Add employees individually or in a bulk upload*
- . *View employee roster*
- . Search for your question in the FAQs on the Help page

How will they learn?

Training Tools

- VAMS Model Training Plan
- Employer Coordinator User Manual
- Demo Presentation Videos
- VAMS FAQs

Employee Registration

Personalized Employee Registration Option 1

The EC adds employees via manual addition, either one at a time or bulk upload, generating an auto email notification to identified employee/staff

Pros

- No email address restrictions
- Cannot be forwarded to others

Cons

- Cannot control messaging of generated email to staff

Employee Registration

Policy-Enabled Registration (PER) Option 2

The EC opts to have a common registration link using up to three (3) linked email address domains (i.e. @dhec.sc.gov)

1. EC crafts email messaging and sends organization-specific registration link to targeted employees, or EC can post the link for all employees to access via intranet or other source
2. Employees access the link and enter their organization name and email
3. VAMS will validate the email entered by the employee matches one of the specific organization domains
4. VAMS will send a unique registration link to the employee email
5. Employees click the registration link and start the standard registration flow

Pros

- Potentially reduces administrative burden on EC
- EC can control messaging to employees about registration

Cons

- Third-party email domains cannot be used for PER (gmail.com; yahoo.com)
- Employees cannot change their email during registration
- Once PER is selected, DHEC cannot edit the organization's record in VAMS
- Targeted employees can forward link to other non-targeted employees in the organization with the same email domain

VAMS Onboarding Decisions

DHEC will need to know:

- The organization's point of contact (POC) information who will serve as the EC
 - First name, last name, and email address
- Organization category
 - Inpatient healthcare providers
 - Outpatient healthcare providers
- Employee registration process option
 - Option 1: Personalized registration link
 - Option 2: Policy-Enabled Registration



Recap

- Clinic admins activate clinic site via VAMS account email
- Add users to your site
 - (p.24-25-Clinic Admin User Manual)
 - Add up to 4 more clinic administrators
- Set up clinic schedule (Quick Reference Guide)



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Vaccine Management Requirements

Temperature Monitoring

- COVID-19 Vaccine Primary and Back-up Coordinators must monitor and document temperatures of storage units containing COVID-19 vaccines twice daily using approved temperature logs.
 - Ultra-cold vaccine storage (Celsius)
 - Ultra-cold vaccine storage (Fahrenheit)
 - Refrigerator or Freezer vaccine storage
- COVID-19 Vaccine Primary and Back-up Coordinators must download continuous temperature monitoring device reports weekly
- Temperature logs are also required for any vaccine redistribution transport
- Submit both temp logs and DDL reports to COVIDProviderEnrollment@dhec.sc.gov every Friday by COB.
 - Include Facility Name + Temp Logs in subject line

Temperature Excursions- during shipment

- Providers must immediately report any temperature excursions during shipment
- Pfizer Shipments:
 - Pfizer: 1-877-829-2619 or cvgovernment@Pfizer.com
- Moderna Shipments:
 - McKesson: 1-833-272-6635 (M-F, 8a-8p/ET)
 - After-hours email COVIDVaccineSupport@McKesson.com

Temperature Excursions- post-shipment

- Providers must immediately report any temperature excursions to the manufacturer for guidance
 - Pfizer: 1-877-829-2619
 - Moderna: 1-866-663-3762
- Upon resolution, providers must submit a Vaccine Troubleshooting Record to COVIDProviderEnrollment@dhec.sc.gov that documents the event and any associated case number

Inventory Reporting

- Adjust (Add/Reduce) all vaccine inventory and waste in VAMS
 - Upon delivery receipt
 - Track extra Pfizer doses (estimated 1 or 2 extra vial) or Moderna doses (estimated potential for 1 extra per vial) pulled from MDVs
 - Add “vials” in VAMS to accommodate the overages
 - Every 5 Pfizer doses= 1 vial
 - Every 10 Moderna doses= 1 vial
- Report daily on-hand inventory doses to the COVID Health VaccineFinder portal (Mon-Sun)

VAMS Inventory requests

- When placing your weekly inventory requests in VAMS:
 - Select your facility's vaccine type
 - Add quantity desired
 - In the notes section:
 - Add number of your phase 1a staff to be vaccinated (initial doses)
 - Include any 2nd doses needed for that week
 - Include specific names of external partners that your facility has agreed to vaccinate
 - Add estimated number of phase 1a community members your site intends to vaccinate, or has the potential to vaccinate, within that week
 - Please refer to your submitted VAMS inventory request for confirmation and details (ensure to click FOLLOW to receive email notifications for updates)

Vaccine Ordering Cadence

Ordering Cadence for Direct ship to site: Pfizer and Moderna			
Requests submitted in VAMS	Sites Receive Vaccine	Sites Receive Federal Ancillary Supply Kits	Sites Receive State-Supplied Ancillary Kits
By Tuesday, 12pm	Monday	Within 24-hour window of vaccine	Tuesday

Ordering Cadence for DHEC Redistribution Sites		
New Bulk Requests submitted in VAMS	Sites Receive Vaccine	Sites Receive Ancillary Kits
By Tuesday, 12pm	Based on frequency request (see sub-order request below)	At the time of DHEC delivery

DHEC-Redistribution Orders in Process- Delivery Cadence		
Sub-order request submission to RSS@dhec.sc.gov and parksln@dhec.sc.gov by 5pm	Prepared at DHEC	Delivery to Facility
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Monday
Friday	Monday	Tuesday



South Carolina Department of Health and Environmental Control

Vaccine Safety Programs

Vaccine Adverse Event Reporting System (VAERS)

All COVID-19 vaccine providers must report any suspected moderate or severe reactions post COVID-19 vaccine administration to VAERS.



The screenshot shows the VAERS website interface. At the top, the VAERS logo and the text "Vaccine Adverse Event Reporting System" and "www.vaers.hhs.gov" are visible. Below this is a navigation bar with five items: "About VAERS", "Report an Adverse Event", "VAERS Data", "Resources", and "Submit Follow-Up Information". The main content area is divided into two columns. The left column contains a heading "Have you had a reaction following a vaccination?" followed by a list of instructions: "1. Contact your healthcare provider." and "2. Report an Adverse Event using the VAERS online form or the new downloadable PDF. *New!*". Below this is a box with an "Important" notice: "Important: If you are experiencing a medical emergency, seek immediate assistance from a healthcare provider or call 9-1-1. CDC and FDA do not provide individual medical treatment, advice, or diagnosis. If you need individual medical or health care advice, consult a qualified healthcare provider." This is followed by a heading "¿Ha tenido una reacción después de recibir una vacuna?" and a list of instructions in Spanish: "1. Contacte a su proveedor de salud." and "2. Reporte una reacción adversa utilizando el formulario de VAERS en línea o la nueva versión PDF descargable. *Nuevo!*". The right column features a large image of a family (a man, a woman, and two children) looking at a laptop. Below the image is the heading "What is VAERS?". At the bottom of the page, there are four tiles, each with an image and a title: "REPORT AN ADVERSE EVENT" (with a photo of a doctor and a patient), "SEARCH VAERS DATA" (with a photo of hands using a tablet), "REVIEW RESOURCES" (with a photo of a woman reading), and "SUBMIT FOLLOW-UP INFORMATION" (with a photo of a woman at a computer). Each tile also has a short description of the function.



- Smartphone-based text messaging program designed for vaccine recipients
- Recipients can opt-in and quickly tell CDC if they have any side effects
- Providers must post v-safe poster during vaccination events and share information
- See [DHEC's COVID-19 provider website](#) to download v-safe poster and information sheets.



DHEC Staff Training

Moderna COVID-19 Vaccine

[Click here to visit the Resource Page:](#)

- Vaccine administration overview
 - Standing Orders
 - Preparation and Administration Summary
- Storage and Handling
 - Vaccine Expiration Date Tracking Tool
 - Storage and Handling labels
 - Beyond-Use-Date Guidance and Labels
 - Freezer temperature logs (C° and F°)

Clinical Guidance Resource

If a healthcare professional at your facility has clinical guidance needs, please contact:

- **Clinician On-Call Center:**

- **Call 800-CDC-INFO (800-232-4636) and ask for the Clinician On-Call Center.**
- **Email: eocevent168@cdc.gov**
- The Clinician On-Call Center is a 24-hour hotline with trained CDC clinicians standing by to answer COVID-19 questions from healthcare personnel on a wide range of topics, such as diagnostic challenges, clinical management, and infection prevention and control.

CONTACT US

COVID-19 Vaccination Program
Immunization Branch

Provider Onboarding, Education and Support Team:
VAMS@dhec.sc.gov

Stay Connected