



COVID-19 Vaccine Provider Town Hall

4-28-2021



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)

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	Previous day totals due 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

VAMS 3.1.1 Release Notes

- **Clinic Portal**

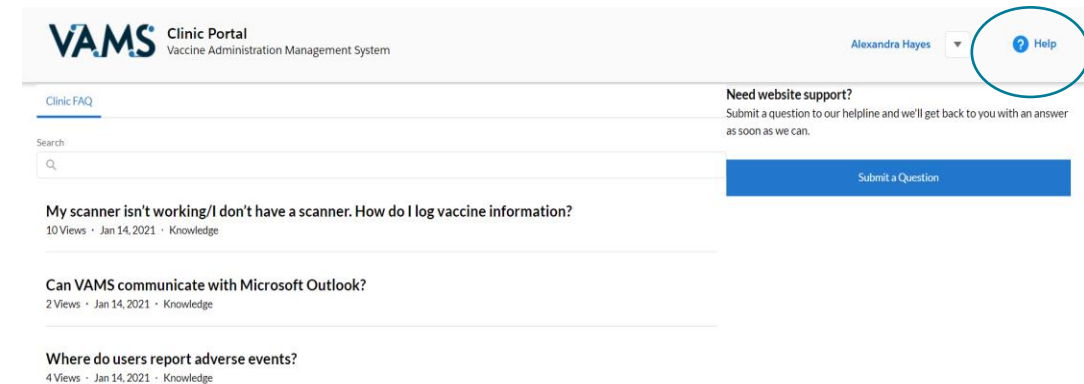
- Ability to send recipients messages in Spanish
- New alert if the healthcare professional tries to exit the log vaccination flow early
- Healthcare professionals can now access the Recipient Details page directly from the vaccination record and Manage Appointments tab
- Standard and mobile clinic users can now see a list view of Today's Completed Vaccinations

- **Recipient Portal**

- New Spanish language option for recipients
- Recipients can now print their appointment confirmation
- Updated Recipient Landing Page

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



The screenshot shows the VAMS Clinic Portal interface. At the top, it says "VAMS Clinic Portal Vaccine Administration Management System". On the right, there is a user profile for "Alexandra Hayes" and a "Help" button circled in red. Below the header is a "Clinic FAQ" section with a search bar. To the right of the search bar is a "Need website support?" section with a "Submit a Question" button. The main content area lists three FAQ items:

- My scanner isn't working/I don't have a scanner. How do I log vaccine information?**
10 Views · Jan 14, 2021 · Knowledge
- Can VAMS communicate with Microsoft Outlook?**
2 Views · Jan 14, 2021 · Knowledge
- Where do users report adverse events?**
4 Views · Jan 14, 2021 · Knowledge

Professional Development/Training Opportunities

- CDC COVID-19 Vaccine Webinar Series
 - Addresses different topics related to COVID-19 vaccination
 - Each webinar is 15-20 minutes in length
 - Training and Education Webinar Resources [webpage](#)
- CDC Training and Education [webpage](#)
 - CDC training [modules](#) for each vaccine products
 - EUA fact sheets for healthcare providers
 - Storage and handling requirements
 - Transport guidance
 - CDC reporting requirements

COVID-19 Provider: DHEC Contacts

- **DHEC VaxLocator Map**
 - Red/green color updates, information updates
 - VaxStatus@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 Redistribution Warehouse**
 - State-supplied ancillary kits, vaccine redistribution orders
 - RSS@dhec.sc.gov
- **New Provider Onboarding and Support/VAMS**
 - VAMS@dhec.sc.gov
- **COVID-19 Provider Portal Reporting**
 - Vaxreportinghelp@dhec.sc.gov
- **School-Related Questions**
 - ACC-Schools@dhec.sc.gov
- **Vaccine Reimbursement Questions**
 - ACC-vaccine-finance@dhec.sc.gov

CONTACT US

DHEC VaxLocator Map: VaxStatus@dhec.sc.gov

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

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VAMS: VAMS@dhec.sc.gov

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