North Carolina COVID-19 Vaccine Management System

CVMS Provider Portal Vaccine Administration User Guide

Version 3
January 13, 2021
If you have any questions, issues or requests, please go to the CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "Vaccine Provider" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code
   
   NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add “NCA” to the front of the six-digit PIN#)
   
   For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021
3. You will receive an e-mail with your username and temporary password to log into the portal
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Vaccine Administration Overview and Process
Administering the COVID-19 Vaccine typically involves:

1. Confirming Recipient consent to receive the COVID-19 Vaccine
2. Recording the Vaccine Administration details
3. Understanding post-Vaccine Administration reminders

The processes included in this training are for the Healthcare Provider and Healthcare Location Manager profiles.

You will also need to:
- Use the latest version of Chrome, Edge Chromium, Firefox, or Safari (Internet Explorer or Edge non-Chromium are not supported)

Now, let’s get started!
Recipient receives COVID-19 Vaccination.

Healthcare Provider enters Vaccine administration information and submits Vaccine Administration record.

Healthcare Provider creates the Appointment Booking.

Healthcare Provider opens the Appointment Booking and begins Vaccine Administration process.


Healthcare Provider provides Recipient with V-safe Information Sheet and a few reminders on second dosage reminder, Proof of Vaccination, and Adverse Event reporting.

The Vaccine Administration process is now complete.
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.
Enter & Submit Vaccine Administration Record
Step 1 of 9: Recipient Appointment Booking

When a **RECIPIENT** walks in to receive their COVID-19 Vaccine, the Healthcare Provider who initially verifies their Eligibility and identity will create an Appointment Booking for the Recipient.

The Healthcare Provider who will administer the COVID-19 Vaccine will select the Recipient under **TODAY’S APPOINTMENTS** on the **HOME PAGE**.

**Tips**

See Appendix for options if recipient’s eligibility status is Not Approved.
Step 2 of 9: Begin Vaccine Administration

When you are ready to begin the **VACCINE ADMINISTRATION PROCESS**, navigate to the **HOME PAGE** and find the **CORRECT BOOKING**. The Appointment Booking will initiate the Vaccine Administration process, where you will **VERIFY THE RECIPIENT’S IDENTITY, REVIEW THEIR MEDICAL HISTORY, CAPTURE THE VACCINE DETAILS**, and more.

1. On your Home Page, locate the **TODAY’S APPOINTMENTS** section
2. Click the **CORRECT APPOINTMENT BOOKING** for the Recipient

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**Tips**

Some users can view **TODAY’S APPOINTMENTS** for multiple locations. Be sure to click on the correct appointment booking for the desired location.
Step 3 of 9: Receive Verbal Consent

Clicking on the Recipient’s Appointment Booking takes you to the PATIENT VERIFICATION & SCREENING page.

1. Review the Recipient’s health information on the right-hand side of the screen and click NEXT
2. On the VACCINE CONSENT AND MEDICAL HISTORY page, read the DISCLOSURE STATEMENT to the Recipient
3. After you RECEIVE VERBAL CONSENT, you can CHECK the check box indicating that consent was provided and click NEXT

*Note: The Recipient’s MEDICAL HISTORY will be displayed on the right-hand side of the screen throughout the entire Vaccine Administration Process.*
Step 4 of 9: Provide the EUA Fact Sheet

Before you administer the COVID-19 Vaccine, you must also PROVIDE the EMERGENCY USE AUTHORIZATION (EUA) FACT SHEET and the V-SAFE INFORMATION SHEET to the Recipient or guardian.

1. Obtain copies of the EUA Fact Sheet at this website (There will be different EUAs for different Vaccines): https://www.fda.gov/media/144414/download (Pfizer EUA)

2. Obtain copies of the V-SAFE Information Sheet at this website: https://immunize.nc.gov/providers/ncip/pdf/v_safe_poster_508.pdf

3. Provide the Recipient or guardian with the EUA Fact Sheet prior to vaccination.

4. Ask the Recipient if they have any questions about the risks and benefits of receiving the COVID-19 Vaccine.

5. Counsel the Recipient on the importance of enrolling in V-safe to report any adverse events following vaccination.
Step 6 of 10: Review the Vaccine Administration Details

Once you receive Vaccine consent and provide the EUA Fact Sheet, you will continue to the VACCINE ADMINISTRATION page. This page is where you will CAPTURE KEY INFORMATION about the COVID-19 VACCINE ADMINISTERED.
Step 7 of 10: Vaccine Administration Details for the Second Vaccine Dose

If your Recipient has already **RECEIVED THE FIRST DOSE** of the COVID-19 Vaccine, you will see **FIRST DOSE DETAILS** at the top of the **VACCINE ADMINISTRATION PAGE**.

**Dose 1 Details will include:**
- Date and Time
- Administered By
- On Behalf Of (Clinician)
- Location
- Vaccine Inventory
- Vaccine Product
- Lot Number

Alternately, if a Recipient received their first dose outside of CVMS (e.g., out of state, through a Long-Term Care facility), the **FIRST DOSE DETAILS** will not appear. You may still mark the dose as a **SECOND DOSE**. In that instance, a warning label will appear at the top of the screen prompting you to verify that the Recipient has received their first dose.
Step 8 of 10: Enter Vaccine Administration Details

On the **VACCINE ADMINISTRATION** page, you will capture all **VACCINE DETAILS**.

1. Populate all **REQUIRED** Vaccination details
   - Injection Site
   - Dose
   - Route
   - Date & Time of Vaccination (This field will default to the current date and time, but can be edited to record a Vaccine administered in the past)

**Note**: The field **ON BEHALF OF (CLINICIAN)** allows you to enter information on behalf of another clinician who administered the COVID-19 Vaccine.

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**Tips**

Use the drop-down for the **ON BEHALF OF (CLINICIAN)** field and type the first letter of the clinician’s name.

If the individual completing the form is the person who administered the Vaccine, **DO NOT ENTER** anything in the **ON BEHALF OF (CLINICIAN)** field.
Step 9 of 10: Enter Vaccine Administration Details

1. Continue populating all **REQUIRED** Vaccination details
   - Vaccine Product (Vaccine Type)
   - Available Vaccine Inventory (what lot?)

2. Enter any additional notes that are relevant in the **NOTES** text field

3. **REVIEW ALL VACCINE DETAILS**

4. Click **NEXT**

*If you are administering a second COVID-19 Vaccine dose, please be sure to confirm the COVID-19 vaccine is from the **SAME MANUFACTURER** as the first COVID-19 Vaccine dose.*

**MANUFACTURER, LOT NUMBER, SERIAL NUMBER, NDC NUMBER and EXPIRATION DATE** will **AUTO POPULATE** once you select the Available Vaccine Inventory.
Step 10 of 10: Finish an Appointment

The final page of the Vaccine Administration Process is the **SCHEDULE FOLLOW-UP** page. This page will remind you to tell the Recipient to schedule their second dose appointment. Click **FINISH APPOINTMENT** to close the appointment and bring up the **HOME PAGE**.

If this is a second dose, the **SCHEDULE FOLLOW UP** page will not appear, and you will instead be routed back to the **HOME PAGE**.

*See the next section for a few POST-APPOINTMENT REMINDERS.*
Post-Vaccine Administration Reminders
Post Vaccine Administration Reminders

After recipients received a first dose, they will receive **TWO (2) SECOND DOSAGE REMINDER NOTIFICATIONS** of the timing requirements for the second dosage:

1. The first reminder is **24 HOURS** after

2. The second is **ONE WEEK AFTER** the first dosage is administered.

They also will receive a **NOTIFICATION** informing you of your **PROOF OF VACCINATION**. This will be automatically generated for them.

**NOTE:** COVID-19 vaccination record cards should be provided to them after they receive their Vaccine.

They can request you to share a completed vaccination record card with important information about the COVID-19 Vaccine you received (i.e., Vaccine manufacturer, lot number, date of first dose administration, and second dose due date).

You can also suggest that they take a picture of their vaccination record so they would remember the type of vaccine they received and their second appointment target date.

**Tips**
Learn more about viewing a Recipient’s Proof of Vaccination in the **CVMS Provider Portal Viewing Proof of Vaccination User Guide.**
Appendix
When the Recipient's ELIGIBILITY STATUS is incorrect

If you have a recipient that has ELIGIBILITY of NOT APPROVED and you determine they are eligible, then there is two options.

**Option #1:** If the Recipient informs you that their health information is NOT CORRECT, ask the Recipient to UPDATE the Enrollment (Health) Questionnaire in the CVMS RECIPIENT PORTAL.

**Option #2:** You can administer the vaccine if you believe the recipient is eligible, regardless of the ELIGIBILITY status in CVMS.
**Key Items:**

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *Asterisks* are used to denote required information.
- A Toggle can be clicked to see selectable options.
- A Pen can be clicked to make edits to the field.
- Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
- A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

**Contact Information:**

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

**Supported Web Browsers:**

- Please use the latest version of Chrome, Firefox or Safari to use this tool.
- Note, Internet Explorer and Edge (Non-Chromium) will not be supported beginning January 2021.
## User Guide Change Log

### Key Items:
- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

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| 1       | 12/18/2020     | • Added Patient Verification and Screening page, Removed mention of Adverse Reaction Annotation, clarified On Behalf Of (Clinician), added Schedule Follow-up Page  
• Updated Process for Recipients that are not Eligible yet / Not Approved | 9-18, 22        | Steve DiGangi |
| 2       | 1/10/2021      | • Removed any mention of the 2 CVMS Vaccine Support emails. Added Service Now Portal information | 1, 2, 22        | Courtney Seward |
| 3       | 1/13/2021      | • Updated screenshots to include updated branding, Appointments tab, Second Dose warning label, and new Vaccine Route  
• Included information about Recipients who may receive a first dose outside of CVMS | 5, 9-11, 13-17, 21 | Steve DiGangi |