


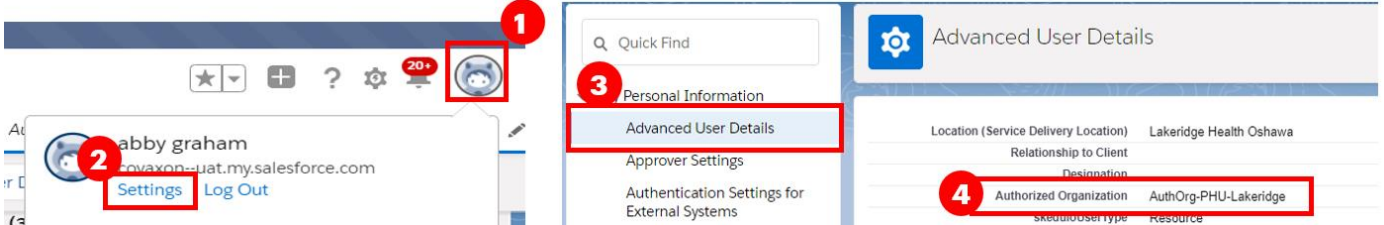


# COVaxON Check-Out Job Aid

Target Role: Waiting Room Clinician & Check-out Clinician/Admin

<p><b>Role Description:</b> Monitors client in waiting room after vaccination and checks client out of the clinic</p> <p><b>Permission Level: COVax Site Staff</b></p> <ul style="list-style-type: none"> <li>• Check-out Capability</li> <li>• Edit Access for Client Profile</li> <li>• Read-Only access to Vaccine Admin</li> <li>• View Dashboards</li> <li>• Read and Export Summary Client and Dose Administration Report &amp; Vaccine Inventory Report</li> </ul>	<p><b>Legend</b></p> <p> <b>Pencil Icon</b> Click this to edit any data fields</p> <p> <b>Red Asterisks</b> Indicates a required field</p> <p> <b>All COVID public health measures must be followed in alignment with this process.</b></p>
<p><b>User Access with new AO &amp; VE functionality:</b></p> <ul style="list-style-type: none"> <li>• Site Staff checking out clients must have the same AO on their profile as the AO of the last dose administered</li> <li>• There are no restrictions to Site Staff being able to check in clients All Users can create and manage Vaccination Events associated to the same AO as their profile AO based on their AO (refer to the Check In job aid for more details)</li> </ul>	
<p><b>There have been significant changes to the process for searching clients and updating their profiles based on the data model design enhancements for Release 5.2. Refer to the “R5.2 COVaxON Functionality Changes” Document sent on February 25<sup>th</sup> for an end to end overview of these changes.</b></p> <p><b>To check your Authorized Organization, go to Advanced User Details:</b></p>	
	
<p><b>For assistance, contact Information Technology Services:</b></p> <ul style="list-style-type: none"> <li>• (416) 327-3512</li> <li>• Toll Free 1-866-272-2794</li> <li>• COvaxonsupport@ontario.ca</li> <li>• Support hours are 7:00am to 8:00pm, 7 days a week</li> </ul>	<p>This document provides training on how to use the COVaxON system for the vaccine management process. Within the clinical package that each site received, there are additional forms and documentation that you will need to use alongside COVaxON</p>

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

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






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

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**Vaccination Events are created prior to vaccinations taking place at a designated location as part of the planning phase. Refer to the Creating Vaccine Events job aid for details on how this is done. Please note that all historic SDLs were mapped to new Vaccination Events and therefore already exist within the system and therefore do not need to be re-created as Vaccination Events.**

## High Level Check-Out Process

				
<b>1. Client Arrives in Waiting Room</b>	<b>2. Monitor for AEFI</b>	<b>3. AEFI Occurrence and Documentation</b>	<b>4. Client Check-Out</b>	<b>5. Printing Receipt</b>
Client arrives in the waiting area and self monitors for AEFI	Waiting Room Clinician monitors for any clients experiencing AEFI	If AEFI occurs, treat client, and record in COVaxON	Client documents AEFI/lack thereof and checks client out of COVaxON	Prints client receipt and schedules second dose appointment

Note: For Long Term Care Homes (LTCHs), Retirement Homes (RHs) and Nursing Homes (NHs), the process above can be slightly different for each location based on their process and division of roles. For example, since in most cases clients will be vaccinated in their rooms and monitored by a location employee after being vaccinated, there would not be a waiting room and separate employee that monitors the room. Also, occurrences of AEFI will most likely be documented at once for all clients at the end of the day. Specific nuances for the LTCHs/RHs/NHs are captured in the key context sections below.



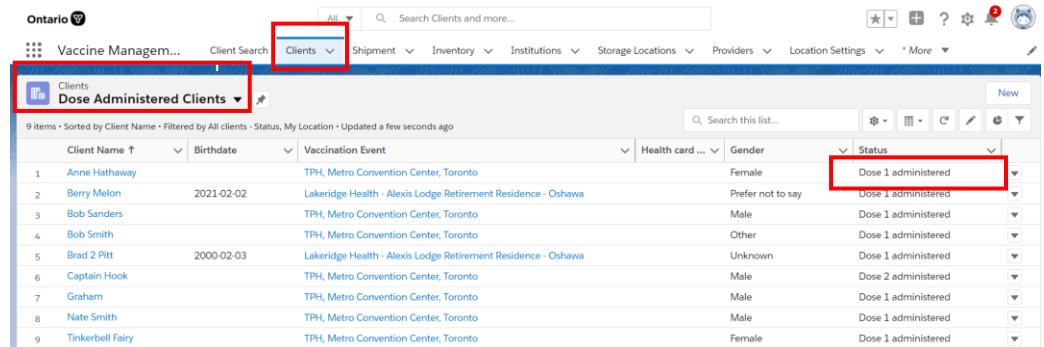
### 1. Client Arrives in Waiting Room



### 2. Monitor for Adverse Events Following Immunization (AEFI)

#### Description:

Waiting Room Clinician monitors the clients in the waiting room for symptoms of adverse events following immunization (AEFI).



Client Name	Birthdate	Vaccination Event	Health card ...	Gender	Status
1 Anne Hathaway		TPH, Metro Convention Center, Toronto		Female	Dose 1 administered
2 Berry Melon	2023-02-02	Lakeridge Health - Alexis Lodge Retirement Residence - Oshawa		Prefer not to say	Dose 1 administered
3 Bob Sanders		TPH, Metro Convention Center, Toronto		Male	Dose 1 administered
4 Bob Smith		TPH, Metro Convention Center, Toronto		Other	Dose 1 administered
5 Brad 2 Pitt	2000-02-03	Lakeridge Health - Alexis Lodge Retirement Residence - Oshawa		Unknown	Dose 1 administered
6 Captain Hook		TPH, Metro Convention Center, Toronto		Male	Dose 2 administered
7 Graham		TPH, Metro Convention Center, Toronto		Male	Dose 1 administered
8 Nate Smith		TPH, Metro Convention Center, Toronto		Male	Dose 1 administered
9 Tinkerbell Fairy		TPH, Metro Convention Center, Toronto		Female	Dose 1 administered

#### How:

1. Navigate to the relevant **"Vaccination Events"** record and select **"View All"** under the Clients list
2. Once client is identified in the system, validate the **"Vaccination Event"** on their client profile and update if it is inaccurate. Once their profile is opened, confirm client is in the **"Dose 1 (2) Administered"** status.
3. Confirm client identity by asking for health card number (if they have one), or by their name PLUS other identifiers such as date of birth and postal code and matching it to their profile
4. Ask the client to remain in the waiting room for 15 minutes and self-monitor symptoms
5. If client **is** showing symptoms of AEFI proceed to **section 3: AEFI Occurrence & Documentation**
6. If client has waited for 15 minutes **without** showing signs of AEFI, proceed to **section 4: Client Check-Out**

#### Further Context

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



## 3. AEFI Occurrence and Documentation

### Description:

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

Check Out

Dose : 1 of 2

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

[Click here to view receipt](#)

Next

### How:

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



AEFI Guidelines

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

### Further Context

- The AEFI checkbox should **ONLY** be populated if an AEFI occurs during the 15-minute wait time. If an AEFI occurs after the client has exited the clinic (i.e. in the following days/weeks) it should not be recorded in COVaxON. If the client experienced AEFI and it is selected during check-out, it will be reflected in the Dose Administration record.
- For LTCH’s/RH’s, the profiles of the clients that were vaccinated that day would be updated all at once by a site administrator since in most cases, the clients will be monitored for AEFI in their rooms. Each

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location will require their own offline communication process to ensure any clients that faced AEFI have this checkbox selected on their profile.

## 4. Client Check-Out

### Description:

If the client **does not experience AEFI while at the clinic after their 15 minute wait**, the AEFI checkbox should be left **blank** during checkout.

### How:

1. Click "**Check-Out**" button
2. Leave the AEFI checkbox **blank** if client **did not experience AEFI**
3. Check "Email receipt" if the client would like to receive the receipt over email. The "Email receipt" option will not appear if the client did not provide an email in their client profile.
4. Click "**Finish**" to ensure the client is accurately checked out.

Check Out

Dose : 1 of 2

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

Email receipt to patient

[Click here to view receipt](#)

**Next**

Ontario

Vaccine Management

Region Account: Berry Melon

Birthdate: 2021-09-02

Gender: Male

Home Phone: 403-956-9832

Email:

Immunization History:

Dose	Status
Dose 1	Checked out
Dose 2	Scheduled
Dose 3	Scheduled
Dose 4	Scheduled
Dose 5	Scheduled
Dose 6	Scheduled
Dose 7	Scheduled
Dose 8	Scheduled

Client Name: Berry Melon

Client ID: 1001001

Client Address: 1001001

Client Phone: 403-956-9832

Client Email: berry.melon@example.com

Client Birthdate: 2021-09-02

Client Gender: Male

Client Ethnicity: Not Specified

Client Religion: Not Specified

Client Marital Status: Single

Client Language: English

Client Health Care Provider: Not Specified

Client Insurance: Not Specified

Client Allergies: Not Specified

Client Medications: Not Specified

Client Vaccination Record: Not Specified

Client Immunization Status: Not Specified

Client Immunization History:

Dose	Status
Dose 1	Checked out
Dose 2	Scheduled
Dose 3	Scheduled
Dose 4	Scheduled
Dose 5	Scheduled
Dose 6	Scheduled
Dose 7	Scheduled
Dose 8	Scheduled

We found no potential duplicates of this Client.

Dose Administration (1)

Dose	Status
Dose 1	Administered

File (1)

File Name	Download
Dose Admin - Berry Melon - 1534202-09000.pdf	Download

### Further Context

- If a client has not successfully gone through the "Administer Dose" process, the system will return an error when trying to check out. The previous step *must* be completed in order for clients to continue through the system.
- When the inventory hits 0 doses available, the Inventory status will change to "Completed". If the Inventory Manager has not adjusted the total doses available for that inventory based on additional doses achieved from a vial, there will be a misalignment between actual doses and the doses in the system. To avoid delays to administering doses, the Inventory Manager will need to change the status to **Available**. Communication between vaccination staff and inventory staff may be required to ensure the inventory can be updated and the doses can be administered
- If the Doses Available on the inventory administered to the client is **0 or negative doses**, the client can still be checked out.
- Once the client is in "Dose 2 Checked Out" they cannot be checked in again

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## 5. Printing Receipt and Schedule Second Dose

### Description:

Open the client's PDF receipt and print by downloading it to the iPad (the iPad will not save the downloaded receipt). Instead, the receipt will open in a separate tab and you will have the option to print the receipt. Check Out Clinician/ Admin retrieves the printed receipt and hand writes the date and time for the client's Dose 2 appointment.

### How:

- 1) On the right-hand side of the on the client profile page, select the PDF hyperlink under **"Files"**
- 2) The receipt will open, select **"Download"**
- 3) The receipt will open in a separate tab
- 4) Select the printer on site from the drop-down menu and select **"Print"**
- 5) Use the site-specific scheduling functionality to create a Dose 2 appointment for the client
- 6) Write the date & time of the Dose 2 appointment on printed receipt (if the client has only received Dose 1)
- 7) Provide the client with receipt and relevant discharge information

The screenshot illustrates the workflow for printing a receipt. On the left, the 'Files (2)' section is highlighted with a red box and a '1' in a red circle, showing two PDF files. The middle section shows the receipt with a 'Download' button highlighted by a red box and a '2' in a red circle. The right section shows the print settings menu with a 'Print' button highlighted by a red box and a '4' in a red circle. The receipt itself contains the following information:

**Ontario**  
**Ministry of Health**  
**Ministère de la Santé**  
Name/Nom: Brad Pitt  
Health Card Number/Numéro de la carte Santé:  
Date of Birth/Date de naissance: 1953-02-18  
Date/Date: 2021-02-23, 12:53 p.m.  
Agent/Agent: COVID-19\_mRNA  
Product Name/Nom du produit: ModernaVaccine  
Lot/Lot: KL0000  
Dosage/Dosage: 0.3ml  
Route/Voie: Intramuscular / intramusculaire  
Site/Site: Left deltoid / deltoïde gauche  
You have received 1 valid dose(s)/Vous avez reçu 1 dose (s) valide (s)  
Vaccine Administered By/Vaccin Administré par: Ellen Hall  
Authorized Organization/Organisme agréé:  
Auth/Org: PHU-Lakeridge  
Your next dose is scheduled for/Votre prochaine dose est prévue pour

### Further Context

- The Authorized Organization field will populate on the receipt
- For LTCH's/RH's, most receipts will be filed with the clients records instead of provided to the client. It is also likely that the receipts for all clients vaccinated that day will be printed and filed by a site administrator at once at the end of the day.
- If the details of a Dose Admin record needs to be edited, the user can do this from the Dose Admin record on the client profile. The user may also email the new record to the client and re-print the updated details for the client. This is done through the **Generate Receipt** functionality. Please see **the "Edit Dose Admin Records & Merge Duplicate Clients" Job Aid** for details regarding editing a Dose Record, generating a receipt for the updated dose record, and re-emailing/printing the receipt.

### Shift Ends

1. Once shift is complete, log out of COVaxON (refer to login/logout job aid for detailed steps)
2. Open iPad settings and clear cache (refer to login/logout job aid for detailed steps)

Sanitize iPad in accordance with clinic protocols