

COVaxON Check-Out Job Aid

Target Role: Check-out Clinician/Admin

<p>Role Description: Monitors client after vaccination and checks client out</p> <p>Permission Level: COVax Site Staff</p> <ul style="list-style-type: none"> • Check-out Capability • Edit Access for Client Profile • Read-Only access to Vaccine Admin • View Dashboards • Read and Export Summary Client and Dose Administration Report & Vaccine Inventory Report 	<p>Legend</p> <p> Pencil Icon Click this to edit any data fields</p> <p> Red Asterisks Indicates a required field</p> <p> All COVID public health measures must be followed in alignment with this process.</p>
<p>Your profile has a defined access level and is associated with an Authorized Organization, which means you can perform the above activities within COVaxON on behalf of that Authorized Organization (AO). For further details on setting up your profile, refer to the "Login, Logout, and User Settings" job aid.</p> <p>For any assistance, please email: covaxonsupport@ontario.ca</p>	<p>This document provides training on how to use the COVaxON system for the vaccine management process. Within the clinical package that each site received, there are additional forms and documentation that you will need to use alongside COVaxON</p>

Data Privacy Disclaimer:
Users with access to COVaxON can see the demographic details and health numbers of other clients in the system when searching for a particular person. The information is presented this way to help ensure that users access the correct client record and to reduce the risk of either not locating a client's record or improperly creating duplicate client records.

As required by PHIPA and under the terms of the Acceptable Use Policy, system users are only permitted to access the information of individuals to whom they are providing care or for other purposes that are specifically authorized.

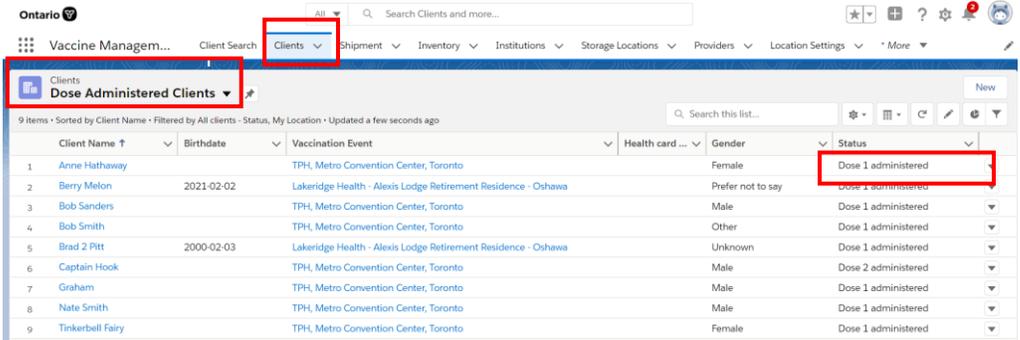
The system records detailed audit transaction logs that inform the Ministry of Health of which client records were accessed by each user, and what actions they took in the system. Any concerns that are identified about improper access to the system will be investigated and appropriate actions taken.

High Level Check-Out Process

			
<p>1. Monitor for AEFI</p>	<p>2. AEFI Occurrence and Documentation</p>	<p>3. Client Check-Out</p>	<p>4. Printing Receipt</p>
<p>Client self monitors for AEFI with support of location staff</p>	<p>If AEFI occurs, treat client, and record in COVaxON</p>	<p>Documents AEFI (when relevant) and check client out of COVaxON</p>	<p>Print client receipt and provide details of second dose appointment</p>

 **1. Monitor for Adverse Events Following Immunization (AEFI)**

Description:
Clients are instructed to wait for 15 minutes after vaccination to monitor for symptoms of adverse events following immunization (AEFI). Staff onsite may monitor clients for AEFI and search client profile to determine next steps.



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How:

1. Navigate to the relevant “**Vaccination Events**” record and select “View All” under the Clients list. Leverage the filter capability to filter the list by status or specific client details.
2. Once client is identified, Users can right click on client name hyperlink and open the client’s profile in new browser window to avoid losing their spot on the Vaccination Event record. From the client’s profile, Users can confirm that the client is in the “**Dose 1 /2 Administered**” status.
3. Confirm client identity by asking for their health card number (if possible), or by their name PLUS other identifiers such as date of birth and postal code and matching it to their profile
4. Ask the client to wait for 15 minutes and self-monitor for any AEFI
5. If client is showing symptoms of AEFI proceed to **section 3: AEFI Occurrence & Documentation**
6. If client has waited for 15 minutes **without** showing signs of AEFI, proceed to **section 4: Client Check-Out**

Further Context

- If the client is not already in “Dose 1/2 Administered Status” and the user tries to check them out, an error will occur explaining that they must administer a dose before proceeding to checkout.
- If AEFI occurs, any detailed reporting will follow the offline process documented in the clinical package.
- For LTCHs/RHs, the client will most likely be monitored in their room after their vaccination by a location employee. Whomever is monitoring the client would need to document any occurrences of AEFI and ensure the admin staff updating the client profiles have a list of clients that faced AEFI.
- There is a report that shows a centralized view of all clients at a particular VE with their dose administration record status, client status and other client information. To view this report, go to the VE record you are interested in, scroll down to the “Report Links” section, and select the “Showing Clients for Vaccination Event” record.



2. AEFI Occurrence and Documentation

Description:

During the 15 minutes the client waits after dose administration, if an AEFI occurs, treat patient appropriately, then document the occurrence in COVaxON by populating the AEFI checkbox.

Check Out

Dose : 1 of 2

Select only if Adverse Events Following Immunization was experienced during the Immunization Event. Documentation to be completed on the Adverse Events Following Immunization form.

[Click here to view receipt](#)

Next

How:

1. Use the Public Health Ontario AEFI Guidelines to record AEFI details



AEFI Guidelines

2. Select “**Check Out**” button
3. Select the checkbox, “**Select only if Adverse Events Following Immunization was experienced during the Immunization Event. Documentation to be completed on the Adverse Events Following Immunization Form**” if the client did experience an AEFI
4. Proceed to final check-out in **section 3: Client Check-out**.

Further Context

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- The AEFI checkbox should only be populated if an AEFI occurs during the 15-minute wait time. If an AEFI occurs after the client has left the location (i.e. in the following days/weeks) it should not be recorded in COVaxON.
- If AEFI checkbox is populated during check out, it will be reflected on the client's Dose Administration record. This is available from the client profile.
- For LTCHs/RHs, the profiles of the clients that were vaccinated that day would be updated all at once by a site administrator. In most cases, the clients will be monitored for AEFI in their rooms. Each location will require their own offline communication process to ensure any clients that faced AEFI have this checkbox selected on their profile.

3. Client Check-Out

Description:

If the client does not experience AEFI while at the location after their 15-minute wait, the AEFI checkbox should be left blank during checkout. If the client did experience AEFI, the checkbox should be populated and the User can continue with the check out process.

How:

1. Click "**Check-Out**" button
2. Leave the AEFI checkbox blank if client did not experience AEFI
3. Check "**Email receipt to patient**" if the client would like to receive the receipt over email. The "Email receipt" option will not appear if the email field on the client's profile is not populated.
4. Click "**Next**" to complete the client's checkout

Person Account
Monica Geller

+ Follow Check In Administer Dose **Check Out**

Birthdate: 1979-03-06 Gender: Female Home Phone: Email:

Dose 1 checked out Dose 2 scheduled Dose 2 checked in Dose 2 administer... Dose 2 checked out

Client Name: Monica Geller Duplicate Key: We found no potential duplicates of this Client.

Check Out

Dose : 1 of 2

Select only if Adverse Events Following Immunization was experienced during the Immunization Event. Documentation to be completed on the Adverse Events Following Immunization form.

Email receipt to patient

[Click here to view receipt](#)

Next

Further Context

- If a client has not successfully gone through the "Administer Dose" process, the system will return an error when trying to check out. The previous step *must* be completed in order for clients to continue through the system.
- When the inventory hits 0 doses available, the Inventory status will change to "Completed". If the Inventory Manager has not adjusted the total doses available for that inventory based on additional doses achieved from a vial, there will be a misalignment between actual doses and the doses in the system. To avoid delays to administering doses, the Inventory Manager will need to change the status to "Available". Communication between vaccination staff and inventory staff may be required to ensure the inventory can be updated and the doses can be administered
- If the doses available on the inventory record is 0 or negative doses, the client can still be checked out.

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5. Printing Receipt and Schedule Second Dose

Description:

After the client has been checked out, Users can open the client's PDF receipt and print by downloading it. The receipt will open in a separate tab and users will have the option to print the receipt. Check Out Clinician/Admin retrieves the printed receipt and hand writes the date and time for the client's second dose appointment.

How:

- 1) On the right-hand side of the on the client profile page, select the PDF hyperlink under **"Files"**
- 2) The receipt will open, select **"Download"**
- 3) The receipt will open in a separate tab
- 4) Select the printer on site from the drop-down menu and select **"Print"**
- 5) Use the site-specific scheduling system to schedule a second dose appointment for the client
- 6) Write the date & time of the second dose appointment on the printed receipt (only applies for dose 1 check out. When the client is being checked out for dose 2 no follow up appointment is required)
- 7) Provide the client with receipt and relevant discharge information.

The screenshot illustrates the workflow for printing a receipt. On the left, the 'Files' section is highlighted with a red box and a '1' in a red circle, showing a PDF file named 'Dose_Admin_Phoebie Buffay_1615420102917.pdf'. In the center, the receipt is displayed with a red box and a '2' in a red circle highlighting the 'Download' button. On the right, the print dialog is shown with a red box and a '4' in a red circle highlighting the 'Print' button. The receipt itself contains the following information:

Ontario Ministry of Health / Ministère de la Santé
Name/Nom: Phoebe Buffay
Health Card Number/Numéro de la carte Santé: #####8956
Date of Birth/Date de naissance: 1982-03-18
Date/Date: 2021-03-10, 3:17 p.m.
Agent/Agent: COVID-19_mRNA
Product Name/Nom du produit: MODERNA COVID-19 mRNA
Diluent Product: Not Applicable / Ne s'applique pas
Lot/Lot: EH1234
Dose/Dose: 0.5ml
Route/Voie: Intramuscular / intramusculaire
Site/Site: Left deltoid / deltoïde gauche
You have received 1 valid dose(s) / Vous avez reçu 1 dose(s) valide(s)
Vaccine Administered By/Vaccin Administré par: Roberto A, Medical Doctor
Authorized Organization/Organisme agréé: AuthOrg-PHU-Lakeside
Your next dose is scheduled for/Votre prochaine dose est prévue pour

Note: Only valid doses are counted / Remarque: Seules les doses valides sont comptées
Please remain on the premises for the next 15 minutes for observation. You are free to leave the vaccination clinic at 3:32PM. Veuillez rester sur place pendant les 15 prochaines minutes aux fins d'observation. Vous pouvez quitter la séance de vaccination à 3:32PM.

Further Context

- For LTCHs/RHs, most receipts will be filed with the clients records instead of provided to the client. It is also likely that the receipts for all clients vaccinated that day will be printed and filed by a site administrator at once at the end of the day.
- If the details of a dose administration record requires editing, the user can do this directly from the dose administration record on the client profile. The user may also email the updated immunization receipt to the client. Please see the **"Edit Dose Admin Records & Merge Duplicate Clients"** Job Aid for details regarding editing a dose administration record, generating an updated receipt and re-emailing/printing the receipt.

At end of shift, log out of COVaxON and clear the browser cache. Refer to the Login, Logout, User Settings job aid for detailed steps. Sanitize shared devices in accordance with location protocols.