



Standard Clinic - Clinic Administrator

User Manual

Version 4.1.2021

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Introduction – Welcome to VAMS

The Vaccine Administration Management System (VAMS) is a secure, web-based tool built to help jurisdictions, vaccination clinics, organizations, and vaccine recipients manage COVID-19 vaccination efforts. It supports operations, data collection and tracking to meet COVID-19 vaccination requirements.

Four Portals

Each portal is designed for a specific type of user.



Jurisdiction Portal

- Register your jurisdiction
- Add organizations and clinics within your jurisdiction



Organization Portal

- Register your organization's information
- Add organization members for COVID-19 vaccination eligibility



Recipient Portal

- Register my patient information
- Schedule a COVID-19 vaccination appointment
- View my COVID-19 vaccination certificate



Clinic Portal

- Register your clinic information
- Manage vaccination appointments
- Log vaccinations

- “Organization” refers to any institution, association, company, or other group that will add critical infrastructure workers and other at-risk groups in VAMS to be considered for COVID-19 vaccination. “Member” is one example of an organization.
- Vaccination clinics are often referred to as “vaccine clinics” in VAMS.

PRIVACY NOTE

To receive the COVID-19 vaccine, personally identifiable information (PII) and protected health information (PHI) will be entered into VAMS. PII is any data that could potentially identify an individual. PHI includes demographic information and relates to the individual's past, present, or future physical or mental health or condition. VAMS complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For more information about HIPAA visit:

<https://www.cdc.gov/phlp/publications/topic/hipaa.html>

How to Use the User Manual

This manual is to be used by the Clinic Administrators to better understand and manipulate VAMS. In this guide, you will find step by step instructions along with images of the pages to assist you while manipulating VAMS. This User Manual focuses on the functions a Clinic Administrator will perform in a **Standard Clinic**. For information about navigating your **Third-Party Clinic**, please see the Third-Party Clinic User Manual and Quick Reference Guide.





Disclaimer

The content contained in WV VAMS training materials is provided only for educational and informational purposes for the clinic users in West Virginia. West Virginia attempts to ensure that content is accurate and obtained from reliable sources but does not represent it to be error-free. West Virginia does not warrant that any functions on the VAMS website will be uninterrupted, that defects will be corrected, or that the website will be free from viruses or other harmful components. Any links to third party information on the website are provided as a courtesy and do not constitute an endorsement of those materials or the third party providing them.

Your Role and Responsibilities

Your role in VAMS is critical to the clinic's success. As a Clinic Administrator, you will use VAMS to define and manage your clinic's information, such as location and operating hours, add clinic staff as VAMS users, manage inventory, create treatment stations, and manage day to day functions.

The table below illustrates the activities that only you, as the Clinic Administrator, can perform in VAMS.

Role	 Clinic Administrator	 Clinic Inventory Manager	 Clinic Front Desk	 Clinic Healthcare Professional
Serve as the clinic's point of contact for your jurisdiction	✓			
Set and manage clinic schedule	✓			
Manage clinic's vaccine inventory	✓	✓		
Add and manage VAMS users	✓			
Check in vaccine recipients			✓	
Create walk-in appointments and cancel recipient appointments			✓	
Administer vaccine to recipients				✓
View next dose eligibility dates				✓

NOTE: Your clinic must have a Clinic Administrator, Front Desk, and Healthcare Professional to maintain clinic operations. The Inventory Manager role is not required because the Clinic Administrator can manage inventory.

Navigating VAMS

Quick Tip: VAMS works best in the Google Chrome browser but can be accessed via any browser except Internet Explorer. VAMS also works on mobile devices.

To access VAMS, visit: <https://vams.cdc.gov/vaccineportal/s>

Below you will find ways to help you navigate VAMS:

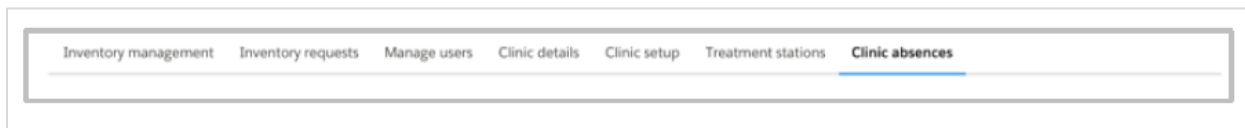
Header/Banner



Clicking the **VAMS** logo will return you to your portal's home page. The **Help** link will take you to a list of frequently asked questions (FAQs). The arrow beside your name will drop down and allow you to **log out** of the system.

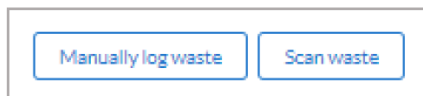
Tabs

Tabs are available at the top of the page and allow you to move between pages. The tab you are currently viewing will be underlined and bolded.



Buttons

Buttons will allow you to start, advance, and complete tasks.



Tables

Tables allow you to sort and filter information. You can view details by clicking the links in each row. You can also filter the columns by clicking on the table headers.

Product	Manufacturer	Doses Received	Doses Remaining	Date added/reconciled	Status
Moderna COVID-19 ...	Moderna US, Inc.	1000	998	Feb 5, 2021	Active
Pfizer-BioNTech Covi...	Pfizer Manufacturing ...	2500	2499	Feb 4, 2021	Active
Pfizer-BioNTech Covi...	Pfizer Manufacturing ...	1000	997	Jan 27, 2021	Active

Set Up Your Clinic in VAMS

There are four steps to set up your clinic in VAMS. Once you set up your clinic, you will be able to:

- Schedule appointments for your clinic,
- The Front Desk Staff will be able to check in recipients,
- The healthcare providers will be able to log vaccinations,
- You or your Inventory Manager will be able to manage inventory.



Activate your User Account



To start this step, you will need:

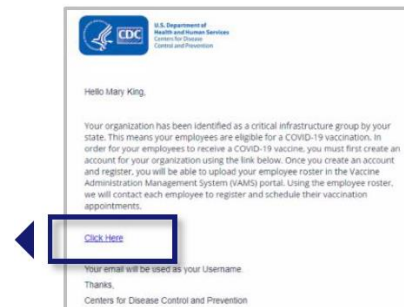
- Internet access
- Email account access
- Registration email from no-reply@mail.vams.cdc.gov

After the Jurisdiction POC enters your name and email address into VAMS, you will receive an email containing a link to create a VAMS account.

- **Tip:** Check your spam or junk folder if it is not in your inbox. If you still cannot find the email, contact your Jurisdiction POC.

1. **Check** your email for the link to set up your account.
2. **Click** the registration link in your email. You will be taken to the account creation page.

NOTE: The registration link is for your registration only and cannot be used to register anyone else.



Once you click the link, you will be taken to a page to create a password.

3. **Verify** your email address.
4. **Create** your password.
5. **Check** your email account for a verification code.
6. **Enter** the verification code.
7. Read the terms and conditions and check the box if you agree.
8. Click **Create Account**.

- **NOTE:** After five unsuccessful login attempts, you will be locked out for one hour.

CONGRATULATIONS, YOU SET UP YOUR ACCOUNT!

Register Your Clinic



To start this step, you will need:

- Clinic name
- Clinic type*
- Primary address
- Shipping address
- Phone number
- Your email address

*Clinic Types

Clinic: Healthcare setting providing outpatient care with one permanent location for vaccination

- Can receive inventory at permanent location or at an alternate shipping location
- Examples include urgent care centers, retail clinics, federally qualified health centers, etc.

Hospital: Healthcare setting providing inpatient and/or outpatient care with one permanent location for vaccination

- Can receive inventory at permanent location or at an alternate shipping location
- Examples include for-profit community hospitals, Veterans Affairs medical centers, nongovernment not-for-profit community hospitals, etc.

Pharmacy: Clinic with one permanent location for vaccination

- Can receive inventory at permanent location or at an alternate shipping location
- Examples include retail pharmacies, community pharmacies, clinical pharmacies, etc.

Other: Select "other" if your clinic doesn't fall within one of the categories above and you would like to label it differently.

Pop-up: Clinic with a temporary location for vaccination

- Requires permanent address to receive inventory
- Examples include temporary vaccination sites at workplaces, schools, government facilities, etc.

Mobile: Clinic with multiple locations for vaccination

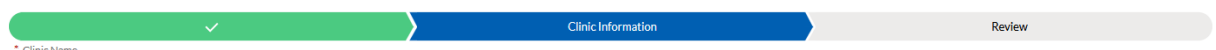
- Can change physical address for vaccinations
- Requires permanent address to receive inventory
- Examples include mobile clinic bus, mobile clinic van, etc.

Third Party: Clinics in a setting such as a long-term care facility (LTCF) or correctional facility that will be responsible for administering vaccine to recipients

- Can receive inventory at permanent location or at an alternate shipping location
- Recipients do not use VAMS
- Responsible for uploading list of recipients, administering the vaccine as part of normal course of care, and documenting when the vaccine is administered
- Not searchable by other VAMS users

Once you are logged into VAMS, you will see a progress bar at the top of the page:

- A green tab indicates you successfully completed that page.
- A blue tab is your current page.
- A grey tab has not been completed.



1. You are directed to the **Register Vaccination Clinic – Clinic Point of Contact** page.
2. Ensure the information is correct.
 - a. If any information is incorrect, update it on this page.
3. Click **Next**.
4. You are moved to the **Register Vaccination Clinic – Clinic Information** page.
5. Ensure your clinic information is correct.
 - a. If any information is incorrect, update it on this page.
6. Click **Next**.
7. You are taken to the **Register Vaccination Clinic – Review** page.
8. Review all information.

To complete the registration process:

9. Click the checkbox beside: **By selecting this checkbox I confirm the above information is accurate.**
10. Click **Next**.

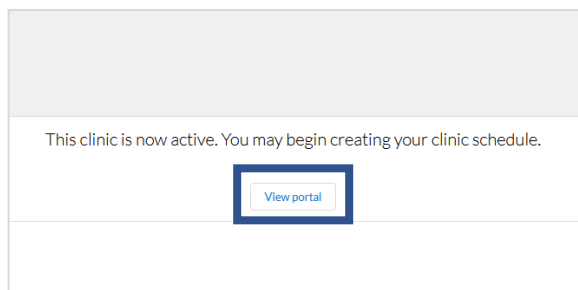
- **NOTE:** to make edits, click **Previous**.
- **NOTE:** You may edit any of the clinic information by using the drop-down arrow or updating the text boxes.

Physical and Shipping Addresses:

- The clinic physical and shipping addresses can be different if the vaccine will be stored at a different location than where it will be administered.
- Mobile clinics must have a permanent shipping address for inventory but can change their physical address.

11. Click **View Portal**.

You are then taken to the **Clinic Portal** main page.



CONGRATULATIONS, YOU REGISTERED YOUR CLINIC!

Set Up Your Clinic's schedule

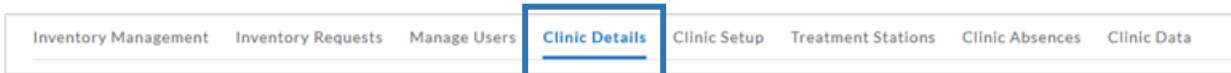


To start this step, you will need:

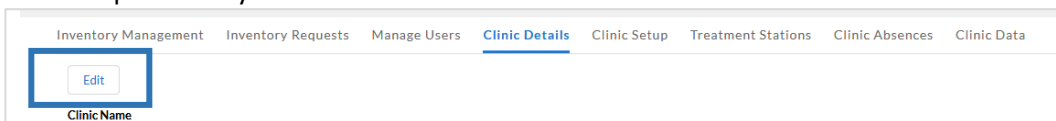
- Selected appointment duration at your clinic (10, 15, 20, or 30 minutes)
- Clinic operating hours
- Number of vaccination stations
- Operating hours for each vaccination station

Set up appointment durations:

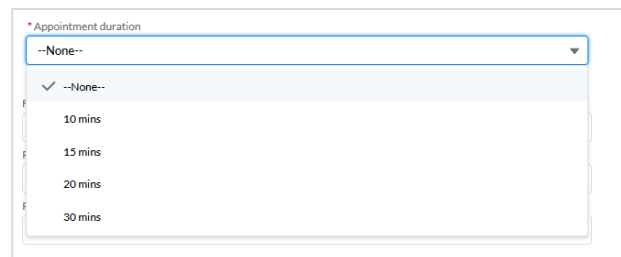
1. Log in to VAMS.
2. Click the **Clinic Details** tab. You will be taken to your clinic's detail page.



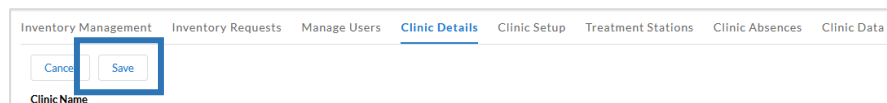
3. Click the **Edit** button located at the top left of the clinic details page. Some fields will be opened for you to edit.



4. Use the arrow to select an **Appointment duration** to choose your clinic's appointment duration.



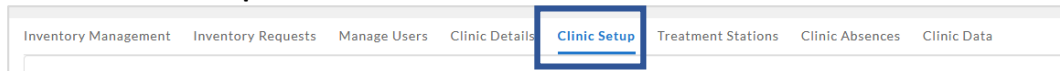
5. Click **Save** located on the top left side of the page.



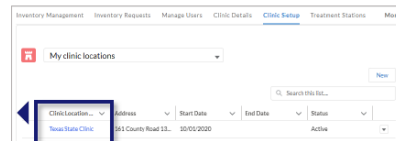
Set up operating hours:

You will need to set up hours for each day your clinic is open. VAMS allows you to customize operating hours with the option to have one or multiple time slots per day.

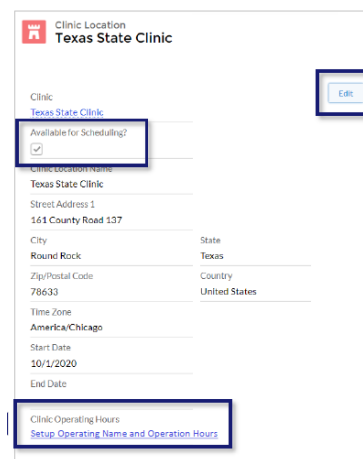
- Click the **Clinic Setup** tab.



- Click on your **clinic's name** in the **Clinic Location Name** column. You will be taken to your clinic's information page.



- The **Available for Scheduling?** checkbox will automatically be checked. If your clinic is not ready to be open for appointments, uncheck the box by clicking the **Edit** button located on the upper right side of the page.

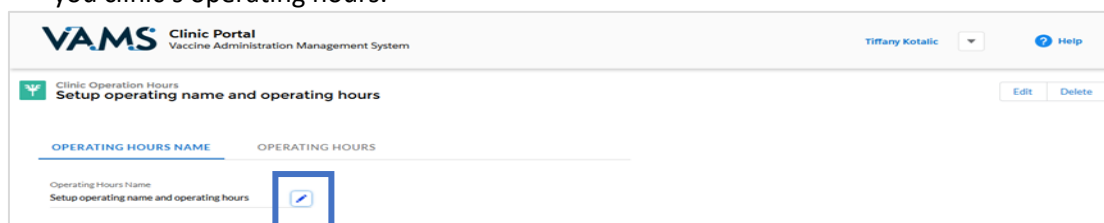


- Enter a date in the **End Date** field. Select a date that is far in the future.
 - **NOTE:** the end date you set does not impact when recipients can schedule appointments.

- At the bottom of the page, you will see **Clinic Operating Hours**, click **Setup Operating Name and Operation Hours**.

You will be taken to the Setup operating name ad operating hours page.

- Click the **Edit** icon (pencil) to name you clinic's operating hours.



12. Enter the name of your clinic's hours.
13. Click **Save**.

14. Click the **Operating Hours** tab to add clinic operating time slots. Click **New**. A pop-up window will appear.

15. Use the drop-down menu to select the **Day of week**.
16. Select the **Start Time**.
17. Select the **End Time**.
18. Click **Save**.
19. Complete this task for each day your clinic is open.

➤ **NOTE:** If you want to add more days to your clinic, click **Save and New**. This will save your time slot and open another pop-up window to add another time slot.

20. Click the **VAMS** header to go back to the Main Page.

Next, you will set up appointment slots by adding vaccination stations and their operating hours.

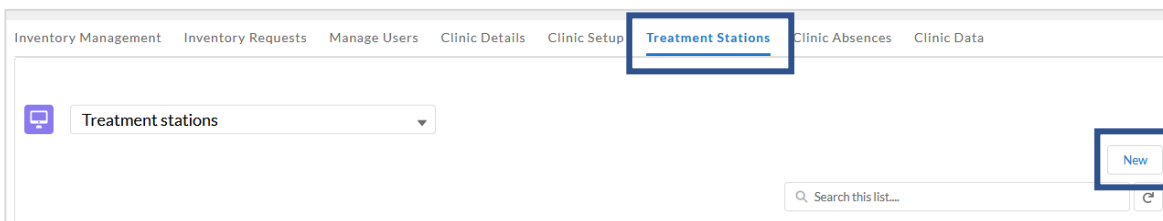
Add Vaccination Stations and Set Their Operating Hours:

➤ NOTE:

- Vaccination stations are currently called “treatment stations” in VAMS. The instructions below refer to treatment stations.
- You will create a treatment station for each vaccination station.
- No appointments will be visible to recipients unless one treatment station is set up.
- The number of treatment stations and their operating hours affect appointment availability at your clinic. For example:
 - **Scenario 1:** You have one treatment station whose operating hours are 8am-5pm on Tuesday, with an appointment duration of 20 minutes. This means a total of 27 appointment time slots will be available.
 - If a recipient schedules an appointment for 2pm on Tuesday, the recipient has taken the only time slot available for that treatment station. No other recipient will be able to select 2pm on that Tuesday.
 - **Scenario 2:** You have two treatment stations with the same operating hours and appointment durations. This means a total of 54 appointment time slots will be available.
 - The 2pm time slot will be available for two recipients because there are two treatment stations with operating hours from 8am-5pm.

Create Vaccination Stations:

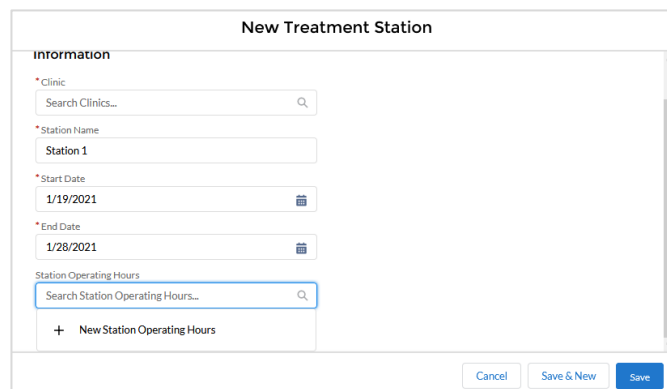
21. Click the **Treatment Stations** tab.
22. Click **New**.



A pop up will appear.

23. Search for your clinic by entering the name in the **Clinic** search box.
24. Enter a **Station Name** for the treatment station you are creating.

- **TIP:** Consider giving each treatment station a name that aligns with how they are referenced by healthcare professionals (e.g., Station A or Station 1).



25. Select the **Start Date**.
26. Select the **End Date**.
27. For the first treatment station you create, click in the **Station Operating Hours** box and select **New Station Operating Hours**.

➤ **NOTE:** For each station you wish to create, you will have the option to choose **New Station Operating Hours**.

A pop up will appear.

28. **Name** the set of operating hours for this treatment station.

➤ **TIP:** Consider using a standard name (e.g., Station A Monday Hours).

29. Click **Save**. You will be taken back to the New Treatment Station pop up.

➤ **NOTE:** you can add additional treatment stations by repeating steps 21-29.

30. Once you have selected the Station Operating Hours, Click **Save**.

You will be directed to the **Treatment Station Details** page.

These next steps will assist you to **Set Treatment Station Operating Hours**.

31. Click on the name of the operating hours for the treatment station. You will be directed to the **Stations Operating Hours** page.

32. Click **Station Operating Hours**.
33. Click **New**.

A **New Station Operating Time Slots** pop up window will appear.

34. Select the **Day of the week**.
35. Select the **Start Time**.
36. Select the **End Time**.
37. Click **Save**.

You can add another time slot for other days by clicking **Save and New**. This will open a new pop-up window.

- **NOTE:** You can add as many treatment stations in VAMS as needed.

38. Click the **VAMS** logo, in the upper left-hand side of the screen to begin the next step.

Assign Clinic Reservations

You will be able to specify the percentage of first dose, second dose, and walk ins for a clinic you are setting up. For example, you can establish 50% of your appointments for first dose vaccinations, 25% for second dose vaccinations and 25% for walk in appointments per tier.

There are four tiers:

- **Tier 1** is allocated for days 1-16.
- **Tier 2a** is allocated for days 17-27.
- **Tier 2b** is allocated for days 28-34.
- **Tier 3** is allocated for days 35 and onward.

When setting the percentages, enter whole numbers (e.g., 50 not 50.5).

Free for all appointments are considered first come first served recipients. If there's a percentage that isn't set, that percentage will fall into this category. For example, if you allocate 80% of your appointments for first doses, second dose, and walk ins, 20% will be set for free for all.

If you want to set all of your appointments to walk-in/free for all appointments, set the percentages to zero.

If you want to set your appointments for first dose only, enter 100% in the first dose column.

To Set Your Percentages

1. Log into **VAMS**.
2. Click on the **Clinic Reservations** tab.
3. Click in the **% Reservation for...** box to enter a percentage for that type of appointment.
4. Click the **edit pencil** icon to open the box. This will allow you to update the percentage.
5. Once you are done entering percentages, click **Save**.

The screenshot shows the 'Clinic Reservations' tab in the VAMS system. It includes a dropdown menu for 'Clinic Appointment Reservations' and a table with columns for reservation percentages. The table is as follows:

Tier	Duration of tier	% Reserved for First-Doses	% Reserved for Second-Doses	% Reserved for Walk-Ins	% Reserved for Free-For-Alls
1 Tier 1	Day 1 - 16	0	0	2	98
2 Tier 2a	Day 17 - 27	20	35	4	41
3 Tier 2b	Day 28 - 34	25	40	4	31
4 Tier 3	Days 35 and onward	25	50	6	19

CONGRATULATIONS, YOU SET UP YOUR CLINICS SCHEDULE!

Limit Availability to Organizations

You can limit your availability to facilitate specific organizations. These are known as **Limited Service Groups**. If you limit your availability to an organization, your clinic will only be visible to members of those organizations. The organizations must be registered in VAMS. You can create up to 10 Limited Service Groups.

To create a Limited Service Group

1. Log into **VAMS**.
2. Click on the **Limited service groups** tab.
3. Click **Create**. You'll be taken to the Create new limited service groups page.

4. Enter the **Limited service group name**.
5. Select the **Location**.
6. Select the **Limited service group type**.
7. Choose an **Organization** that is already established in VAMS.
 - **NOTE:** Only registered VAMS organizations in your jurisdiction will appear in this drop-down menu. If the organization you are searching for does not appear in the list, contact your jurisdiction POC to confirm the organization's registration status.
8. Click the box to **Activate this Limited Service Group**.
9. Click **Create**.

To Edit or Deactivate a Limited Service Group

1. Click the name of the group you wish to edit or deactivate.

2. You are taken to the **Group Details** page.
3. Edit the fields.
4. Deselect the Active checkbox.
5. Click **Save**.

Add Clinic Staff as VAMS Users



To start this step, you will need:

- Understanding of the VAMS Roles and Activity Matrix on the next page.
- Email addresses for each user you plan to add.

➤ **NOTE:** Your clinic **must** have the roles of a clinic administrator, front desk, and healthcare professional to maintain clinic operations. Since the clinic administrator can manage inventory, filling the inventory manager role is not required but is recommended.

Adding staff to VAMS will give them the access necessary to perform their duties in the system.

As the Clinic Administrator, you can assign multiple user roles to one user, which will give them access to perform additional tasks in VAMS. However, you should be familiar with the VAMS Roles and Activity Matrix located on the next page.

VAMS Roles and Activity Matrix

VAMS Roles and Activity Matrix				
Activity in VAMS	Clinic User Role			
	Clinic Administrator	Inventory Manager	Healthcare Professional	Front Desk
Serve as a clinic point of contact for your jurisdiction	✓			
Manage clinic information (e.g., physical address, operating hours)	✓			
Set and manage clinic schedule	✓			
Manage (add, edit, remove) VAMS users	✓			
Submit inventory requests	✓	✓		
Log vaccine inventory when received	✓	✓		
Log vaccine waste	✓	✓		
Monitor clinic vaccine inventory levels to match appointments scheduled	✓	✓		
Check in vaccine recipients				✓
Create recipient appointments				✓
Cancel recipient appointments			✓	✓
Confirm recipient Identity			✓	✓
View recipient medical history and personal information; add notes to record			✓	
Log vaccine administration			✓	
Administer vaccine to recipients			✓	
Log vaccine waste that occurred during administration (if applicable)			✓	
View next-dose eligibility dates			✓	

Add clinic staff to VAMS

1. Click the **Manage Users** tab.
2. Click **New**.
A pop-up window will appear.

3. Add the user's email in the **Add or Update User** box.
4. Click **Search**.

The Add or Update User pop-up will appear.

5. Enter the user's **Email Address**.
6. Enter the user's **First Name**.
7. Enter the user's **Last Name**.
8. Select the user's **Role**.
 - To select a role, click on the role title, in the Available box, click the arrow pointing to the right.
 - To remove a role from a user, highlight the role, in the Selected box, and click the arrow pointing towards the left.
9. Select the user's **Credentials**.
 - To select a credential, click on the credential, in the Available box, click the arrow pointing to the right.
 - To remove a credential from a user, highlight the credential, in the Selected box, and click the arrow pointing towards the left.
10. Click the checkbox stating you are not a robot.
11. Click **Save**.
12. A registration email will be automatically sent to the user with a link for them to set up their VAMS account.

You are directed to the **Clinic Portal** home page.

CONGRATULATIONS, YOU ADDED CLINIC USERS TO VAMS!

Daily Clinic Administration Tasks in VAMS

You can manage daily tasks using VAMS. Below is a list of tasks you might use daily to complete your role as a Clinic Administrator.

Clinic Operations

Manage Clinic Details	<ul style="list-style-type: none"> •Manage clinic addresses, clinic type, and clinic appointment duration, deactivate your clinic, check or uncheck the Available for scheduling? box to make your clinic available or unavailable for recipients to schedule appointments in VAMS, add clinic start and end dates.
Manage Clinic Schedule	<ul style="list-style-type: none"> •Change operating hours or appointment duration, add or remove vaccination stations, create clinic and station absences.
Manage Clinic Users	<ul style="list-style-type: none"> •Edit a user record, remove a VAMS user, or add a multi-clinic user.

Clinic Inventory

Log COVID-19 Vaccine Inventory	<ul style="list-style-type: none"> •Log vaccine inventory manually or via 2D barcode scanner (if available).
Reduce COVID-19 Vaccine Waste	<ul style="list-style-type: none"> •Log vaccine waste manually or via 2D barcode scanner (if available).
Monitor COVID-19 Vaccine Inventory Levels	<ul style="list-style-type: none"> •Use the Inventory Management page to monitor inventory levels and view snapshots of available and booked appointments.

VAMS Support

Access Support	<ul style="list-style-type: none"> •Know how to find answers to frequently asked questions (FAQs) about VAMS.
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Manage Clinic Details

In this section, you will learn how to manage clinic addresses, clinic type, clinic appointment duration, deactivate your clinic, check, or uncheck the Available for scheduling? box to make your clinic available or unavailable for recipients to schedule appointments, and add clinic start and end times.

There are two ways to edit your clinic information, however, each selection offers different editing options. You can use the **Clinic Details** tab, or the **Clinic Setup** tab. Below lists the options you can edit on each page.

Clinic Details Tab

1. Click the **Clinic Details** tab.
2. Click **Edit**.

Here you will be able to:

- Update your shipping address inventory.
- Change duration of clinic appointments.
 - **NOTE:** Changing appointment durations will cancel previously scheduled appointments.
- Deactivate your clinic.

Clinic Setup Tab

1. Click the **Clinic Setup** tab.
2. Click your **clinic's name** in the Clinic Location table.
3. Click the **Edit** button in the upper right-hand corner on the Clinic Location page.

Here you will be able to:

- Update your clinic's physical address.
- Check or uncheck the **Available for scheduling?** box to make your clinic available or unavailable for recipients to schedule appointments.
 - **NOTE:** Unchecking the Available for scheduling box will not impact scheduled appointments
- Change your clinic's start and end dates.
 - **NOTE:** You will need to contact your jurisdiction POC to change your clinic's type. Once your POC has changed your clinic type, you will need to set up the clinic. The types of clinic's are listed in this User Manual. See **Add Mobile Clinic Locations and Operating Hours**.

- Specify which vaccine your clinic will offer to recipients. Select the vaccines your clinic will provide. These will appear when recipients use the Find a Clinic page and Appointment Review page while booking their appointments. This is an optional feature and will not limit a recipient scheduling an appointment at your clinic.

Manage Clinic Schedule

In this section, you will be able to change clinic operating hours or appointment duration, edit, add, or remove vaccination stations and/or their operating hours, create clinic and station absences.

Things to know:

- Editing or deleting operating or treatment station hours will affect already scheduled appointments.
- A pop-up window will appear once you click Save alerting you that appointments might get canceled if you edit or delete time slots.
- Deleting or editing operating hours or treatment stations will impact the amount of time slots available for recipients to schedule appointments.

Edit or Delete Clinic Operating Hour Time Slots

1. Click the **Clinic Setup** tab.
2. Click your **clinic name** in the Clinic Locations table.

3. Click the **name of your clinic** hours in the Clinic Operating Hours field. You are taken to the Operating Hours page.

4. Click the **Operating Hours** tab.
5. Click the **Slot #** of the time slot you want to edit or delete.
6. Choose to **Edit** or **Delete** at the top right corner of the page.

If you chose **Edit**, a pop up will appear.

7. **Edit** the hours.
8. Click **Save**.

Edit or Delete Treatment Stations

1. Click the **Treatment Stations** tab.
2. Click on the **Treatment Station** to edit or delete in the Treatment Stations table.
3. Choose the **Edit** or **Delete** button in the upper right corner of the screen.
4. If you chose **Edit**, make the edits then click **Save**.
5. If you chose **Delete**, click the **Delete** button in the upper right corner of the pop up.
6. When you click Save or Delete, a warning will appear stating current recipient appointments might be canceled due to the updates you are making. To accept your changes, click **Delete**.

Treatment Station	Start Date	End Date
1 Station E	Oct 14, 2020	Oct 23, 2020
2 Station D	Oct 14, 2020	Oct 24, 2020

Treatment Station Station D

[Edit](#) [Delete](#)

STATION DETAILS **STATION ABSENCES**

Clinic
[Bloomfield Clinic](#)

Station Name
Station D

Start Date
10/14/2020

End Date
10/24/2020

Station Operating Hours
[Station D Operating Hours](#)

Warning

This update will cancel scheduled appointments and Recipients will be asked to reschedule.

[Cancel](#) [Delete](#)

Rename, Edit, or Delete, Treatment Station Operating Hours and Time Slots

1. Click the **Treatment Stations** tab for a list of your treatment stations.
2. Choose the **Treatment Station**. You will be taken to the Treatment Station details page.
3. Click the **Name** of the operating hours on the Station Details page.
4. Click the **Pencil** icon to rename the treatment stations operating hours.
5. **Edit** the information.
6. Click **Save**.

Edit a Treatment Stations Operating Hours:

1. Click on the **Treatment Stations** tab.
2. Choose the **Treatment Station Name**. You will be taken to the Treatment Station details page.
3. Click the **Name** of the operating hours on the Station Details page.
4. Click on the **Station Operation Hours** tab.
5. Click the **Slot #** for the time slot to edit.
6. Click **Edit** or **Delete** in the upper right-hand corner of the time slots page. A popup will appear.
7. Complete edits or delete the time slot.
8. Click **Save**.

The screenshot shows the VAMS interface with the following elements highlighted:

- Treatment Stations** tab in the top navigation bar.
- Station 1** in the Treatment stations list.
- Station Operating Hours** link in the Station Details page.
- STATION OPERATING HOURS** tab in the Station Operating Hours section.
- SOTS-00896** in the Station Operating Time Slots table.
- Edit** button in the upper right-hand corner of the time slots page.

The Station Operating Time Slots table contains the following data:

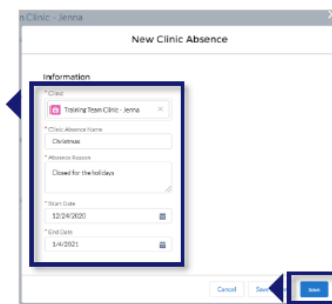
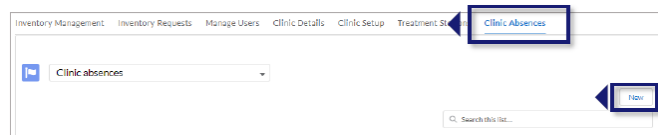
Slot #	Day of week	Start Time	End Time
SOTS-00896	Tuesday	12:30:00 AM	1:15:00 PM

Create a Clinic Absence

You can temporarily close your clinic by pausing your normal scheduled hours. During a clinic absence, the system will show your clinic as closed and appointments will not be available to recipients.

If you create a clinic absence and appointments are scheduled, those appointments will be cancelled, and the recipient will receive a notification through their preferred communication method.

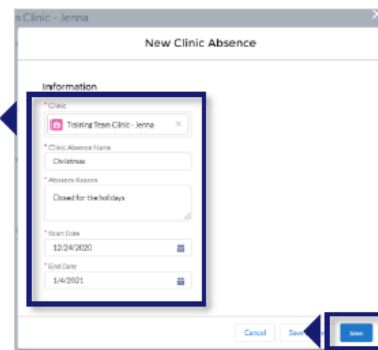
1. Click the **Clinic Absences** tab to create an absence.
2. Click **New** in the upper right corner. A pop-up window will appear.
3. Choose your clinic's name in the Clinic field.
4. Create a **Name** and **Reason** for the absence.
5. Select the **Start Date**.
6. Select the **End Date**.
7. Click **Save**.



All clinic absences will appear in the **Clinic Absences** table.

To edit or delete the absences:

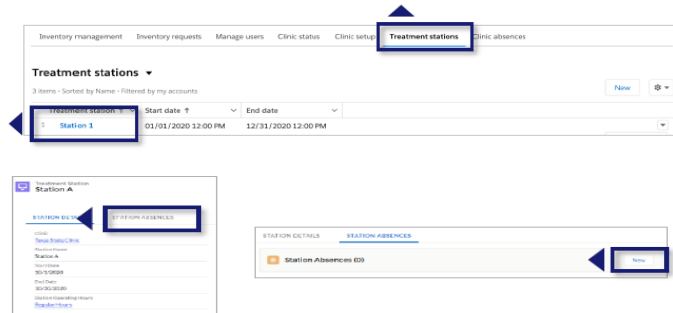
1. Click on the **Clinic Name**.
 2. Click **Edit** or **Delete** in the upper right-hand corner.
- **NOTE:** Updates to the clinic schedule may not immediately appear to the recipients. For example, editing operating hours for Friday on Monday morning may not appear until late Monday evening or Tuesday morning.



Create a Treatment Station Absence

You can also create a treatment station absence to temporarily shut down a station due to low staff or inventory. If you create a clinic absence, you do not have to create a treatment station absence. Clinic absences will override any operating hours associated with the treatment stations in your clinic.

1. Click the **Treatment Station** tab.
2. Click the **Station Name** in the Treatment Stations table.
3. Click the **Station Absences** tab.
4. Click **New**.
5. Click in the **Station** box in the pop-up window.
6. Select your stations name in the drop-down box. You can also search for your stations name.
7. Enter a reason for the absence.
8. Select a **Start Date**.
9. Select an **End Date**.
10. Click **Save**.
11. A warning will appear notifying you that scheduled appointments will be cancelled for this station.
12. Click **Ok**.
13. Click **Save**.



The 'Create Treatment Station Absence' window is shown. It has a 'Station' dropdown menu with 'Station A' selected. Below it is an 'Absence Reason' text area containing 'Holiday break'. There are two date and time pickers: 'Start Date Time' set to 'Dec 24, 2020' at '8:00 AM' and 'End Date Time' set to 'Dec 31, 2020' at '6:00 PM'. At the bottom right are 'Cancel' and 'Save' buttons.

All Treatment Station absences will appear in the Station Absences tab. To edit or delete the absences:

1. Click on the **Clinic Name**.
2. Click **Edit** or **Delete** in the upper right-hand corner.

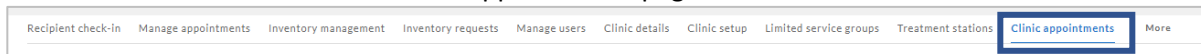
The screenshot shows the 'Station Absences' table with one entry: 'Under staffed for Christmas' from '12/24/2020, 8:00 AM' to '12/31/2020, 6:00 PM'. In the top right corner, the 'Edit' and 'Delete' buttons are highlighted with a blue box.

Absence Reason	Start Date Time	End Date Time
Under staffed for Christmas	12/24/2020, 8:00 AM	12/31/2020, 6:00 PM

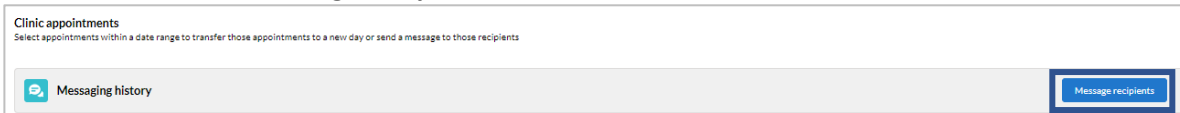
Send a Mass Communication

You will now be able to send mass communications to vaccine recipients. You can only send communications to recipients registered in your clinic. You will be able to send messages to recipients by selecting appointment date and time ranges.

1. Open **VAMS**.
2. Click on the **Clinic Appointments** tab.
3. You are taken to the Clinic Appointments page.



4. You will see a **Messaging History** table that displays previous sent messages.
5. To view previous message details, click the blue hyperlink associated with the message.
6. Click the **Message Recipients** button.



7. You are taken to the **Search Appointments** page.
8. Use the drop down to choose the **Clinic Location**.
 - **NOTE:** only clinics you are associated with will display.
9. Choose the **Start Date** and **Time** of the appointments.
10. Choose the **End Date** and **Time** of the appointments.
11. Click in the checkbox to choose **Both 1st and 2nd doses, 1st dose, or 2nd dose.**
12. Click in the checkbox to choose **All Manufacturers, Moderna, Pfizer, or Janssen**.
13. Click **Search**.
14. If appointments exist, you will receive a message stating the number of appointments found in the parameters set.
15. To view the selected appointments, click **View selected appointments**.
16. A pop-up will appear displaying the appointments and their details.
17. The first 2,000 appointments will be displayed.

Search appointments
Select appointments within a date range to send a message to recipients.

* Clinic location
Standard Roundtable 2

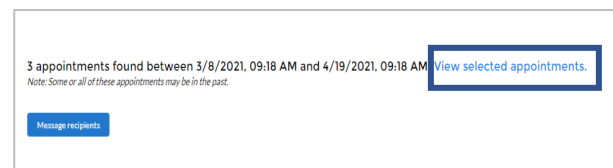
* Start date & time
Date: Mar 8, 2021 Time: 9:18 AM

* End date & time
Date: Apr 19, 2021 Time: 9:18 AM

* Dose
☒ Both 1st and 2nd doses
☐ 1st dose
☐ 2nd dose

* Manufacturer (for 2nd dose or past appointments)
☐ All manufacturers
☐ Moderna
☐ Pfizer
☐ Janssen

Back to portal Clear Search Search



View appointments

Note: Only the first 2,000 records in the search are shown.

Scheduled start time	Name	DOB	Gender	Cell phone	Email	Dose	Vaccine type
Mar 17, 2021, 09:08 AM	George Glass	March 17, 1950	Male		undefined	2nd	Janssen COVID-19 Vaccine
Apr 1, 2021, 01:45 PM	Kiska Dog	May 25, 1950	Female	(304) 638-3818	tiffany.a.kotalic@wv.gov	2nd	Pfizer-BioNTech Covid-19 V...
Mar 24, 2021, 11:04 AM	Daisy Duck	February 25, 1960	Female		undefined	2nd	Pfizer-BioNTech Covid-19 V...

18. Click the **X** in the upper right-hand corner to close the pop up.
19. You are taken back to the Search Appointments screen with your search results.
20. Click **Message Recipients**.

3 appointments found between 3/8/2021, 09:18 AM and 4/19/2021, 09:18 AM. [View selected appointments.](#)

Note: Some or all of these appointments may be in the past.

[Message recipients](#)

21. You are taken to the **Message recipients** page.
22. To include the Clinic Administrator in the message, use the checkbox to **Include clinic admin in the recipient list**.
23. Enter the **Subject**.
24. Enter the **Email Message**.
25. Enter the **SMS Message**.
- NOTE:** You **must** enter you message in **both** Email and SMS.
26. Select **Now** or **At a scheduled time** to choose when the message should be sent.

Message recipients
Recipients will receive messages based on their method of communication.
1 recipient will receive this communication. [View selected appointments.](#)

☐ Include clinic admin in recipient list

Email(English)

* Subject

* Message

SMS(English)

* Message

0/155 characters used

* When should the message be sent?

☐ Now

☐ At a scheduled time

[Previous](#) [Next](#)

If you choose **Now**:

27. Your message will be sent when you click **Next**.

If you choose **At a scheduled time**:

28. Choose a **date** to which your message will be sent.
29. Click **Next**.

* When should the message be sent?

☐ Now

☒ At a scheduled time

* Send message Date & time

Mar 27, 2021 at 6:00AM EST.

[Previous](#) [Next](#)

30. You will see a page with your email message and SMS message.
31. Click **Send message**.
32. You will get a confirmation page.
33. Click **Back to portal** to return to your home screen.

Message has been sent to 1 recipient

Your communication has been sent to the selected recipients based on their method of communication.

[Back to portal](#)

Access Clinic Data

You will be able to view reports related to your clinic's vaccinations, scheduled appointments, and inventory.

To access reports:

1. Log into **VAMS**.
2. Click on the **Clinic Data** tab.
 - You will see **Vaccination Administration Report**, **Scheduled Appointment Reports**, and **Inventory – Vaccine Level Reports**. Under each section, you will see blue links to display details of each report.
3. Click a link to view the specific report.

The screenshot shows the 'Clinic Data' tab selected in the top navigation bar. Below the navigation bar, there are instructions for using the reports. The main content area is divided into three sections: 'Vaccination Administration Report', 'Scheduled Appointment reports', and 'Inventory - Vaccine level reports'. Each section has a list of blue links for selecting time periods (Today, Past 7 Days, Past 30 Days, Next 7 Days, Next 30 Days, Clinic Capacity).

4. You will be taken to the report detail page.
5. On this page, you will be able to
 - Filter each column on the table,
 - Search the report for specific data,
 - Refresh the report once filters are applied,
 - Export the data to an excel spreadsheet,
 - Click the blue links to display clinic or recipient information.

The screenshot shows the 'Vaccination Administration Report' detail page. At the top, there is a header with the report title and a description. Below the header, there is a table with columns for Clinic Name, Appointment Address, First Name, Middle Name, Last Name, Birth Date, Gender, Mailing Street, Mailing City, Mailing State/Province, Mailing Zip/Postal Code, Cell Phone, and Email. The first row of the table shows data for a clinic named 'Set Up Clinic Demo' with a recipient named 'Kiska Dog'.

Manage VAMS Clinic Users

Edit or Remove a VAMS Clinic User

1. Click the **Manage Users** tab.
2. Select the **Users Name** to edit their information. You will be taken to the User's Information Page.
3. Click **Edit** in the upper right-hand corner.
4. Update the information.
5. Click **Save**.

Manage Users

All Clinic Members

Users Name	Email	Phone	Mobile Phone	Role
Mr. John Administrator	john.administrator@wv.gov	202-400-1234	202-400-1234	Admin

Contact

Mr. John Administrator

Email: john.administrator@wv.gov

Edit **Remove**

Edit Contact

Management User:

First Name:

Last Name:

Phone:

Mobile Phone:

Address Information

Address:

City:

State:

Zip:

Save

To **Remove** the user:

6. Click the **Remove** button in the upper right-hand corner.
7. A pop-up will appear asking you to confirm that you want to remove the user.
8. Choose **Yes** or **No**.
9. Click **Next**.

Remove

Are you sure you want to remove John Administrator as a User within this clinic Training Team Clinic - Jena?

* Answer:

☐ Yes

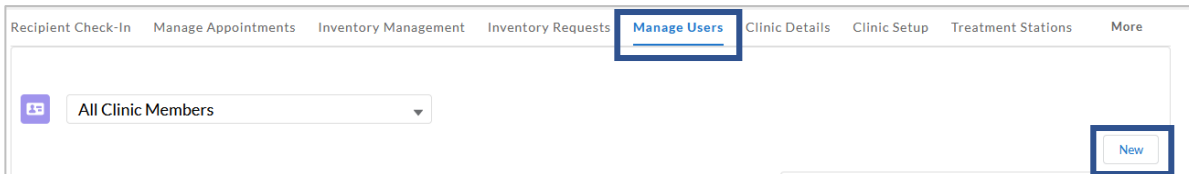
☐ No

Next

Multi-Clinic Users: Add a Clinic User Who is Already Registered as a VAMS User

You can add a user to your clinic who is already registered with another clinic. VAMS recognizes the user by their email address.

1. Click the **Manage Users** tab.
2. Click **New**.



3. The **Add or Update User** pop-up will appear.
4. Enter the **user's email**.
5. Click **Search**.
6. Enter additional roles, if necessary.
7. Click **Save**.

- **NOTE:** If the user is added to VAMS from another clinic, his/her first and last name will be populated in the fields. The users will have the same roles for your clinic. If you change the roles, those roles will be applied to the other clinic.

The user will receive an email stating they were registered to your clinic.

When the user logs into VAMS, he/she will see all clinics they are linked to.

Log COVID-19 Vaccine Inventory

You can log vaccine delivery two different ways:

1. Scan the barcodes on the vaccine vials using the 2D scanner. This will automatically enter the vaccines into VAMS.
2. Manually enter the information.

Barcode Types:

- Unit of Use, UoU, is the vaccine vial.
- Unit of Sale, UoS, is the packaging the vials are delivered in.

Log Vaccine Inventory using a 2D Scanner

You must scan each UoS individually. Each UoS contains multiple vials. When logging inventory, you must scan one UoU from each UoS.

1. Click the **Inventory Management** tab.
2. Click the **Scan Inventory** button. The **Scan Inventory** pop-up will appear.
3. **Scan** the UoS barcode on the vial using your 2D scanner. The barcode will appear in the barcode field.
4. Select the **Manufacturer**.
5. Click **Next**.
6. The UoS information will populate the required fields.
7. **Enter** the total UoU vials.
8. Click **Next**.
9. Scan the UoU barcode on one of the vials. It will appear in the barcode field.
10. Click **Next**.
11. **Ensure** the information is correct.
12. Click **Next**.
13. Click **Finish**.

The screenshot shows the 'Inventory Management' tab selected in the top navigation bar. Below the navigation bar, there are sections for 'Scheduled Appointments' and 'Total on-hand inventory'. The 'Scan Inventory' button is located in the bottom right corner of the dashboard and is highlighted with a red box.

The screenshot shows the 'Scan Inventory' pop-up window. The 'Manufacturer' dropdown menu is highlighted with a red box. The window also contains a 'Barcode' field and a 'Next' button.

The screenshot shows the 'Scan Inventory' pop-up window. The 'Total UoU vials' field is highlighted with a red box. The window also contains a 'Barcode' field and a 'Next' button.

The screenshot shows the 'Scan Inventory' pop-up window. The 'UoU barcode' field is highlighted with a red box. The window also contains a 'Barcode' field and a 'Next' button.

Log COVID-19 Vaccine Inventory Manually

1. Click the **Inventory Management** tab.
2. Click **Manually Log Inventory**. A **Manually Log Inventory** page will appear.
3. Select the **Manufacturer** from the drop-down menu.
4. Select the **Product** from the drop-down menu.
5. Select the **UoS NDC**.
6. Enter the **UoS Lot Number**.
7. Enter the **UoU Lot Number**.
8. Enter the Total UoU (vials) in UoS.
9. Enter the **Expiration Date**.
10. Click **Next**.
11. **Ensure** the information is correct.
12. Click **Next**.

13. Click **Finish** in the pop-up window.

- **NOTE:** When you log inventory, you are logging the number of vials, not doses.

Correcting UoS and UoU While Adding New Inventory

You are now required to enter the UoS and UoU lot numbers that match. If these numbers are entered incorrectly, you will receive an error message. The error message will ask you to invalidate the existing entry and reenter the correct doses using the UoS and UoU lot number before proceeding with the additional inventory entry.

Invalidating the existing entry will **not** correct the lot numbers on recipient records. It **will** correct the unused inventory in VAMS so that future recipient records will reflect accurate lot numbers. Existing recipient records cannot be edited at this time.

1. A message appears informing you the lot numbers are not the same.
2. Click the **Previous** button to return to the Log Entry page to re-enter the correct information.
3. Or, click **Back to Portal** to return to the home page.

NOTE: If you entered UoU and UoS numbers that do not match prior to the above error message appearing, you will need to invalidate the inventory before you enter additional inventory. To invalidate inventory:

4. Click on the **Inventory Management** tab.
5. You will see two columns, UoS and UoU.
6. Find the inventory entry that does not match.
7. Click the blue **UoS** link. This will take you to the Inventory Details page.
8. On this page is the detailed information associated with this inventory. The **Doses Remaining** will be the number that is invalidated.
9. Click **Invalidate**.
10. Click **Yes** to invalidate the inventory.
11. The remaining doses will be invalidated. You will need to remember this number. You will be able to return to this page by selecting the blue link on the Inventory Management page.
12. On the Inventory Management tab, you will see **Invalid** for the record that you invalidated.

NOTE: You will need to log the correct lot number by using the Logging Inventory section of this guide.

Reduce COVID-19 Vaccine Inventory

You can reduce vaccine inventory two different ways:

1. Scan the barcodes on the vaccine vials using the 2D scanner. This will automatically enter the vaccines into VAMS.
2. Manually enter the information.

Log Vaccine Waste by using the 2D Scanner

1. Click the **Inventory Management** tab.
2. Click the **Reduce Inventory** button. You will be directed to the Reduce Inventory (scan) page.

3. Scan the **UoS barcode** on the vial using the 2D scanner.
4. Enter the **Reason** for the waste.
5. Enter the **Number of doses** wasted.
6. Click **Next**.
7. **Ensure** the information is correct.
8. Click **Finish**.

Reduce Inventory Manually

1. Click the **Inventory Management** tab.
2. Click **Manually Reduce Inventory**. You will be directed to the Manually Reduce Inventory page.

3. Select the **Manufacturer**.
4. Select the **Product**.
5. Enter the **UoU (vial) lot number**.
6. Select the **reason for the reduction**.
7. Enter the **number of doses reduced**.
8. Click **Next**.
9. Ensure the information is correct.
10. Click **Finish** on the pop-up window.

- **NOTE:** When you log waste, you are logging doses.

Monitor COVID-19 Vaccine Inventory Levels

You can monitor the Inventory Levels by the Inventory Management page. Inventory levels and snapshots of available and booked appointments can be seen on the Inventory Management page. This page provides you with view of your inventory levels.

On this page, you'll find:

- The number of appointments available for the next 28 days.
- The number of appointments booked.
- The number of vaccine doses your clinic has available.

These numbers are automatically generated from the inventory and waste logged into VAMS.

The screenshot displays the 'Inventory Management' page within the VAMS system. The page features a navigation bar at the top with links: Recipient Check-In, Manage Appointments, **Inventory Management**, Inventory Requests, Manage Users, Clinic Details, Clinic Setup, Treatment Stations, Clinic Absences, Clinic Data, and Clinic Reservations. Below the navigation bar, the 'Scheduled Appointments' section shows '0 next 28 days' and '0 total'. The 'Total on-hand inventory' section shows '999 doses'. At the bottom, there are four buttons: 'Manually reduce inventory', 'Reduce inventory (scan)', 'Manually log inventory', and 'Scan inventory'.

Scheduled Appointments		Total on-hand inventory
0 next 28 days	0 total	999 doses

Manually reduce inventory Reduce inventory (scan) Manually log inventory Scan inventory

Invalidate and edit vaccination records

You will now be able to search edit and invalidate a recipient's past vaccinations.

1. Open **VAMS**.
2. Click on the **Manage appointments** tab.
3. Click on the **Search past vaccinations** button.

4. You will be taken to the **Search for recipient immunization** page.
5. Enter the recipient's **First Name**.
6. Enter the recipient's **Last Name**.
7. Enter the recipient's **Date of Birth**.
8. Click **Search**.

9. If the recipient exists, Search results will appear at the bottom of the screen.
10. Click **View Record** to access the recipients record.

Search results									
Name	DOB	Date administe...	Product	Manufactu...	UoU (vial)	lot number	Exp. date	Site	Action
Donald Duck	September 16, ...	February 04, 2...	Moderna COVI...	Moderna US, Inc.	8077727310	123	7/2021	Left Deltoid	View record

11. You are taken to the Recipient's record.
 - **NOTE:** The recipient will have one record for each vaccination he/she received at your clinic.
12. Click on the **Vaccine Administration** tab.
13. Click **View Record** of the vaccine you wish to access.

	Date Administer...	Product	Manufacturer	Dose	Lot Number	Exp.Date	Clinic	
1	2/4/2021	Moderna COVID-19 ...	Moderna US, Inc.	.5 mL	123	7/2021	Set Up Clinic Demo	View record

14. You are taken to the **Vaccination Record** page. On this page, you will find the recipient's vaccination information.
15. On this page you have the option to **Edit** or **Invalidate** the vaccine record.

Vaccination record

[Edit record](#)
[Invalidate record](#)

Edits to vaccination records will not adjust inventory totals. Please manually update inventory totals if necessary.

Recipient Name
Donald Duck

Date administered
Feb 4, 2021

Manufacturer
Moderna US, Inc.

Product
Moderna COVID-19 Vaccine

UoU (vial) lot number
123

Exp. date
Jul 31, 2021

Site
Left Deltoid

Vaccination change history

Date updated	Updated by	Date administered	Product	Manufacturer	UoU (vial) number	Exp. date	Site	Reason
--------------	------------	-------------------	---------	--------------	-------------------	-----------	------	--------

To Edit a record:

1. Click **Edit**.
2. Update any field of the vaccination.
3. Click **Save**.
4. Select the **Reason for the update**.
5. Click **Save**.
6. You will be taken back to the **Vaccination Record** page.
7. You will see the **Vaccination change history** table at the bottom of the screen with the changed information.
 - Any updates made to the record will update the recipients account and vaccination certificate.

To Invalidate a record:

1. Click **Invalidate Record**.
2. Select the **Reason for the invalidation**.
3. Click **Invalidate Record**.

- **NOTE:** Edits made to inventory will automatically update your clinic's inventory.

Add Mobile Clinic Locations and Operating Hours

- **NOTE: A Clinic Administrator is NOT able to change the Clinic Type (i.e., standard, third party, mobile, etc.). If needed, please contact your Jurisdiction POC to set up an additional clinic.**

Mobile clinics have multiple locations for vaccinations. These locations have a permanent shipping address, for inventory, but may change their physical address. You can add new addresses and operating hours for each location after completing the mobile clinic's registration. Once a new clinic is set up, you can also edit or delete them on this page.

To Add a New Clinic Location

1. Click the **Clinic Setup** tab.
2. Click **New**. A **New Clinic Location** pop-up will appear.

3. Select the **Clinic** in the **Clinic field** box.
 4. Name the **Clinic Location**.
 5. Enter the **Address**.
 6. Select the **Time Zone**.
 7. Enter the **Start Date**.
 8. Enter the **End Date**.
 9. Select the **Clinic Operating Hours**.
 10. Click **Save**.
- **NOTE:** Overlapping start and end dates with another location will give you an error message.

To Set Operating Hours for the New Clinic:

1. To create new operating hours, see **Set Up Clinic Schedule**.
2. To make this available for recipients, click the **Available for Scheduling?** checkbox at the top of the window.
3. Click **Save**.

Access Multiple Clinics in VAMS

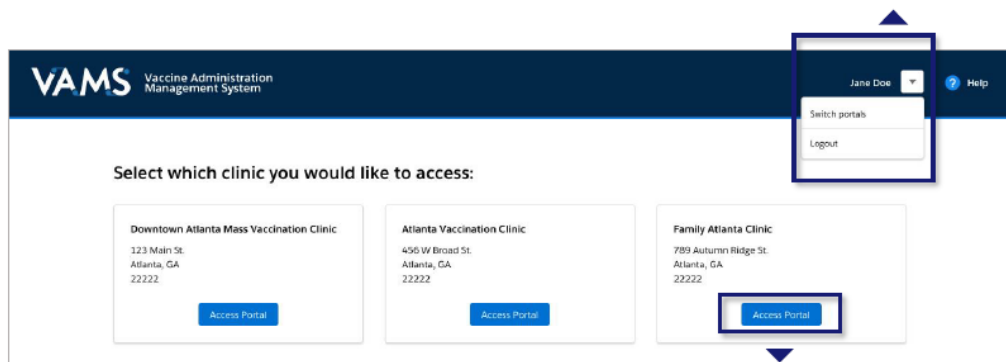
If the Clinic Administrator adds you as a user at their clinic, you can access the other clinics once you have logged into VAMS.

1. On any page in VAMS, click on the **drop-down arrow** next to your name in the upper right-hand side of the screen.
2. Click **Switch Portals**.

If you have multi-user access, you will be taken to the portal selection page.

1. Click the **Clinic Portal** button.
2. You will be taken to the **Clinic Selection** page.
3. Select the **Access Portal** button of the clinic you would like to access.

If you have multi-clinic access, if you click **Switch Portals**, you will be taken to the **Clinic Selection** page.



Search for an Existing Recipient

You can search, view, and add recipients using the **Search for existing recipient** button. VAMS will search for all recipients, including those registered in VAMS as recipients and those added to third-party clinics. Once a recipient is found, you will be able to schedule a walk-in appointment or schedule them for a future appointment.

To search for a recipient:

1. Click the **Search for existing recipient** button. You'll be directed to the Search for Recipient page.

The screenshot shows the VAMS navigation bar with various menu items: Recipient Check-In, Manage Appointments, Inventory Management, Inventory Requests, Manage Users, Clinic Details, Clinic Setup, Treatment Stations, Clinic Absences, Clinic Data, and Clinic Reservations. The 'Search for existing recipient' button is located in the bottom right corner and is highlighted with a blue box.

On the **Search for Recipient** page,

2. Enter the recipient's **Email, VAMS system ID or External system ID**.
3. Or enter the recipient's **First Name, Last Name or Date of Birth**.
4. Click **Search**.

The screenshot shows the 'Search for recipient' form. It has a title 'Search for recipient' and a subtitle 'Enter the required information to search for a recipient and schedule an appointment.' Below this, it says 'Enter ONE of the following fields to search for a recipient:' and lists three input fields: Email, VAMS system ID, and External system ID. Below these, it says 'Or, enter ALL of the following:' and lists four input fields: First name, Last name, Date of birth, and Gender. There are 'Back to portal' and 'Search' buttons at the bottom.

5. If the recipient exists, a **Search Results** table will appear below.

The screenshot shows the 'Search results' table. It has a title 'Search results' and a subtitle 'Enter the required information to search for a recipient and add them to the clinic.' Below this, it shows a table with columns: First Name, Last Name, DOB, Gender, Call phone, Email, Third party rec., Covid 19 vac., Next covid 19 vac., and Vaccine ty. The table contains one row with data for a recipient named Tiffany Smith. There are 'Back to portal' and 'Search' buttons at the top, and an 'Add recipient' button at the bottom right.

6. If you want to add the recipient to your clinic, click the **Schedule walk in**.
7. You will be taken to another screen that notifies you of the next available walk-in appointment. The recipient will be reserved for that future appointment.

The screenshot shows the 'Search results' table with the 'Schedule walk in' button highlighted with a blue box. The table has the same columns as before, but with additional columns: Follow up visit, Vaccine ty., VAMS syst., and External sy. The table contains one row with data for a recipient named Tiffany Smith. There are 'Back to portal' and 'Search' buttons at the top, and an 'Add recipient' button at the bottom left.

8. When scheduling a walk-in appointment, if no prior doses are recorded in VAMS, you will be asked if the recipient received a prior dose.

If you answer **Yes**:

1. Enter the **Vaccine Manufacturer**.
2. Enter the **Date** of the first dose.
3. If the second dose is too early, you will be given a message **Are you sure you want to vaccinate early?**
4. Choose **Continue** to schedule a walk in or **Cancel** to cancel the appointment.

If you answer **No**:

1. You will be directed to the **Next Available Appointment** screen.

Deactivate Your Clinic

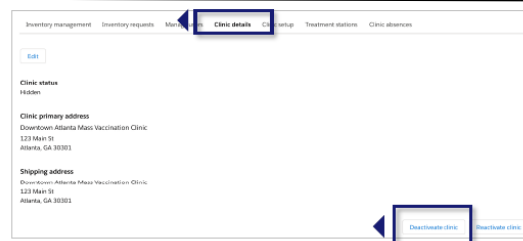
You can deactivate your clinic when it is no longer needed to administer COVID-19 vaccines.

Deactivating will:

- Send an email to the jurisdiction POC stating the clinic was deactivated.
- Send a cancellation email to any recipient scheduled for an appointment at that clinic.
- Cancel all recipient appointments scheduled at that clinic.
- Remove the clinic in the search option.
- Deactivate all clinic inventory requests.
- Close all open appointments.

To Deactivate Your Clinic:

1. Click the **Clinic Details** tab.
2. Click the **Deactivate Clinic** button.



3. A pop up will appear asking you to **confirm deactivation**. You will also see any booked appointments and inventory for the clinic.
4. Click **Deactivate Clinic**.



- **NOTE:** Deactivating a clinic will not remove your user permissions. Once a clinic is deactivated, each user must be removed from VAMS following the same process in **Manage VAMS Users**.

Glossary of Terms

Word/Phrase	Definition
2D Barcode	A two-dimensional barcode that stores information vertically and horizontally. It may contain vaccine product identification information, lot number, and expiration date.
Member	Any worker, staff member, volunteer, other personnel or organization being added to VAMS to receive COVID-19 vaccine.
Mobile Clinic	A clinic that moves to multiple locations for vaccination (e.g., mobile clinic bus or van).
Multi-clinic User	A clinic user who performs the same or different roles at multiple clinics registered in VAMS. This user can switch between clinic accounts within the clinic portal.
Multi-user	A VAMS user with access to multiple VAMS portals (e.g., a clinic administrator who is registered as a VAMS recipient can access the Clinic Portal and Recipient Portal).
Organization	Any institution, association, company, or other group that will add their essential workers to VAMS.
Pop-Up Clinic	A temporary clinic that has one permanent location (e.g., clinic set up in a school gym that will stay at that location while it is open).
Third Party Clinic	A vaccination clinic established at a facility like a long-term care facility or correctional facility where the facility will be responsible for administering vaccines to recipients.
Treatment Station	Vaccination stations are currently called “treatment stations” in VAMS and therefore in parts of this user manual.
Unit of Sale (UoS)	The packaging in which the vaccine vials are delivered.
Unit of Use (UoU)	The vaccine vials.
Vaccine Clinic	A clinic administering COVID-19 vaccine (sometimes referred to as a ‘vaccine clinic’ in VAMS and their user manual).