VAMS Vaccine Administration Management System

WEST VIRGINIA
Department of
Health &
Human
Resources

Third Party Clinic

User Manual

Version 7.6.2021

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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 and 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 others 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 identiy 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 Third-Party Clinics 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.

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.

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.
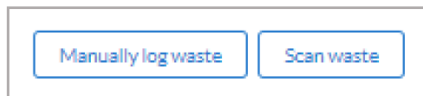
Tabs

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.
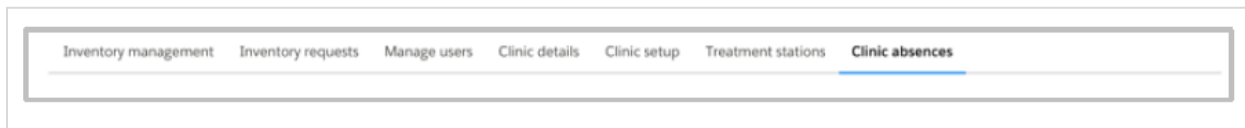
Buttons

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

Third-Party Clinic Administration

A third-party clinic is a clinic established in an existing facility such as a Long-Term Care Facility (LTCF), nursing home or correctional facility to facilitate COVID-19 vaccinations for recipients who reside in those facilities. The information presented here is only relevant to administrators to Third-Party Clinics.

The next pages will provide information on the following topics:

- How to Register as a Third-Party Clinic in VAMS
- Key Differences Between Standard, Mobile Clinics, and Third-Party Clinics
- Third-Party Clinic Users
- Add Third-Party Recipients in VAMS
- Remove a Recipient
- Find a Recipient
- Add Inventory
- Remove Inventory

How to Register Your Third-Party Clinic

There are three parts to registering your clinic as a Third-Party Clinic. This is different than a Standard Clinic because you will not set a clinic schedule.

Activate Your User Account:	Set-up Clinic in VAMS:	Add Clinic Staff as VAMS Users

1. **Check** your email for the link to set up your account.
2. **Click** the registration link in your email.
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.**
	1. Log into VAMS.
	2. You are directed to the **Register Vaccination Clinic – Clinic Point of Contact** page.
	3. Ensure the information is correct.
	  a. If any information is incorrect, update it on this page.
	4. Click **Next**.
	5. You are moved to the **Register Vaccination Clinic – Clinic Information** page.
	6. **Ensure** your clinic information is correct.
	  a. If any information is incorrect, update it on this page.
	7. Click **Next**.
	8. You are taken to the **Register Vaccination Clinic – Review** page.
	9. **Review** all information.
	10. Click the checkbox beside: **By selecting this checkbox I confirm the above information is accurate.**
	11. Click **Next**
	12. Click **View Portal.**
	13. You are then taken to the **Clinic Portal** main page.
		1. Click the **Manage Users** tab.
		2. Click **New**.
		3. Add the user's email in the **Add or Update User.**
		4. Click **Search**.
		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**.
		9. Select the user's **Credentials.**
		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.

Key Differences Between a Standard Clinic and a Third-Party Clinic

| Standard Clinic	Third- Party Clinic
➢ Healthcare setting providing outpatient care with one permanent location for vaccination. ➢ 4 roles: Clinic Administrators, Inventory Managers, Front Desk Personnel, and Healthcare Professionals. ➢ Schedules are utilized in VAMS. ➢ Vaccine recipients use VAMS. ➢ Vaccine recipients received reminders from VAMS.	➢ Existing facility set to provide vaccines to housed recipients. ➢ 2 Roles: Clinic Administrators and Healthcare professionals. ➢ No schedule is established. ➢ Vaccine recipients do not use VAMS. ➢ Third-party clinics do not appear in the search results. ➢ Third-party clinic administrators and/or healthcare professionals track vaccine recipients next dose eligibility.

Set up your Clinic

To start this step, you will need:

- Selected appointment duration at your clinic (10, 15, 20, or 30 minutes)
- Clinic start and end dates

Setup your Clinic
1. Log in to VAMS.
2. Click the **Clinic setup** tab. You will be taken to your clinic's detail page.
3. You will see collapsable windows: **Clinic Details** and **Manage Users**.
4. To update each window, click the grey arrow, on the right side of the window. To collapse each window, click the same arrow.
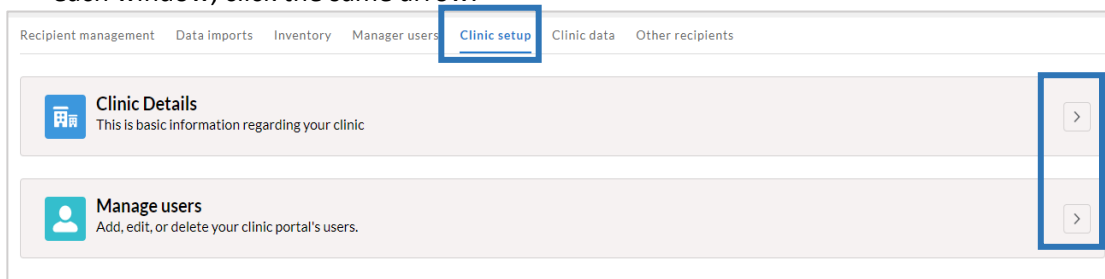
Clinic Details Window

You can make your clinic visible to vaccine recipients. In this section, you can manage clinic primary address, clinic appointment duration, deactivate your clinic, and check, or uncheck the Available for scheduling? box to make your clinic available or unavailable for recipients to view your clinic in the search results.
1. Click the **Clinic Setup** tab.
2. Click the arrow to expand the **Clinic Details** window.
3. Click **Finish Setup** or **Edit**.

Clinic Details
This is basic information regarding your clinic

		Deactivate Edit
Clinic name	Clinic primary address	Facility ID
Standard Clinic Revamp	1 Hal Greer Blvd	
	HUNTINGTON, West Virginia 25701	
Clinic status	Shipping address	Provder PIN
Active	1 Hal Greer Blvd	
View clinic history	HUNTINGTON, West Virginia 25701	
Appointment duration	Time zone	Parent organization ID
15 mins	America/New_York	

4. Click **Edit** on the details page.

← Back

Edit

Clinic Name
Standard Clinic Revamp

5. All fields will open to edit the information.
6. Make the updates.
7. To make your clinic visible to vaccine recipients, click the **Available for Scheduling** checkbox.
8. Click **Save**.

Here you will be able to:

➢ Update your primary and shipping address.
➢ Change duration of clinic appointments.
  ➢ NOTE: Changing appointment durations will cancel previously scheduled appointments.
➢ Update the **Facility ID**.
➢ Update the **Provider PIN**.
➢ Update the **Parent Organization ID**.
➢ Deactivate your clinic.

Cancel Save

Clinic Name
Standard Clinic Revamp

Clinic Primary Address
Street address
1 Hal Greer Blvd
City
HUNTINGTON   State   West Virginia
ZIP code   Country
25701   United States

Shipping Address
* Street address
1 Hal Greer Blvd

* City
HUNTINGTON   * State   West Virginia

* ZIP code   * Country
25701   United States

Timezone
America/New_York

* Appointment duration
15 mins

Facility ID

Provider PIN

Parent Organization ID

Add Third-Party Clinic Vaccine Recipients in VAMS

Third-party recipients will not be creating their own VAMS accounts, nor will they be recording their medical histories. You will need to add them to VAMS.

The following information will need to be obtained to enter them into VAMS:

- First name
- Last Name
- Gender
- Ethnicity
- Race
- Their consent for the COVID-19 vaccine. This field can be edited at any time after their information is added to VAMS.
- Insurance information (if applicable)
- Medications (if applicable)
- Other relevant medical information (if applicable)

There are 2 ways to add recipients to VAMS. You can manually enter each recipient's information, or you can upload them at once, known as a bulk upload.

Add Third-Party Clinic Recipients One at a Time:

1. Click on the **Recipient Management** tab.
2. Click **Add Recipient**. You will be taken to the Add Recipients page.
3. Enter the **recipient's information**. The recipient's home address will default to the third-party clinic's address.
4. Click **Next**.
5. Enter the **recipient's insurance information**, if applicable.
6. Click **Next**.
7. **Review** the information.
8. **Verify** the information is correct. If not, click **Previous** to update the information.
9. If the information is correct, click **Next**.

The recipients record is saved!

➢ **NOTE:**
   ➢ You can indicate a recipient's preferred method of contact if you enter their email and/or cell phone number. If SMS is selected as the preferred contact method, the

system will send the recipient a verification code via SMS. You must enter this code to continue adding the recipient.

➢ Adding contact information is optional and can be done when adding a recipient individually or via the bulk upload template.

➢ You can also add this information to an existing third-party recipient's record.

Vaccination Bulk Upload

You can now bulk upload vaccinations that occurred at your clinic but were not recorded at the time of the vaccination. You can only bulk upload vaccinations for recipients already added to your clinic.

1. Open **VAMS**.
2. Click on the **Recipient management** tab.
3. Click on the **Record past vaccinations** button.

| Recipient management | Data imports | Inventory | Manager users | Clinic setup | Clinic data | Other recipients |

| Export recipient data | Add Recipient | Import Recipients | | | | Record past vaccination(s) |

4. You will be taken to the **Record past vaccinations** page.
5. Click the **Import a template for bulk vaccination** button.

← Back

Record past vaccinations

*How would you like to record past vaccinations?
- Record individually within VAMS
- Import a template for bulk vaccination

6. When you click the Import a template for bulk upload vaccination, instructions to complete the process appear at the bottom of the screen.
7. Click the blue link, **Latest version of the Bulk Vaccination Upload Template**.

Record past vaccinations

*How would you like to record past vaccinations?
- Record individually within VAMS
- ● Import a template for bulk vaccination

Bulk upload past vaccinations

Follow the steps below to use a spreadsheet template and import multiple vaccinations at once.

Step 1: Download the latest version of the Bulk Vaccination Upload Template (version 1.0).

Step 2: Export recipients you'd like to record vaccinations for.

Step 3: Copy and past the contents of the recipient export file into the Bulk Vaccination Upload Template.

- Please **do not change** any formatting or headers in the bulk upload template.
- All columns with * are **mandatory fields** (e.g. Email*).
- Any colums with **dropdowns** cannot have a custom value (e.g. Salutation).
- Save as a **CSV UTF-8 (Comma delimited) (.csv)** file before uploading.
- Please note that VAMS **cannot import more than 9,999 records.**
- If you need to upload more than 9,999 records, please **break the records in separate import files.**

Step 4: Upload the populated Bulk Vaccination Upload Template into VAMS.

Please upload a CSV UTF-8 (Comma delimited) (.csv) file

Upload Files   Or drop files

8. An excel spreadsheet opens.
9. Click **Export Recipients**, on the VAMS screen.
10. An **Export Recipient Data** pop up appears.
11. Enter the **Start date & time**.
12. Enter the **End date & time**.
13. Click **Export**.
14. A **Recipient Export** excel spreadsheet will appear.

Export recipient data

Enter a date range and click "Export" to download a list of appointments. Only 5,000 records can be exported at one time. If the file does not successfully download, please revise parameters and try again.

15. Open the **Recipient Export** excel spreadsheet.
16. You will see the recipients associated with the dates and times you specified.
17. **Copy** the recipients from the Recipients Export excel spreadsheet.
    ➢ **NOTE:** The spreadsheet headers are not aligned in the same order. The below fields are to be copied from the Recipient Export file onto the VAMS Bulk Vaccination file:
        o First Name
        o Last Name
        o Date of Birth
        o Zip Code
        o VAMS ID
        o Dose
        o Vaccine Name
    ➢ **NOTE:** You will need to ensure the columns from the Recipient Export file line up with the VAMS Bulk Vaccine file. If the columns are not aligned, the file will not upload into VAMS.
18. **Paste** the columns from the Recipient Export File into the VAMS Bulk Vaccine file.
19. Once you have your columns added to the **VAMS Bulk Vaccine** file, **Enter** the vaccine information in the columns after the recipient information.
20. Enter **Yes** or **No** if the **Pre-Vaccination** actions were complete
21. Enter **Yes** or **No** if the **Vaccine is Appropriate**.
22. Enter the **Product.**
23. Enter the **Lot Number**.
24. Enter the **Site** the vaccine was placed on the recipients body.
25. Enter the **Vaccination Date**.
26. Save the file as **CSV file**.
27. Return to the VAMS screen.

28. Click **Upload Files**.
29. Choose the **VAMS Bulk Vaccine CSV** file.
30. Click **Open**.
31. You will see a green success message if the file is uploaded properly.

* How would you like to record past vaccinations?
- ○ Record individually within VAMS
- ● Import a template for bulk vaccination

Bulk upload past vaccinations

Follow the steps below to use a spreadsheet template and import multiple vaccinations at once.

Step 1: Download the latest version of the Bulk Vaccination Upload Template (version 1.0).

Step 2: Export recipients you'd like to record vaccinations for.

Step 3: Copy and past the contents of the recipient export file into the Bulk Vaccination Upload Template.

- Please **do not change** any formatting or headers in the bulk upload template.
- All columns with * are **mandatory fields** (e.g. Email*).
- Any colums with **dropdowns** cannot have a custom value (e.g. Salutation).
- Save as a **CSV UTF-8 (Comma delimited) (.csv)** file before uploading.
- Please note that VAMS **cannot import more than 9,999 records.**
- If you need to upload more than 9,999 records, please **break the records in separate import files.**

Step 4: Upload the populated Bulk Vaccination Upload Template into VAMS.

Please upload a CSV UTF-8 (Comma delimited) (.csv) file

⬆ Upload Files   or drop files

32. You can view your upload by clicking the VAMS header to return to your home screen.
33. Click **Data imports**.
34. Click on the blue hyperlink to view the report.

Recipient management	Data imports	Inventory	Manager users	Clinic setup	Clinic data	Other recipients

Bulk Upload Third-Party Recipients

You will be able to upload numerous recipients at once by adding their information into a spreadsheet and then uploading it into VAMS.

1. Click the **Recipient Management** tab.
2. Click **Import Recipients**.
3. Click on the **Recipient Import Template** link. The template will download to your computer.
4. Enter the **required recipient information** fields. They are designated by an asterisk.
5. **Save the template as a CSV file.**

6. On the **Import Recipient** page, click **Upload Files**. You can also drag and drop your organization list into the **Drop Files** area of the page.
7. Click **Close**.
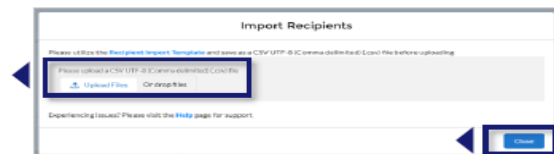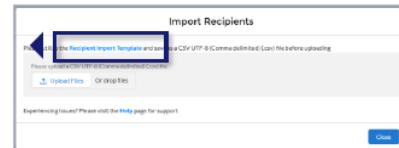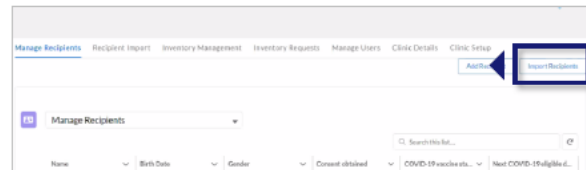
After importing a list of recipients:
- A message appears stating your list is in the que to upload.
- You will receive and email, notifying you the upload was complete.
- A log will appear on the **Recipient Import** page.
8. Click on the **Recipient Import** tab.
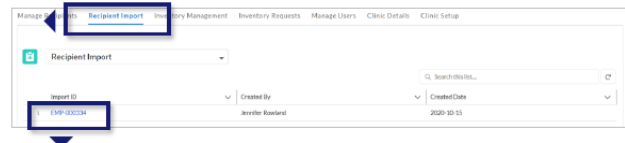
On the **Recipient Import** page, you will see information about your upload, including the system-generated import ID number, who imported the list.

9. Click the **Import ID**. You will be directed to the Recipient Import page.
    - The **Import details** section has the Import ID, jurisdiction name, created by and created date.
    - The **Notes and Attachments** table includes two files: a **Result for Bulk Upload** and the recipient import file you uploaded.
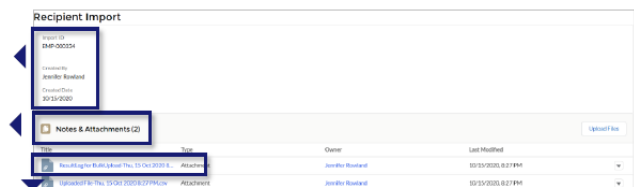
The **Result Log for Bulk Upload** is your uploaded file.

10. Click the **Result Log for Bulk Upload** link. Your file will open.

11. Scroll to the right until you see the
status column. The status column states
if the recipient was added to the system.
- If you see and **error message**,
there's duplicate or missing
information. These recipients
have not been uploaded into
the system.
- If you see **Success**, the
recipients were uploaded into
the system correctly.

Remove a Third- Party Recipient

Clinic Administrators and Healthcare Professionals can remove a third-party recipient.
To remove a recipient:

1. Click on the **Recipient Management** tab.
2. Find the recipient you wish to remove in
your **All vaccine recipients** table.
3. Click the arrow located at the far right of
their name.

4. Choose **Remove**.

5. A **Warning** pop-up will appear asking if
you want to remove the recipient.
6. Click **Remove** to remove the recipient or,
7. Click **Cancel** to keep the recipient in your
third-party clinic.

Find a Recipient

You can search, view, and add recipients using the **Find a 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 add the recipient to your third-party clinic.

To search for a recipient:

1. Click on the **Other Recipient's** tab.
2. Click the **Find a Recipient** button. You'll be directed to the Search for Recipient page.

On the **Search for Recipient** page,

3. Enter the recipient's **Email, VAMS system ID or External system ID**.
4. Or enter the recipient's **First Name**, **Last Name or Date of Birth**.
5. Click **Search**.
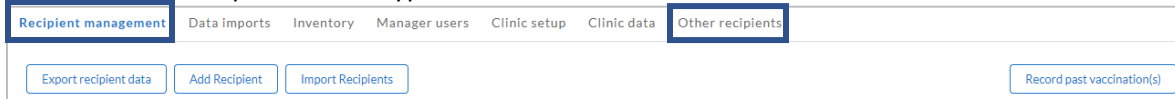
6. If the recipient exists, a **Search Results** table will appear below.

7. If you want to add the recipient to your clinic, click the **Schedule walk in**.
8. 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.
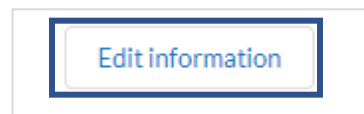
Edit recipient information

You will now be able to edit a recipient's contact information, demographics, emergency contact, and insurance information. You can also edit the recipient's External System ID and whether pre-vaccination actions are complete. You can now edit recipient profiles in any step of their vaccination process.

1. Open **VAMS**.
2. Click on the **Recipient Management** or **Other Recipients** tab. Or use the **Find Recipient** button.
3. Click on a recipient's blue hyperlinked name.

Recipient management	Data imports	Inventory	Manager users	Clinic setup	Clinic data	Other recipients	
Export recipient data	Add Recipient	Import Recipients					Record past vaccination(s)

4. You will be taken to the recipient's record.
5. Click **Edit Information**.
6. The recipient's information fields are now editable.
7. Demographic fields will open to edit.
   - ➢ **NOTE:** You can edit:
     - First Name
     - Last Name
     - Date of Birth
     - Ethnicity
     - Race
     - Pre-vaccination Question
     - Address fields
8. Click **Save**.
9. You will see a green success message.

Edit information

✓ Success
Recipient successfully updated.

Invalidate and edit vaccination records

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

35. Open **VAMS**.
36. Click on the **Manage appointments** tab.

Click on the **Search past vaccinations** button.

Recipient check-In	Manage appointments	Inventory management	Inventory requests	Manage users	Clinic details	Clinic setup	Limited service groups	More

Search past vaccinations   Record past vaccination(s)

37. You will be taken to the **Search for recipient immunization** page.
38. Enter the recipient's **First Name**.
39. Enter the recipient's **Last Name**.
40. Enter the recipient's **Date of Birth**.
41. Click **Search**.

Search for recipient immunization
Enter the required information to search for a recipient immunization.

Enter ONE of the following fields to search for a recipient immunization:

Email   VAMS ID

Or, enter all of the following:

* First name   * Last name   * Date of birth

Back to portal   Clear Search   Search

42. If the recipient exists, Search results will appear at the bottom of the screen.
43. 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

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

Prevaccination Questionnaire	Recipient Details	Insurance	**Vaccine Administration**

Log Vaccination

Vaccines Administered (1)

	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

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

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 **Vacciantion 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:** Editing a recipient's vaccination record will automatically adjust the inventory for your clinic.

Covid-19 Vaccine Administration

To administer vaccines to third party recipients, you'll follow the same process as in Vaccine Administration with two additional activities:

➢ Recording the recipient's pre-vaccination actions
➢ Tracking the recipient's second dose eligibility date
➢ Record vaccine information if a recipient received their vaccine outside of VAMS

Record the recipient's pre-vaccination actions

1. Log into **VAMS**.
2. Click **Recipient Management**.
3. Find the recipient.
4. Click the recipient's name. You'll be taken to recipient's record.
5. You will see an alert if the pre-vaccination were not completed.
6. Click **Edit Recipient Details** to update the pre-vaccination information. You'll be taken to the **Recipient Information** page.
7. Scroll down the page to the **Have Pre-vaccination actions been completed?** field.
8. Select your response using the drop-down arrow.
9. Click **Next.**

⚠ Prevaccination actions have not been completed. COVID-19 vaccine administration cannot be performed without a record of Prevaccination actions.

📝 Notes (0)

Recipient Details   Medical Information   Vaccine Administration

Edit Recipient Details

Track Second Dose Dates

1. Log into **VAMS.**
2. Click **Recipient Management**.
3. You will see a list of recipients who have been added in VAMS.
4. You will see a column for **COVID-19 Status** and **Next COVID-19 eligible date.**

	Name	Birth Date	Gender	Cell Phone	Email	Prevaccination a...	Vaccine status	Follow-up vaccinatio...	Vaccine name	External System ...
1	Lewis Capaldi	January 28, 1950	Other			No	0 / 0 received			
2	Tiffny Smith	September 16, 1980	Female			Yes	1 / 2 received	Feb 25, 2021	Moderna COVID-19 ...	

Record Vaccine Administered Outside of VAMS
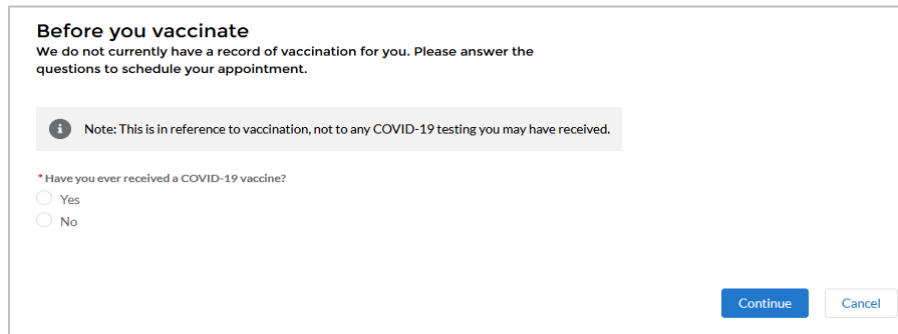
When you click Log Vaccinations on the recipient's record, you will now be notified VAMS doesn't have a record that the recipient received the first dose. You will answer a question asking if the recipient received the first COVID-19 dose.

1. Log into **VAMS**.
2. Click on the recipient's name located on the **Recipient Management** tab. You will be taken to the recipient's record.
3. Click the **Vaccine Recipient** tab.
4. Click **Log Vaccination**.

Recipient Details	Insurance	**Vaccine Administration**		Log Vaccination

5. You are taken to a **Before you vaccinate** page.

Before you vaccinate
We do not currently have a record of vaccination for you. Please answer the questions to schedule your appointment.

ⓘ Note: This is in reference to vaccination, not to any COVID-19 testing you may have received.

* Have you ever received a COVID-19 vaccine?
○ Yes
○ No

Continue   Cancel

1. Select **Yes.** 2. Select the type of vaccine the recipient received. 3. Enter the **Prior vaccination date**. 4. Click **Continue**. 5. Follow the steps located in **Log Vaccination** section of this User Manual. ➢ **NOTE:** The recipient's vaccination certificate will only reflect the dose you administer in VAMS.	1. Select **No**. 2. Click **Continue**. 3. You will be notified to review the recipient's information prior to the vaccination. 4. Follow the steps located in **Log Vaccination** section of this User Manual.

Vaccine Administration
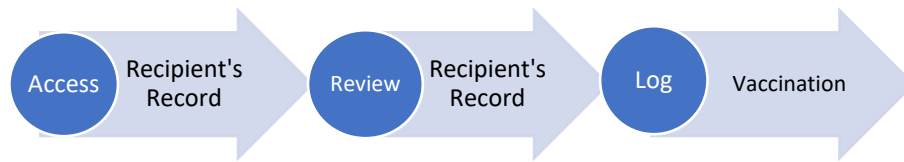
There are 3 steps to administering a vaccination. Below are the detailed instructions to help you log vaccinations.

Access the Recipient's Record

You will need:
Recipient's name or email address

Log into **VAMS**.
Click on the **Manage Appointments** tab.
Locate the **recipient** in the Checked-in Recipient table.
Click on the **recipient's name**.

1. A pop-up will appear "**Have you verified this is the correct recipient?**"
2. Verify you are vaccinating the correct recipient by their name and date of birthdate.
3. Select **Yes**. You will be taken to the Recipient's record.
4. Select **No**, you will be returned to the Manage Appointments tab.
5. Click **Next**.

Review the Recipient's Record

After you have confirmed you are vaccinating the correct recipient, you will either be taken to the Notes page alerting you to complete more paperwork or you will be taken directly to the recipients record.

1. If the recipient has not completed the pre-vaccination questionnaire, choose to **Start Pre-vaccination Questionnaire in VAMS** or **Record that Pre-vaccination Questionnaire was completed outside of VAMS.**

2. Click **Start Pre-vaccination Questionnaire** or **Record that Pre-vaccination Questionnaire was completed outside of VAMS.**
3. If you choose Start Pre-vaccination Questionnaire, you will be taken to the Pre-vaccination questionnaire page.
4. **Complete** all the questions.
5. Click **Next**.
6. You will be directed to the recipient's record page.

You will see:
   ➢ **Recipient details**. This will include the recipient's name date of birth, and gender.
   ➢ **Next dose information**. This will notify you when the recipient is eligible for their next dose or you can see the vaccine certificate.
   ➢ **Insurance.** The recipient's insurance information will appear in this tab if it was provided.
   ➢ **Notes.** You can log details that may be helpful to another healthcare provider in the future. To log a note, click **New Note**, enter your note, and click **Done.**
      o All notes will be visible to other healthcare providers who access the recipient's record.
      o To delete a note, open the note, click the delete button on the bottom of the note pop-up.
   ➢ **Information tabs**. You should review these before administering the vaccine.

- o Pre-vaccination Questionnaire provides information such as allergies, health status, questionnaire.
  - o **Recipient Details**: the recipient's demographic information.
  - o **Medical Information**: lists medications, health conditions, allergies, and insurance information.
- ➢ **Vaccine Administration**: COVID-19 Vaccine history.
- ➢ **NOTE:** You will be able to answer and edit previously completed pre-vaccination questionnaires. Click Edit Responses to complete these actions. After completing their edits, click Submit to accept changes and return to the recipient record or click Cancel to revert changes and return to the recipient record.

Log Vaccinations

You are now ready to administer the COVID-19 vaccination.

1. Click the **Vaccine Administration** tab.
2. Click **Log Vaccination**.

3. You are taken to the **Enter Vaccination Details** page.
4. Ensure the recipient's information is correct at the top of the screen.

5. Select **Yes** or **No** to indicate if the recipient should receive the vaccine.
6. Use the drop down menu to select the **Manufacturer**.
7. Use the drop down menu to select the **Product**.
8. The next drop down field will be dependent upon the inventory of the manufacturer you selected. Select the **UoU (vial) lot number**.
9. Enter the **Expiration Date**.
10. Use the drop down to select the **Vaccine administration site**.
11. The vaccination date will default to the current date. However, you able to change it.
12. Select **Yes** or **No** to indicate if any waste occurred during the vaccination.
    ➢ If you select **Yes**, enter the **Reason for the Wastage** and the **Number of Doses Wasted**.
13. Click **Log Vaccine**.
14. Ensure the information is correct.
15. Click **Submit**.
➢ **NOTE:** If you exit a vaccination flow early, you will get a notification asking to verify the vaccination cancellation.

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** 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**.

Log COVID-19 Vaccine Inventory Manually

1. Click the **Inventory** 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 UoU.
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 vials.

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** tab.
2. Click the **Manually 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**.

VAMS — Vaccine Administration Management System

Reduce Inventory Manually

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

Recipient management	Data imports	Inventory	Manager users	Clinic setup	Clinic data	Other recipients

Scheduled COVID-19 appointments

0 next 28 days	**0** total

Total on-hand inventory

98 doses

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

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.

Recipient management	Data imports	**Inventory**	Manager users	Clinic setup	Clinic data	Other recipients

Scheduled COVID-19 appointments | | Total on-hand inventory

0 next 28 days | **0** total | **98** doses

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

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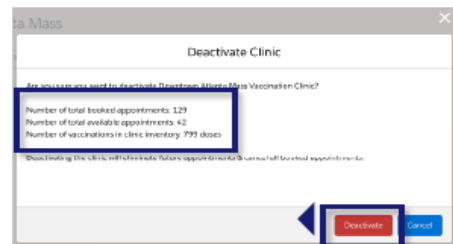
NOTE: Deactivating a clinic will not remove your user permissions.
Once a clinic is deactivated, each user must be removed from VAMS following the same process in **Manage VAMS Users**.

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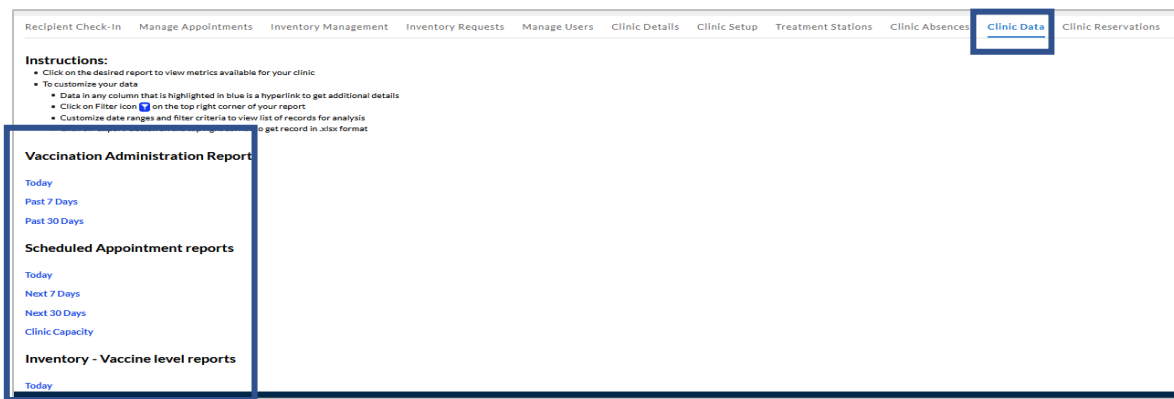
4. You will be taken to the report detail page.
5. On this page, you will be able to:
   ➢ Filter each column on the table,
   ➢ Search the report for specific data,
   ➢ Refresh the report once filters are applied,
   ➢ Export the data to an excel spreadsheet,
   ➢ Click the blue links to display clinic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

Export Recipients:

You can now export recipients from both the Recipient Management and Other Recipients tabs. You can filter the results with a time and date range.
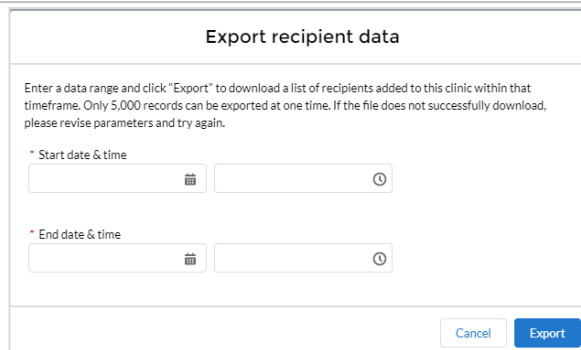
To export recipients:
1. Log into **VAMS** and access your clinic.
2. You are defaulted to the **Recipient Managment** tab.
3. Click **Export Recipient Data**.

Manage recipients	Recipient import	Inventory management	Inventory requests	Manager users	Clinic details	Clinic data	Other recipients

Export recipient data	Add Recipient	Import Recipients				Record past vaccination(s)

4. Enter the **Start date & time**.
5. Enter the **End date & time**.
6. Click **Export**.

Export recipient data

Enter a data range and click "Export" to download a list of recipients added to this clinic within that timeframe. Only 5,000 records can be exported at one time. If the file does not successfully download, please revise parameters and try again.

* Start date & time

* End date & time

Cancel   Export

Spanish Language Options

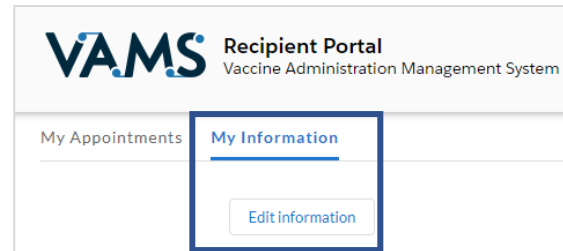You can now view VAMS screens in Spanish. There's two ways to update the screen.

The first way to view your screen in Spanish:

49. Open **VAMS**.
50. Click on the word **Espanol** in the upper right hand corner.
51. Your screen will update to Spanish.

The second way to view your screens in Spanish:

1. Open **VAMS**.
2. Click on the **My Information** tab.
3. Click **Edit information**.

4. Move to the **Communication preferences** section on the screen.
5. Choose the **Espanol** button.
6. Click **Save**.
7. Your screens are now viewable in Spanish.

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).