CVMS Training Session for Providers

Version 1.0
December 10, 2020
REMINDER TO COMPLETE HCP ONBOARDING TEMPLATE – FOR ACCESS TO CVMS

Below are key actions you can do right now to prepare for CVMS and administering the COVID-19 vaccine.

1. Identify internal single point of contact for your employees to send questions or provide feedback related to the administration of COVID-19 vaccine.

2. Identify your organization’s users that need to access to CVMS and confirm that these users have a valid NCID. Instruct users that do not have a NCID to create a NCID and provide it to you.

3. Identify eligible employees or individuals that meet the Phase 1 criteria.

4. Determine process for prioritizing and scheduling employees to receive vaccine.

5. Train your designated vaccine administrators on how to report adverse events in VAERS following a COVID-19 vaccine administration.

6. If storing the Pfizer vaccine in an ultra-cold freezer, ensure proper equipment and processes are being used.

7. If storing the vaccine, each tray contains 195 vials and is roughly 9”x9”x1.6”.

As part of the readiness checklist – Vaccine Coordinators – will need to complete the Health Care Provider Onboarding Template.
The HCP User Onboarding Template

<table>
<thead>
<tr>
<th>Name of Person Preparing List:</th>
<th>Email Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td>Phone Number:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location Name:</th>
<th>Location Phone Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location Street Address:</td>
<td>Location City:</td>
</tr>
<tr>
<td>Location State:</td>
<td>Location Zip code:</td>
</tr>
</tbody>
</table>

On the tab "User List for CVMS Access" Complete the following:

For the Person completing the file:
- Full Name, Email Address, Phone Number, Title

For the Location:
- Location Name, Street Address, City, State, Zip code, Phone Number

For Users Requesting Access:
- First Name, Last Name, Email address, NCID, Profile

Once you have completed this file per your organization’s needs – please send to (for provisioning into CVMS)

COVIDHelp@dhhs.nc.gov
Today’s expectations

Participate in click-through demonstrations of all key transactions in the CVMS Provider Portal

Ask questions anything you have heard/learned so far about CVMS including when you have access, how to get help, etc.

Learn more about the Help Desk, Training Resources, Communications, and additional channels for support.
## Agenda

### Welcome and What to Expect Today

### CVMS Overview

### CMVS Provider Portal Profiles

<table>
<thead>
<tr>
<th>A Day in the Life of a Healthcare Location Manager…</th>
<th>A Day in the Life of a Healthcare Provider…</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receiving and Processing Vaccine Inventory</td>
<td>1. Checking In and Verifying Recipient Eligibility for the Vaccine</td>
</tr>
<tr>
<td>2. Tracking Vaccine Returns, Wastage, and Transfers</td>
<td>2. Documenting Vaccine Administration</td>
</tr>
</tbody>
</table>

### What to Expect Next
How to Participate Today

- Session is being recorded
- Mute your line unless you are addressing the group
- Interactive session
- Utilize Chat box to ask questions – we will address during our question breaks!
- We will pause for questions at the conclusion of each demonstration
What is CVMS?
The COVID-19 Vaccine Management System (CVMS) is a secure, cloud-based vaccine management solution for COVID-19 that enables vaccine management and data sharing across providers, hospitals, agencies, and local, state, and federal governments on one common platform.

When the CVMS MVP is launched on 12/10, providers will be able to:
- Enroll in the COVID-19 Vaccine Program and upload employees so they can register for COVID-19 vaccination
- Manage COVID-19 vaccine inventory
- Track COVID-19 vaccine administration

In future CVMS releases, providers will also be able to schedule clinics.

Who will use CVMS?
1. NC State officials will enroll providers and verify provider eligibility along with verifying site readiness.
2. Providers will verify recipient eligibility, log dosage administration, and track frequency and timing of additional dosages.
3. Recipients will also have a portal where they can do things like complete their health questionnaire and view their proof of vaccine.
4. And lastly, some non healthcare employers will also have a portal that they will use for uploading for high-risk employees on their staff who will need get vaccinated.

Why CVMS?
CVMS provides a flexible approach for managing, delivering, and administering vaccine programs.
It consolidates multiple legacy, siloed systems into an integrated platform with configurable modules. This will allow for quicker updates to the system in order to meet business needs. In addition, built-in automation features means less time on routine tasks and more time on high-value activities.
A Little Bit More About the Recipient Portal before we dive into Providers!

Recipients will have their own CVMS Portal where they will be able to...

- Complete Consent form and Health Questionnaire
- View Vaccine Eligibility status
- Receive Notification of Second Dose Appointment
- Obtain Proof of Vaccination
CVMS Provider Portal Profiles
User Profiles on the CVMS Provider Portal

Healthcare Location Manager

- View, Receive and Add Inventory
- View Order and Shipment details
- View and Update Vaccine Inventory Reduction
- Manage Location Information

Healthcare Provider

- Check-In Recipient
- Verify Recipient’s Identify
- Verify Eligibility
- Log Vaccine Administration
Getting Logged In!
In this module, we will review:

1. How to Log In to the CVMS Provider Portal using your NCID and NCID Password

2. The Two Different Views of the CVMS Provider Portal Navigation Bar

*It is important to note that you will need to use the latest version of Chrome, Firefox, or Safari as your Internet Browser.*
How to Obtain your NCID

If you do not have a Business NCID, go to https.NCID.NC.GOV to start the process!

What is NCID? NCID is a web-based application that provides a secure environment for state agency, local government, business, and individual users to log in and gain access to the state’s applications.
Step 1 of 3: Log In to the CVMS Provider Portal

1. On the CVMS Provider Portal landing page click **NCID**

2. The NCID credentials page appears
Step 2 of 3: Enter your NCID and NCID Password

1. Enter your **NCID** and **NCID PASSWORD**

2. Click **NCID LOGIN**

3. You are logged in to the CVMS Provider Portal
Step 3 of 3: View of the CVMS Provider Portal Home Page

The Home Page has **TABS** at the top of the page:

1. As a Healthcare Location Manager, you will see Home, Recipient, Bulk Registration, Vaccine Inventory, Shipments, and Help & Information tabs.

2. As a Healthcare Provider (Front Desk, Clinician), you will see Home, Recipient, and Help & Information tabs.

On the Home Page itself, you will see on the left side of the page the **APPOINTMENT WALK-IN** feature, and on the right-side the **TODAY’S APPOINTMENTS** feature.
In this module, we reviewed:

1. How to Log In using your NCID and NCID Password
2. The Two Different Views of the Provider Portal Navigation Bar

Do you have any questions?
A Day in the Life of a Healthcare Location Manager
In this module, we’ll walk through various activities from the perspective of a Vaccine Coordinator and an Organization Administrator.

1. **Vaccine Coordinator (VC) is Notified of Shipment**
2. VC Receives and Processes the Vaccine Inventory
3. VC Reviews Vaccine Inventory Records
4. VC Records Vaccine Returns and Wastage
5. VC Initiates an Outbound Transfer
6. VC Processes an Inbound Transfer
7. Org Admin Bulk Uploads Eligible Phase 1 Employees
Receiving, Processing, and Reviewing Vaccine Inventory Overview

In this module, we will review:

1. Viewing Upcoming Vaccine Shipments
2. Processing Vaccine Shipments
3. Viewing All Vaccine Inventory Records
4. Recording Vaccine Wastage & Returns
5. Initiating Outbound Vaccine Transfers
6. Processing Inbound Vaccine Transfers
7. Where to find the Employee Bulk Upload template
8. Completing the Employee Bulk Upload Template
9. Upload the Employee Bulk Upload file
10. Managing Failed Employee Bulk Uploads
11. Viewing Successfully Loaded Employees
# Vaccine Inventory and Employee Bulk Upload Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vaccine Wastage</strong></td>
<td>You will record all cases of Vaccine Wastage in the CVMS Provider Portal. <em>Reasons for vaccine wastage include broken vials/syringes, vaccine drawn into syringe but not administered, lost or unaccounted for vaccine, non-vaccine product</em> (e.g., IG, HBIGH, Dil), Open vial but all doses not administered.</td>
</tr>
<tr>
<td><strong>Vaccine Returns</strong></td>
<td>In the CVMS Provider Portal, you will record all cases of Vaccine Returns to Manufacturer. <em>Reasons for return to manufacturer include improper refrigerator temperatures, expired vaccines, power outage, improper storage conditions, spoilage in transit, mechanical failures, recall, spoiled</em> (other).</td>
</tr>
<tr>
<td><strong>Employer</strong></td>
<td>Hospital, medical facility, retail pharmacy that will be administering the vaccine to recipients, nursing home, etc..</td>
</tr>
<tr>
<td><strong>Risk</strong></td>
<td>During the Employee Bulk Upload Process, the Risk Value for every employee or individual must be entered in the Employee Bulk Upload Template. <em>Risk values include: HIGH or LOW</em>. Indicate HIGH if the employee is responsible for caring / cleaning in areas with COVID-19 patients, performing tasks with high risks of aerosolization (Intubation, Bronchoscopy, Suctioning, Invasive Dental Procedures, Invasive Specimen Collection, CPR), responsible for handling Decedents with COVID-19, or planning to administer the COVID-19 Vaccine.</td>
</tr>
<tr>
<td><strong>Type</strong></td>
<td>During the Employee Bulk Upload Process, the Type Value for every employee or individual must be entered in the Employee Bulk Upload Template. <em>Risk values include: EMPLOYEE or INDIVIDUAL</em>. Indicate EMPLOYEE for people who are working for the employer. Indicate INDIVIDUAL for people who are residents of the employer (e.g., residents of a nursing home, prison, or other long term care facility).</td>
</tr>
</tbody>
</table>
Vaccine Shipment Email Notification

Primary Vaccine Coordinators will be notified via EMAIL if a VACCINE SHIPMENT has been processed for location(s) they support. You can expect the email to come from the CVMS Support Team.

You will receive an email notification for each shipment BY VACCINE TYPE. Details in the email will include:

- Provider PIN
- Location Name
- Date Shipped
- Quantity Shipped
- Manufacturer
- VTrckS Order Number
- Shipment Tracking Number
- Carrier

Hello TestXYZ HealthcareManagerOne,

Please see below for details of a COVID-19 vaccine shipment that is on its way to your location.

Quantity Shipped: 75
Date Shipped: 20201206
Manufacturer: TestManf1
NDC: 11111-111-11
EnS Order ID: 500002
EnS Order Line Number: 1
Lot Number: U662402
Shipment Tracking Number: 300002
Carrier: FOX1

If you have any questions, please email COVIDhelp@dhs.nc.gov.

Thank you, Vaccine Management Support Team
Information Required for the Transfer Request Form

You will need the following details to complete a COVID-19 Vaccine Transfer Request Form, which requires pre-approval from the NC DHHS Immunization Branch.

Location of Form: [https://immunize.nc.gov/](https://immunize.nc.gov/)

Sending Provider should email completed form to [CVMS-help@dhhs.nc.gov](mailto:CVMS-help@dhhs.nc.gov)

NC DHHS Immunization Branch team will review submitted transfer requests. If the TRANSFER REQUEST IS APPROVED, the state will notify the Sending Provider and Receiving Provider and input the transfer in CVMS. The Sending Provider’s INVENTORY WILL AUTOMATICALLY be adjusted by the amount transferred.
Add the Inbound Transfer to Your Inventory

On the **INBOUND TRANSFER PAGE**, you will see **VACCINE INVENTORY** records that are incoming transfers to your location. These records were created by the Immunization Branch Team. You will be able to select the inbound transfer you are ready to process and add it to your inventory.

1. Select the correct **VACCINE INVENTORY** record
2. Enter the **DATE RECEIVED**
3. Enter the **DOSES RECEIVED**
4. Click **NEXT**
Add Employee Data to the Employee Bulk Upload Template

To begin the Employee Bulk Registration process, you will need to collect information on your Phase 1 eligible employees / individuals. The information collected must be **VALID**, as it will be **CONSIDERED LEGAL MEDICAL INFORMATION**. Ensure that legal names and real email addresses are captured.

1. Confirm you have the **EMPLOYEE BULK UPLOAD TEMPLATE**
2. Enter the following information in the template:
   - Employee First Name
   - Employee Last Name
   - Employee Email Address
   - Risk
   - Type
3. For the **RISK FIELD**, you will enter either:
   - High
   - Low
4. For the **TYPE FIELD**, you will enter either:
   - Employee
   - Individual

**NOTE:** You will only be able to load 100 employee records at a time. We will review instructions on how to receive support if you need to upload more than 100 employees.
How to Determine the Risk Value of an Employee

The following questions can help you evaluate the RISK LEVEL for each of your employees.

1. Are they responsible for caring / cleaning in areas with COVID-19 patients?

2. Are they responsible for performing tasks with high risks of aerosolization (e.g., intubation, bronchoscopy, suctioning, invasive dental procedures, invasive specimen collection, CPR)?

3. Are they responsible for handling decedents with COVID-19?

4. Are they planning to administer the COVID-19 vaccine?

If you answered YES to any of the questions above, the RISK value should be entered as HIGH.
How to Determine the Type Value of an Employee

How to validate the TYPE VALUE of an Employee:

1. Understand if the person you are uploading is either an Employee – or – an Individual.

2. MARK the person as EMPLOYEE if they are currently EMPLOYED by you.

3. MARK the person as INDIVIDUAL if they are currently RESIDING in YOUR ESTABLISHMENT

* In most scenarios, you will likely select EMPLOYEE.
Verify & Save Employee Data to Upload File

You are now ready to REVIEW ALL REQUIRED EMPLOYEE DATA that you have entered and SAVE THE FILE AS A .CSV FILE.

**How do I save a excel sheet as a .csv file?**

1. Click the FILE button
2. Click SAVE AS
3. ENTER A FILE NAME (no file name requirements)
4. For file type, select CSV (comma-delimited) (*.csv)
5. Click SAVE
Uploading Employee Bulk Upload Files with More than 100 Rows

Remember, the Employee Bulk Upload Process can only upload files with a **MAXIMUM OF 100 EMPLOYEE RECORDS**.

If you need to **UPLOAD** a file with **MORE THAN 100 RECORDS**, please **SEND YOUR .CSV FILE TO COVIDHELP@DHHS.NC.GOV**. You will be assisted in this process.

**Before you send your file, confirm the following:**

1. The file uses the correct template
2. All employee records are complete and accurate
3. The file is saved as a .CSV file
Review Successful and Failed Records Alert Message

Once the upload is complete, you will receive an **ALERT MESSAGE**. The message will state the number of **SUCCESSFUL** employee/recipient uploads and number of **FAILED** employee/recipient uploads.

Once you click **OK**, the successful uploads will **RECEIVE AN AUTOMATIC EMAIL NOTIFICATON** allowing them to **REGISTER** to the **CVMS RECIPIENT PORTAL**.

You will also receive an **AUTOMATIC EMAIL** with the **FAILED LOADS** and the **REASON FOR FAILURE**. You will receive an extract of records that need correction. No email will be sent to failed records.
Receive Email with any Upload File Errors

If any employee records included in your upload fail, you will AUTOMATICALLY RECEIVE AN EMAIL from CVMS after clicking OK on the ALERT MESSAGE.

The attachment included in the email will CONTAIN THE FAILED RECORDS in the same employee bulk upload format. It will also include an additional column with the REASON FOR FAILURE.

1. OPEN THE EMAIL
2. The email subject line should read: BULK UPLOAD FAILURE RECORDS
3. OPEN THE EXCEL attachment in the email
# Potential Reasons for Failure

There are a few reasons why an employee record may fail – from blank fields to invalid data formats.

<table>
<thead>
<tr>
<th>Potential Error Messages</th>
<th>Meaning</th>
<th>How to Fix</th>
</tr>
</thead>
</table>
| EMAIL IS NOT UNIQUE                    | The entered email for this record was already found in CVMS             | 1. Search in CVMS for the listed email to see if employee is already uploaded  
                                            |                                                                         | 2. If employee is already in CVMS, you can delete this record from your file  
                                            |                                                                         | 3. If employee still needs to be uploaded, see if employee has an alternative email that can be entered |
| FIRST & LAST NAME CANNOT BE EMPTY      | A first and / or last name was not entered for this record, which is required | 1. Fill in missing first and / or last name                                |
| EMAIL CANNOT BE BLANK                  | An email value was not entered, which is required                        | 1. Enter email address for employee                                         |
| INVALID EMAIL ADDRESS                  | An invalid email address was submitted                                 | 1. Enter email address for employee                                         |
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Do you have any questions?
A Day in the Life of an Healthcare Provider
A Day in the Life of an HCP…

In this module, we’ll review the Healthcare Provider experience from both the front desk experience as well as the clinician experience, including check-in all the way through vaccine administration and post-vaccine reminders.

1. FRONT DESK SEARCHES FOR THE RECIPIENT
2. FRONT DESK LOCATES THE RECIPIENT’S RECORD
3. ... AND CONFIRMS RECIPIENT IDENTITY
4. ... AND RECIPIENT ELIGIBILITY
5. THE HCP RECEIVES VERBAL CONSENT FROM THE RECIPIENT TO RECEIVE THE VACCINE
6. THE HCP ADMINISTERS THE VACCINE, CAPTURING KEY DETAILS IN CVMS
7. THE HCP REVIEWS KEY POST-VACCINE REMINDERS WITH RECIPIENT
Checking In, Verifying Eligibility, and Administering the Vaccine Overview

In this module, we will review:

1. Verifying the recipient's identity
2. Verifying their eligibility to receive the vaccine
3. Checking them in as a Walk-In
4. Recording the vaccine administration details
5. Understanding post-vaccine administration steps
6. Reviewing lists
### EUA Fact Sheet

Under section 564 of the Federal Food, Drug, and Cosmetic Act, the FDA Commissioner may allow unapproved medical products or unapproved uses of approved medical products to be used in an emergency to diagnose, treat, or prevent serious or life-threatening diseases or conditions caused by CBRN threat agents when there are no adequate, approved, and available alternatives. This is known as **Emergency Use Authorization**. The FDA will issue an Emergency Use Authorization Fact Sheet for each approved vaccine.

### Priority Tier

Since there will initially be a very limited supply of COVID-19 vaccines, **North Carolina is implementing a risk-based prioritization approach** based on guidance from the National Academy of Medicine, the CDC’s Advisory Committee Immunization Practice, and the NC Institute of Medicine. The **NC population is divided into four priorities based on an individual’s occupation, medical history, and age.** The planned **first phase contains health care workers at high risk of exposure to COVID-19 and Long-Term Care Facility staff and residents, followed by frontline workers and adults living in congregate settings** (e.g., migrant farm or fisheries workers, homeless shelters residents, incarcerated individuals) **that have two or more chronic health conditions or are 65 years or older, and staff of homeless shelters, prisons, and jails.**

### Eligibility

A recipient’s **eligibility will initially be determined by two factors: 1) if the Priority Tier they fall under has been approved by the NC Department of Health and Human Services to receive the COVID-19 vaccine and 2) if they have not had COVID-19 in the past 30 days.**

### Vial

Vials are used to store vaccines intended for parenteral administration.

### Dose

The quantity of COVID-19 vaccine to be administrated per usage.
Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name
Search Name

Date Of Birth

Email
Search Email

Search

Today's Appointments

<table>
<thead>
<tr>
<th>TIME</th>
<th>DETAILS</th>
<th>CASE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 01, 20, 10:53 AM</td>
<td>Testname1 Lope1 Dose 1 Scheduled</td>
<td>00001397</td>
</tr>
<tr>
<td>Dec 01, 20, 11:21 AM</td>
<td>Michelle Chau-Resident2 Dose 1 Scheduled</td>
<td>00001399</td>
</tr>
<tr>
<td>Dec 01, 20, 11:30 AM</td>
<td>Testname100 Lope1 Dose 1 Scheduled</td>
<td>00001401</td>
</tr>
<tr>
<td>Dec 01, 20, 11:34 AM</td>
<td>Michelle Chau-Resident3 Dose 1 Scheduled</td>
<td>00001403</td>
</tr>
</tbody>
</table>
HOME - Appointment Walk-In, Verify the Recipient’s Identity

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Date Of Birth

Email

Search Email

Search Results

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Birthdate</th>
<th>Gender</th>
<th>Eligibility Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aarons</td>
<td>Jane</td>
<td>2/28/1979</td>
<td>Female</td>
<td>Approved</td>
</tr>
<tr>
<td>Barbour</td>
<td>Nikki</td>
<td>7/21/1972</td>
<td>Female</td>
<td>Approved</td>
</tr>
<tr>
<td>Barksdale</td>
<td>Nichelle</td>
<td>7/17/2020</td>
<td>Female</td>
<td>Not Approved</td>
</tr>
<tr>
<td>Last Name</td>
<td>First Name</td>
<td>Birthdate</td>
<td>Gender</td>
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</tr>
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<td>Barksdale</td>
<td>Michelle</td>
<td>7/17/2020</td>
<td>Female</td>
<td>Not Approved</td>
</tr>
<tr>
<td>Brady</td>
<td>Tom</td>
<td>10/28/2001</td>
<td>Male</td>
<td>Approved</td>
</tr>
<tr>
<td>Chau</td>
<td>Michelle</td>
<td>11/18/1990</td>
<td>Female</td>
<td>Not Approved</td>
</tr>
<tr>
<td>Chau</td>
<td>Michelle</td>
<td>11/27/1990</td>
<td>Female</td>
<td>Approved</td>
</tr>
<tr>
<td>Chau-Resident</td>
<td>Michelle</td>
<td>1/20/1990</td>
<td>Female</td>
<td>Approved</td>
</tr>
<tr>
<td>Chau-Resident2</td>
<td>Michelle</td>
<td>2/2/1990</td>
<td>Female</td>
<td>Approved</td>
</tr>
<tr>
<td>Chau-Resident3</td>
<td>Michelle</td>
<td>12/1/1990</td>
<td>Female</td>
<td>Approved</td>
</tr>
<tr>
<td>Chau2</td>
<td>Michelle</td>
<td>11/28/1988</td>
<td>Female</td>
<td>Approved</td>
</tr>
</tbody>
</table>
Appointment Walk-In, Create the Appointment

Appointmennt Walk-In
You can search for eligible individuals by name, date of birth and search on exact matches only, no partial.

Search Results

<table>
<thead>
<tr>
<th>Name</th>
<th>DOB</th>
<th>Email</th>
<th>Vaccine Dose Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Testname100 Lope1</td>
<td>2011-12-13</td>
<td><a href="mailto:ersahil13gupta+v10@gmail.com">ersahil13gupta+v10@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td>Testname1 Lope1</td>
<td>2000-11-03</td>
<td><a href="mailto:ersahil13gupta+v2@gmail.com">ersahil13gupta+v2@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td>Testname1 Lope1</td>
<td>2020-11-09</td>
<td><a href="mailto:ersahil13gupta+v3@gmail.com">ersahil13gupta+v3@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td>Testname Lope</td>
<td>1986-07-13</td>
<td><a href="mailto:ersahil13gupta+v1@gmail.com">ersahil13gupta+v1@gmail.com</a></td>
<td></td>
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Appointment Booking
### Appointment Walk-In

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<td>Testname100 Lope1 Dose 1 Scheduled</td>
<td>00001401</td>
</tr>
<tr>
<td>Dec 01, 20, 02:07 PM</td>
<td>Potter Harry Dose 1 Scheduled</td>
<td>00001407</td>
</tr>
</tbody>
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### Appointment Walk-In

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<td>Email</td>
<td>Michelle Chau-Resident2 Dose 1 Scheduled</td>
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Vaccine Administration - Verbal Recipient Consent

**Vaccination Consent**

**Disclosure Statement**

Life-threatening allergic reactions to vaccines are very rare. Signs of a serious allergic reaction include shortness of breath, hives, anaphylactic shock, swelling, or sudden dizziness. These symptoms may occur within a few minutes, or up to 48 hours after the vaccination. If you are experiencing any of these symptoms, you should contact a healthcare provider immediately.

**Verbal Consent:** The patient or legal guardian has been provided the benefits and potential adverse reactions, and provides consent to receive the vaccine.

**Medical History**

- **Testname:** Lopez
- **DOB:** Nov 9, 2000
- **Age:** 0

- **Gender:** Male
- **Race:** Asian
- **Ethnicity:** Hispanic or Latino
- **Health Conditions:**
  - Covid-19 Positive Test Result: No
  - Critical / Essential Worker: No
  - Care Facility Worker / Resident: No

- **Address:**
  - aa
  - aa, aa 30346

- **Email Address:** crisel13@gmail.com

- **Phone Number:**

**Preferred Communication Channel:** Email

**Next**
Vaccine Administration - Enter Vaccine Administration Details

- **Injection Site**: Left Arm, Right Arm, Left Leg, Right Leg
- **Dose**: First Dose, Second Dose
- **Route**: Intramuscular (IM), Subcutaneous (SQ)

**Date and Time of Vaccination**: Dec 1, 2020, 3:09 PM

**Medical History**
- Test name: A test, DOB: Nov 9, 2000, Age: 0
- **Gender**: Male
- **Race**: Asian
- **Ethnicity**: Hispanic or Latino
- **Health Conditions**
  - Covid-19 Positive Test Result: No
  - Critical / Essential Worker: No
  - Care Facility Worker / Resident: No

**Contact Information**
- **Address**: 330046
- **Email Address**: erash13@gmail.com
- **Phone Number**: 83

**Immediate Adverse Reactions**
- Redness
- Swelling
- Mild Fever
- Other
Vaccine Administration - Capture Immediate Adverse Events

Immediate Adverse Reactions

- Redness
- Swelling
- Mild Fever
- Other
Vaccine Administration - Submit the Vaccine Administration Record
Post Vaccine Administration Reminders

Once the VACCINE ADMINISTRATION IS COMPLETE and you submit the record in CVMS, please SHARE a few REMINDERS with the recipient.

1. The recipient will receive two SECOND DOSAGE REMINDER NOTIFICATIONS, the first reminder is 24 HOURS after and the second is ONE WEEK AFTER the first dosage is administered. It will be important to remind the recipient about the timing requirements for the second dosage, if applicable.

2. The recipient will receive a PROOF OF VACCINATION NOTIFICATION instructing the recipient to access their vaccination details via the CVMS RECIPIENT PORTAL. The proof of vaccination page will be automatically generated for the recipient.

NOTE: COVID-19 vaccination record cards will be provided as part of vaccine ancillary kits. Providers should provide a completed card with accurate vaccine information (i.e., vaccine manufacturer, lot number, date of first dose administration, and second dose due date) to each recipient to ensure a basic vaccination record is provided. Providers should encourage recipients to take a picture of the vaccine card with their cell phone to remind them of the next due date for the second dose, and keep the card in case CVMS is not available when they return for their second dose.
Recipients will be able to view their **PROOF OF VACCINATION** on the **MY DASHBOARD PAGE** in the **CVMS RECIPIENT PORTAL**.

1. From the **APPOINTMENT TAB** navigate to the **VACCINE RECORD**.

2. **VIEW PROOF OF VACCINE**.
When you review a **RECIPIENT’S ELIGIBILITY**, you may discover that they are **NOT APPROVED** to receive the vaccine at this time. In this situation, you will need to inform the recipient that they will not be able to receive the vaccine.

You can review the recipient’s **HEALTH QUESTIONNAIRE RESPONSES** on the **recipient PROFILE** to potentially understand why; however, you will **NOT be able to EDIT** the recipient’s profile.

1. From the home page, go to the **PATIENT TAB**
2. Search for the recipient in the **ALL RECIPIENTS LIST VIEW**
3. Click the **RECIPIENT NAME**
4. Click on **DETAILS**

*If the recipient informs you that their health information is **NOT CORRECT**, ask the recipient to **UPDATE** their recipient data in the **RECIPIENT PORTAL.***
In this module, we reviewed:

1. **Verifying** the recipient’s **identity**
2. **Verifying** their **eligibility** to receive the vaccine
3. **Checking them in** as a Walk-In
4. Recording the **vaccine administration details**
5. Understanding **post-vaccine** administration **steps**
6. Reviewing Lists

Do you have any questions?
What to Expect Next
A Range of CVMS Training and Support Resources

NC DHHS will provide a range of tools and methods for CVMS and vaccine training including: communications, user guides, live trainings, and helpdesk support.

**Communications:** Includes CVMS Provider Portal announcements, enhancement updates, training event invitations, and information about new user guides and video demonstrations. Communications will be tailored to individual roles and responsibilities.

**User Guide:** Step-by-step guide that combines text instructions and screenshots to walk users through each task in the CVMS Provider Portal. It breaks down tasks into key steps and includes annotated screen shots and helpful tips.

**Live Training:** Live training will include step-by-step demonstrations of key tasks in CVMS, with opportunities to ask questions and do “replays” to take a closer look with the trainers. A key feature of live training is its high engagement and interaction from trainees.

**Helpdesk:** email help for all CVMS users during published hours for all CVMS related questions.

Initial training of Phase 1 enrolled Providers is currently in progress.
More on the Help Desk…

The CVMS Helpdesk can be reached via

Email: CVMS-HELP@DHHS.NC.GOV

Helpdesk: email help for all CVMS end-users (i.e. providers, recipients, employers) during published hours for CVMS tool-based questions. NC State staff and contractors will help answer questions coming to the helpdesk.

Types of questions: questions can be as a simple as how to complete a task in the system to more involved process questions. Agents will either address the question directly or help route to the appropriate resource:

- How do I log in?
- Where is the recipient upload template?
- What is this error message?
Thank You!