



# RENFREW COUNTY AND DISTRICT HEALTH UNIT

"Optimal Health For All in Renfrew County and District"

## COVax Questions and Answers

Here is a running list of questions that have been asked about COVax and related topics – with responses from the Ministry of Health or other sources. They are in no specific order and some may pertain to specific groups of COVax users. This resource should be reviewed weekly for new content (last updated February 17<sup>th</sup>, 2021).

### 1. Does anything need to be done in COVax if a client deceases, but they have already been created in COVax, and/or one or both doses of vaccine have been recorded?

There is no set function for this currently, though it had been raised internally with COVax staff and is being discussed. It is suggested that the profile is just left in its current state. You cannot remove any clients from the system regardless the "Reason for Immunization" selected (e.g.: Retirement Home resident, Health Care Worker, etc.).

### 2. All doctors and nurses are in COVax via Panorama (the provincial immunization system), but can other providers (vaccine administrators) be added as well (e.g., EMS)?

Yes, just provide the person's full name, OHIN number (or other alternate ID identifier) and their role/designation to the COVax service desk at [covaxonservicedesk@ontario.ca](mailto:covaxonservicedesk@ontario.ca).

### 3. Will Long Term Care (LTC) homes or other agencies be able to look up immunization records in COVax in the future?

The COVax app will eventually be integrated with the Case and Contact Management (CCM) system used for case and contact tracing work for COVID-19. It is unknown when this would occur, but it is possible that organizations that do not normally have access to CCM may lose access to COVax data at some point in the future.



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- 4. Our vaccination clinic for our staff and essential care givers will be on hospital property, but at a separate building. Do we need a different Service Delivery Location (SDL) for that?**

No, the SDL would remain the same as the hospital's SDL.

- 5. When will the COVax application be able to do scheduling of appointments?**

The Summary Playbook indicated "February 2021" and COVax Training webinars from mid-January said "soon" and that this feature was being piloted and that agencies would not have to invest in an alternate scheduling solution. No exact date or specific timeframe has been communicated or confirmed. Update: this feature may become available on March 1, 2021. This document will be updated when new information is known.

- 6. What if I have already submitted a Client or User Data Load Template, but now I have more people to add?**

Additional templates can be sent to COVax at any time. Duplication should be avoided – especially for Users. During the Client Data Load process, there are safeguards to detect if duplicate clients are being added.

- 7. Can an agency's staff use a shared work phone for the Two Factor Authentication?**

No, each person must have a separate phone.

- 8. What do I do when a duplicate is identified upon manual client creation?**

COVax users (Site Staff and Vaccinators) can now proceed with client creation as long as the Health Card Number (HCN) is not the same. If the HCN is the same, the User cannot proceed to create the client. It is highly encouraged that Users ensure that they are not in fact creating a duplicate client. This can be done by looking at the record of the existing client to validate they are not the same person before creating the new client.



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**9. Certain staff such as EMS do not have a SDL of their own to use when creating them as users in COVax. What SDL should be used for them?**

The SDL for the associated health unit can be used. Prior to each clinic, EMS staff will need to update their own SDL in COVax to reflect the clinic location where they are working that day.

**10. If I ever realize that there are two records in COVax for a single client, what do I need to do to have those two records merged together or otherwise corrected?**

If you have duplicate records, call the COVax Solution Production Support for assistance.

**11. What do I need to do if a client who consented to vaccination and who is already created in COVax is no longer eligible due to a given reason (e.g.: allergies, pregnancy, hospitalization, etc.)?**

Check the client in. Then go back to the demographics section and edit the drop-down menu called "Reason vaccine was not administered". Select the proper reason and save. Client will then be removed from the "Check In queue".