




COVaxON Check-Out Job Aid

Target Role: Check-out Clinician/Admin

<p>Role Description: Monitors client after vaccination, performs client check out, and prints immunization receipt.</p> <p>Permission Level: COVax Site Staff</p> <ul style="list-style-type: none"> • Check-out Capability • Edit Access for Client Record • Read-Only access to Vaccine Admin • View Dashboards and Linked Reports • Read and Export Summary Client and Dose Administration Report & Vaccine Inventory Report 	<p>Legend</p> <p> Pencil Icon Click this to edit any data fields</p> <p> Red Asterisks Indicates a required field</p> <p> All COVID public health measures must be followed in alignment with this process.</p>
<ul style="list-style-type: none"> • This document focuses on using COVaxON to support clinical operations. Within the clinical package that each site received, there are additional forms that you will need to use alongside COVaxON • For details about COVaxON user access, refer to the “Login, Logout, and User Settings” job aid 	
<p>Data Privacy Disclaimer: Users with access to COVaxON can see the demographic details and HCNs 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.</p> <ul style="list-style-type: none"> • 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. • COVaxON records detailed audit transaction logs that inform the MOH 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. 	

Client Check-Out Activities

Please hover over the section relevant to you, and “Ctrl + Click” to jump to the desired section

Section	Description	Link(s)
1. Monitor for AEFI	Client self monitors for AEFI with support of location staff	Monitor for AEFI
2. AEFI Occurrence and Documentation	If AEFI occurs, Clinicians treat the client, and record in COVaxON	AEFI Occurrence and Documentation
3. Client Check-Out	Clinician documents details of the AEFI (when relevant) and check client out of COVaxON	Client Check-Out
4. Printing Receipt & Scheduling Second Dose	Print the client's receipt and provide them with details of their second dose appointment	Printing Receipt & Scheduling Second Dose

1. Monitor for Adverse Events Following Immunization (AEFI)

Description:

After a client has been immunized, they are instructed to wait for 15 minutes after their dose to monitor for symptoms of adverse events following immunization (AEFI). Staff onsite will monitor clients for AEFI, and once the 15 minutes has elapsed, staff can search for a client record to begin the check out process.

How:

1. Navigate to the relevant “**Vaccination Events**” record and select “View All” under the Clients list. Leverage the filter capability in the top right-hand corner of the ‘Clients’ page to filter the list by status or specific client details. (Note: remember to clear all filters and update all relevant information every time you are searching for a new client. The system remembers any sorting/filtering that has previously been selected).
2. Once client is identified, Users can right click on client name hyperlink and open the client's record in a new browser window to avoid losing their spot on the Vaccination Event record. From the client's record,

COVaxON Check-Out Job Aid

Target Role: Check-out Clinician/Admin

Users should confirm that the client status reads **“Dose 1 (or 2) Administered”** and the stage shows **“In Progress”**.

The screenshot shows the COVaxON interface for a client named Justin Holloway. The client's age is 85 years and 0 months. The 'Client Status' is 'Dose 1 administered'. The 'Product Name' is Moderna, and the 'Total Valid Dose' is 1. The 'Total Other Doses' is 0. The stage is 'In Progress'.

3. Confirm client identity by asking for their health card number (if possible), or by their name PLUS other identifiers such as date of birth and postal code and matching it to their record.
4. Ask the client to wait for 15 minutes and monitor for any AEFI.
5. If client is showing symptoms of AEFI proceed to **section 2: AEFI Occurrence & Documentation**.
6. If client has waited for 15 minutes without showing signs of AEFI, proceed to **section 3: Client Check-Out**.

Further Context

- The clients view from the Vaccination Events tab is limited to 2000 records, therefore it is important to leverage filters to ensure there are no missing results (for example, by status, client name, etc.)
- There is a report that shows a centralized view of all clients at a particular VE with their dose administration record status, client status, if they experienced AEFI, 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.

2. AEFI Occurrence and Documentation

Description:

During the 15 minutes the client waits after dose administration, if an AEFI occurs, treat the client appropriately, then document the occurrence in COVaxON by populating the AEFI checkbox in the check out window.

The screenshot shows the 'Check Out' window in COVaxON. The 'Dose: 1 of 2' is shown. A checkbox is present with the text: 'Select only if Adverse Events Following Immunization was experienced during the Immunization Event. Documentation to be completed on the Adverse Events Following Immunization form.' A 'Next' button is visible at the bottom right.

How:

1. Use the Public Health Ontario AEFI Guidelines to record AEFI details and follow the public health guidelines.



AEFI Guidelines

2. From the client record, select the arrow on the top right and select the **“Check Out”** button.

The screenshot shows the COVaxON interface with the 'Check Out' button highlighted in red. The 'Total Other Doses' is 0 and the 'Review Dose Administered' button is visible.

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 experienced an AEFI.

COVaxON Check-Out Job Aid

Target Role: Check-out Clinician/Admin

- Proceed to the final check-out steps in [section 3: 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 left the location (i.e. in the following days/weeks) it should not be recorded in COVaxON.
- If AEFI checkbox is populated during check out, it will be reflected on the client's Dose Administration record. This can be accessed/edited from the client record.

3. Client Check-Out

Description:

If the client does not experience AEFI while at the location after their 15-minute wait, the AEFI checkbox should be left blank during check out. If the client did experience AEFI, the checkbox should be populated, and the User can continue with the check out process.

How:

- Select the arrow and click the **"Check-Out"** button.
- Leave the AEFI checkbox blank if client did not experience any AEFI.
- If the client provided an email, the **"Email receipt to patient"** box will appear and can be checked. If the client would not like to receive their receipt via email, ensure the checkbox is left blank.
- Click **"Next"** to complete the client's check out.

The screenshot shows the COVaxON interface for a client named Justin Holloway. The interface includes a navigation menu with options like 'Vaccine Management', 'Client Search', 'Clients', 'Jobs', 'Vaccination Events', 'Shipment', 'Inventory', 'Institutions', and 'Storage Locations'. The main content area displays the client's profile with fields for Age (85 Years 0 Month(s)), Client Status (Dose 1 administered), Product Name (Moderna), Product Type, Total Valid Dose (1), and Total Other Doses (0). A progress bar shows 'In Progress' and 'Completed' stages. A 'Check Out' button is highlighted with a red box. Below the progress bar, there is a 'Check Out' section with a checkbox for 'Email receipt to patient' which is checked. A 'Next' button is also highlighted with a red box.

Further Context

- If a client has not successfully gone through the dose administration process, the system will return an error when trying to check out. The previous step *must* be completed for clients to continue through the system.
- When the inventory hits 0 doses available, the Inventory status will change to "Completed". In this case, check out would be prevented. Contact your Inventory Manager in this case so they can adjust the inventory appropriately. If the status on the inventory record is "Available" and the doses available on the inventory record is 0 or negative, the client can still be checked out.

4. Printing Receipt and Scheduling Second Dose

Description:

After the client has been checked out, open the client's PDF receipt and print it off for the client. The receipt will open in a separate tab and users will have the option to print the receipt. Check out clinicians will retrieve the printed receipt and hand write the date and time for the client's second dose appointment.

COVaxON Check-Out Job Aid

Target Role: Check-out Clinician/Admin

How:

- 1) On the right-hand side of the on the client record 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) If required, use the site-specific scheduling system to schedule a second dose appointment for the client.
- 6) Write the date & time of the second dose appointment on the printed receipt (only applies for dose 1 check out).
- 7) Provide the client with receipt and relevant discharge information.

The screenshot illustrates the process of downloading and printing a receipt. It is divided into four numbered steps:

- 1:** A red box highlights the 'Files (1)' section in the client record, showing a PDF file named 'Dose_Admin_Phoebe Buffay_1615420102917.pdf'.
- 2:** A red box highlights the 'Download' button on the receipt preview.
- 3:** A red box highlights the receipt content, which includes the Ontario Ministry of Health logo and the following details:
Name: Phoebe Buffay
Health Card Number/Numéro de la carte Santé: #####8956
Date of Birth/Date de naissance: 1982-03-18
Date: 2021-03-10, 3:17 p.m.
Agent/Agent: COVID-19 mRNA
Product Name/Nom du produit: MODERNA COVID-19 mRNA
Diluent Product: Not Applicable / Ne s'applique pas
Lot/Lot: E111234
Dosage/Dosage: 0.5ml
Route/Voie: Intramuscular / intramusculaire
Site/Site: Left deltoid / deltoïde gauche
Authorized Organization/Organisme agréé: AuthOrg-PHEU-Lakeville
Vaccine Administered By/Vaccin Administré par: Roberto A. Medina
Your next dose is scheduled for/Votre prochaine dose est prévue pour: [blank]
- 4:** A red box highlights the print settings panel, showing 'Print' as the destination and '1 sheet of paper' as the page count.

Further Context

- If the details of a dose administration record require editing, the user can do this directly from the dose administration record, which can be accessed from the client record. The user may also email the updated immunization receipt to the client. Please see the **"Edit Dose Admin Records & Merge Duplicate Clients"** Job Aid for details regarding editing a dose administration record and generating an updated receipt.
- The stage on the client record will move to **"Completed"** when the client has been checked out of one dose (if a single dose product) or both doses (if a double dose product).

The screenshot shows the client record for Benjamin Franklin. The 'Client Status' is 'Dose 2 checked out', which is highlighted with a red box. The 'Completed' stage in the progress bar is also highlighted with a red box. The record shows a total of 2 valid doses and 0 other doses.

Age	Client Status	Product Name	Product Type	Total Valid Dose	Total Other Doses
97 Years 0 Month(s)	Dose 2 checked out	Moderna	Double Dose	2	0

At end of shift, log out of COVaxON and clear the browser cache. Refer to the Login, Logout, User Settings job aid for detailed steps. Sanitize shared devices in accordance with location protocols.