



COVID-19 Vaccine Provider Town Hall

3-10-2021



Recorded Town Hall Sessions and Slides Available DHEC's COVID-19 Provider [Website](#)

Webinars

- VIDEO - Pfizer Product and Vaccine Administration Considerations
- VIDEO - COVID-19 Provider Onboarding 01.05.21
 - COVID-19 Provider Onboarding 01.05.21 (PDF)
- VIDEO - Regional VAMS Onboarding and Discussion
 - Regional Onboarding (PDF)
- VIDEO - COVID-19 Provider Town Hall Q&A 01.06.21
 - COVID-19 Provider Town Hall 01.06.21 (PDF)
- VIDEO - Regional COVID-19 Discussion and Q&A 1.07.21
- VIDEO - COVID-19 Provider Town Hall Q&A 01.21.21
 - COVID-19 Provider Town Hall 01.21.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q & A 02.05.21
 - COVID-19 Provider Town Hall 02.05.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q & A 02.12.21
 - COVID-19 Provider Town Hall 02.012.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q&A 02.17.21
 - COVID-19 Provider Town Hall 02.17.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q&A 02.19.21
 - COVID-19 Provider Town Hall 02.19.21 (PDF)

Provider Portal 3707

- Account onboarding and activation instructions were sent to organization CMO contact email addresses listed on the section A of each activated sites' enrollment form.
- Mandatory reporting begins today, March 10 per Public Health Order No. COVID-19-9
- Questions can be directed to vaxreporting@dhec.sc.gov

COVID-19 Vaccination Program Reporting Reminders								
Requirement Area	System	Metrics					Frequency	
Inventory	VAMS	New vaccine deliveries	Doses Administered	Waste	Transfers		Same Day	
	VaccineFinder	On-hand inventory					Daily	
	DHEC Provider Portal H3707	On-hand inventory, itemized by manufacturer and 1 st or 2 nd dose	Total Doses Administered that day	1 st doses administered that day	2 nd doses administered that day	Total number of upcoming appointments scheduled as of that day	Total wasted vaccine for that day by manufacturer	Daily by 12pm
	VAMS	Inventory Request with 1 st and 2 nd dose amounts specified in notes					Mondays by 11:59pm	
Vaccine Administration	VAMS, or Electronic Medical Record/Electronic Health Record with established interface with SIMON, or Direct data entry into SIMON	Vaccine administration event					Within 24 hours	
Temperature Monitoring	Via email to COVIDVaccines@dhec.sc.gov Facility Name in the subject line	Temperature monitoring logs for any COVID-19 vaccine containing storage units	Downloaded continuous temperature monitoring device reports		COVID-19 Transport Logs	Fridays by 5pm		

COVID-19 Vaccine Administration Qualifications

Joint Order: DHEC and LLR

- Registered Nurses
- Physicians
- Physician Assistants
- Pharmacists
- Pharmacy Interns
- Pharmacy Technicians

Requires licensed Physician, Physician Assistant, APRN, or RN in good standing in SC onsite

- Unlicensed personnel with current certification of AAMA, NCCT, NAHP, NCMA, NHA, or AMT
- Retired nurses, LPNs, dentists, physicians, and physician assistants (inactive or whose licenses have lapsed within the last 5 years)
- Students of accredited medical schools
- Physician Assistant students in their clinical year of instruction
- Dental hygienists
- Dentists in good standing

Ancillary Kit Deficiency Reporting

- Vaccine providers are encouraged to report any issues with equipment in the ancillary kits that are shipped with their federal vaccine orders.
- There are four steps to reporting to ensure enough information is gathered so problem trends in packaging and shipping can be identified.
 - Report deficiencies to McKesson directly, the customer service desk is charged with responding to problems and identifying trends.

McKesson Customer Service

Phone #: 833-272-6634

Email: SNSSupport@McKesson.com

- Report deficiencies to the DHEC COVID-19 Vaccine Management Team at COVIDVaccines@dhec.sc.gov . This helps identify trends in problem equipment.
 - If an error or injury occurs during vaccine administration, enter the information into Vaccine Adverse Event Reporting System (VAERS) at <https://vaers.hhs.gov/reportevent.html>
 - Because syringes are a medical device, complete FDA form 3500 <https://www.accessdata.fda.gov/scripts/medwatch/>
 - Please be prepared to provide photos, lot number, order number, vaccine order date, and dates received when filing a report for a deficient ancillary kit.
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V-safe Update

- Optional CDC text-messaging system for vaccine recipients for post vaccination monitoring
 - Options for 2nd dose reminders, too
 - COVID-19 providers are required to promote the program per provider agreement
 - Allows participants to report side effects after COVID vaccination to CDC in real time
 - Materials have been updated in the following languages:
 - English
 - **Korean**
 - **Simplified Chinese**
 - **Spanish**
 - **Vietnamese**
- V-safe** [website](#) in the new languages
 - V-safe** [information sheet](#) in the new languages
 - V-safe** [poster](#) in the new languages

VAMS Updates

VAMS Third Party Clinic Workgroup Thurs, March 11 from 12:30p-1:30p

- CDC-led session to:
 - Gather feedback from users on VAMS functions and usability
 - Provide updates on upcoming system releases
 - Provide a forum for clinics to collaborate and share best practices on how to use and implement VAMS
- To join the webinar from a PC, Mac, iPad, iPhone, or Android device, click the link below:
 - **Access Link:** <https://deloitte.zoom.us/j/93784216267?pwd=QURzQIMyRHITMzJESEgxWHNUNTNsQT09>
 - **Passcode:** 102220
- **Listen-Only Connection Details**
 - Attendee dial-in (for Listen-only attendees):
 - **US:** +1 929 436 2866 or +1 669 900 6833
 - **Webinar ID/Passcode:** 937 8421 6267 / 102220

VAMS Updates

VAMS Standard and Mobile Clinic Workgroup Thurs, March 18 from 12:30p-1:30p

- CDC-led session to:
 - Gather feedback from users on VAMS functions and usability
 - Provide updates on upcoming system releases
 - Provide a forum for clinics to collaborate and share best practices on how to use and implement VAMS
- To join the webinar from a PC, Mac, iPad, iPhone, or Android device, click the link below:
 - **Access Link:** <https://deloitte.zoom.us/j/98617406086?pwd=WlNvdIRMZ2FMRGxGVXRlWHBqaTdkQT09>
 - **Passcode:** 692813
- **Listen-Only Connection Details**
 - Attendee dial-in (for Listen-only attendees):
 - **US:** +1 929 436 2866 or +1 669 900 6833
 - **Webinar ID/Passcode:** 986 1740 6086 / 692813




VAMS Updates

VAMS 2.2 Release
Friday, March 12 through Saturday, March 13

COVID-19 Vaccine Training Materials



COVID-19 Vaccine Training Modules

-  [COVID-19 Vaccine Training: General Overview of Immunization Best Practices for Healthcare Providers](#)
-  [Janssen COVID-19 Vaccine \(Johnson & Johnson\): What Healthcare Professionals Need to Know \(New March 6, 2021\)](#)
-  [Moderna COVID-19 Vaccine: What Healthcare Professionals Need to Know \(Updated February 11, 2021\)](#)
-  [Pfizer-BioNTech COVID-19 Vaccine: What Healthcare Professionals Need to Know \(Updated February 23, 2021\)](#)

COVID-19 Vaccine Provider: DHEC Contacts

- **New Provider Onboarding and Support/VAMS**
 - VAMS@dhec.sc.gov
- **COVID-19 Vaccine Management Branch**
 - Vaccine inventory requests, vaccine orders, direct ship vaccine shipments/deliveries, temperature monitoring, transport logs
 - COVIDVaccines@dhec.sc.gov
- **COVID-19 Provider Enrollment Branch**
 - New enrollment form submissions, vaccine coordinator contact information changes, enrollment form updates, redistribution agreements
 - COVIDProviderEnrollment@dhec.sc.gov
- **DHEC VaxLocator Map**
 - Red/green color updates, information updates
 - VaxStatus@dhec.sc.gov
- **COVID-19 Provider Portal Reporting**
 - vaxreporting@dhec.sc.gov
- **Schools and COVID-19 vaccine planning**
 - ACC-schools@dhec.sc.gov
- **DHEC Redistribution Warehouse**
 - State-supplied ancillary kits, vaccine redistribution orders
 - RSS@dhec.sc.gov

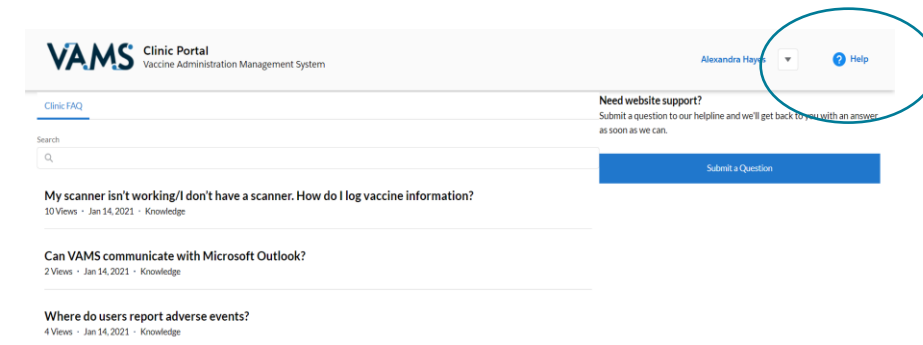
VAMS Help Desks

- **CDC VAMS Help Desk**

- Clinic Users submit a help desk ticket
 - submit questions, technical assistance, other issues via the Help function to submit a ticket, or
- Call 1-833-957-1100, M-F, 8a-8p

- **DHEC Help Desk**

- Serves SC VAMS Clinic Users, Organization Coordinators and Recipients
- Email vams@dhec.sc.gov
 - **Clinic Users:** technical assistance, VAMS onboarding, new clinic set-up, additional clinic set-up requests
 - **Organizations:** VAMS onboarding, registration
 - **Recipient:** registration issues



CONTACT US

Provider Onboarding/VAMS: VAMS@dhec.sc.gov

COVID-19 Vaccine Management Branch: COVIDVaccines@dhec.sc.gov

COVID-19 Provider Enrollment Branch: COVIDProviderEnrollment@dhec.sc.gov

COVID-19 Provider Portal Reporting: VaxReporting@dhec.sc.gov

DHEC Redistribution Warehouse: RSS@dhec.sc.gov

DHEC VaxLocator Map: VaxStatus@dhec.sc.gov

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