

BILH Vaccination Site- Operational FAQs

- 1. Q. A patient that received an email or invitation to schedule an appointment for vaccine is reported as being deceased. How do I report this information?**
 - A. In COVAX call center/vaccine site should:
 - i. If Update Schedule link is activated, choose "does not want to be contacted"
 - ii. If scheduling link not activated- the patient has not been communicated with/Not eligible- log Activity Status = Spoke with Patient / Patient Reported Deceased in free text- *this does not prevent future communication*
 - B. Call center or vaccine site screen prints COVAX screen and pastes it into email. Include date of death where known.
 - i. Alternative to screen print is to capture the following information in an email:
 1. Full name
 2. Date of birth
 3. Date of death- where known
 4. Sex
 5. Address
 6. MRN
 - C. Email information to: **c19patientupdates@bilh.org**
 - D. Twice daily user assigned to email will review contents and use COVAX to identify the BILH EHR that has an MRN for the patient.
 - E. Using the contact list (which will show matrix of "EHR-Organization-email to use"), the user will forward the email to the contact at each of the sites where the patient has an MRN.

- 2. Q. The person reporting for the vaccine appointment is not the patient. What do I do?**
 - A. If the patient is not eligible in the current phase and/or not BILH patient do not vaccinate. Follow process for updating registration (to have phone number/email address removed from EMR).

- 3. Q. A cell phone or email address is used for 2 family members, both patients arrive for vaccination but only 1 appointment appears in COVAX. What should we do?**
 - A. As long as both patients are eligible in the current phase and supplies allow, continue to vaccinate. For second dose patients can schedule separately (using the second dose link).

- 4. Q. How do we add patients that have been vaccinated to COVAX (they don't currently appear)?**
 - A. Use downtime procedures

- 5. Q. Patients are using first dose link to schedule their second dose when they have had first dose somewhere else (outside of BILH). Is this okay?**
- A. If patients arrives for a second dose and the vaccine site has the appropriate vaccine on site, it is okay to vaccinate the patient. If the site does not have what the patient needs the site should decline to vaccinate. If it is known before check in (patient calls or stops by) that the patient requires a vaccine that is not available at the vaccination site decline to vaccinate.
- 6. Q. COVAX allows the patient to schedule their second dose at any BILH vaccination site. That site may not have the appropriate vaccine on site. What should we do?**
- A. Use existing reports to identify potential discrepancies. If patients arrives for a second dose and the vaccination site has the appropriate vaccine, it is appropriate to vaccinate. There is no guarantee that the site would have the specific manufacturer inventory available. If the site does not have the vaccine needed, decline to vaccinate and redirect patient back to original vaccination site.
- 7. Q. In COVAX when you search by name you only see the top 20 patients (organized by DOB) so if it is a common name like “John Smith” you may not be able to select the right patient. Are there other ways to search for patients with common names?**
- A. You may also search by patient phone number and email address
- 8. Q. The patient or vaccination site need to cancel dose 2. How does this happen?**
- A. Email the cancelation request with patient information
C19VaccinePatientITSupport@bilh.org
- 9. Q. If patient receives their 2nd dose at an outside site we need to be able to remove them from COVAX reports. How does this happen?**
- A. Email the request with patient information to: C19VaccinePatientITSupport@bilh.org to remove the patient
- 10. Q. What is the process for canceling an appointment for a patient that did not show?**
- A. 15-30 minutes after the patient’s scheduled appointment, call all numbers available for the patient, using the call center application. If the patient answers:
- “Hi, this is *Peter Smith*. I am calling from the Beth Israel Lahey COVID Vaccination clinic in *Chelsea*. You had an appointment scheduled with us today at *10:15*. Are you going to be able to keep your appointment today?
- If Yes:
 - provide instructions as to the latest time you would be able to see the patient that day.

- If No:
 - Ask if you can reschedule the appointment to a different date or time.
 - If the patient accepts: go to the update link, and select “schedule or reschedule an appointment”. If not appointments are available give the patient the call center number (781-744-8000) and ask them to call back in a few days to see if there are available appointments.
 - If the patient declines: go to the update schedule link and select “Decline or cancel an appointment”
 - If they have received the vaccine select the 1st option in the list: “I have already received or am scheduled to receive the vaccine”
 - If they have not received the vaccine and wish to book themselves again in the future, select the 2nd option up from the bottom of the list: “I want to cancel an existing appointment”.

If the patient does **not** answer:

“Hi, this is *Peter Smith*. I am calling from the Beth Israel Lahey COVID Vaccination clinic in *Chelsea*. You had an appointment scheduled with us today at *10:15*. It looks like you have missed your appointment. We would be happy to see you at a different time. Please call us at 781-744-8000 to reschedule.”

- Leave a message on every phone number available.
- Go to the update schedule link and select “Decline or cancel an appointment”. Select the 2nd option, “I want to cancel an existing appointment”.
- Document in the call center application that you left a message for the patient asking them to reschedule.
- If the patient arrives later in the day you can see from the call center that you left a message. If vaccine supply is available and your manager approves, check the patient in as a walk-in.