

## COVaxON Check-Out Job Aid

### Your Profile: COVax Site Staff

Monitor clients after vaccination, perform client check out, and print proof of vaccination receipt.

### Client Check Out Activities

Here are the core tasks you will perform daily. **Click the relevant link:**

#	Section	Description
1	<a href="#">Monitor for AEFI</a>	Client self monitors for AEFI with support of location staff
2	<a href="#">Document Potential AEFI Occurrence &amp; Client Check Out</a>	Document details of AEFI (when relevant) and check-out client
3	<a href="#">Print Proof of Vaccination Receipt</a>	Print and provide the client with their proof of vaccination receipt

### Additional Information

- Refer to the “**User Profile Set Up**” job aid to learn more about your system access. Refer to the MOH Clinical Package on SharePoint for forms and process information that you might need in addition to this job aid.
- Refer to the “**Simplified Flow**” job aid if you are a solo clinician performing all clinical flow functions (check in, dose administration, and check out functions).

#### Disclaimer

**Data Privacy:** 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. **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.

**COVID Public Health:** All COVID public health measures must be followed in alignment with the tasks outlined in this job aid

## 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 AEFI. After the clients have been monitored for AEFI for 15 minutes, Site Staff can begin the check out process.

### How:

1. Client is monitored for AEFI throughout the 15-minute period.
2. Once the AEFI monitoring period is complete, locate the client record using either the “**Client Search**” or “**Vaccination Events**” tab.
  - “**Client Search**”: Search for a client using their HCN (if applicable, sites can use a barcode scanner) or by other identifiers (i.e. last name, date of birth, etc.)
  - “**Vaccination Events**”: From the “**Related**” tab of the Vaccination Event, click “**View All**” under “**Clients**” to view the Clients list. Leverage the filter capability in the top right-hand corner of the to filter the list by status (“**Dose 1 administered**”) or specific client details. (Note: remember to clear all filters and update all relevant information every time you are searching for a new client. COVaxON saves any previous sorting/filtering).

## COVaxON Check-Out Job Aid

- From the client's record, confirm that the client status reads **"Dose 1 (or 2) Administered"** and the stage shows **"In Progress"**.
- Confirm the client's identity by asking for their health card number (if possible), or by their name, plus any other identifiers such as date of birth or postal code and matching it to their record.

Age	Client Status	Product Name	Product Type	Total Valid Dose	Total Other Doses
75 Years 0 Month(s)	Dose 1 administered	MODERNA COVID-19 mRNA-1273	Double Dose	1	0

Progress bar: [Green bar with checkmark] → [Blue bar labeled 'In Progress'] → [Grey bar labeled 'Completed']

### 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 (i.e., 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 click the **"Showing Clients for Vaccination Event"** record.

## 2. Document Potential AEFI Occurrence & Client Check Out

### Description:

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

### How:

1. If AEFI occurred, fill in the AEFI report as per the Public Health Ontario AEFI Guidelines to record any potential AEFI details and follow the public health guidelines.

2. From the client record, click the arrow on the top right and click the **"Check Out"** button.

3. A) If the client experienced AEFI, populate 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 AEFI checkbox is populated during check out, it will be reflected on the client's Dose Administration record and can be edited from there if needed.

Age	Client Status	Product Name	Product Type	Total Valid Dose	Total Other Doses
75 Years 0 Month(s)	Dose 1 administered	MODERNA COVID-19 mRNA-1273	Double Dose	1	0

Progress bar: [Green bar with checkmark] → [Blue bar labeled 'In Progress'] → [Grey bar labeled 'Completed']

Buttons: Launch Simplified Flow, Check-In, Administer Dose, Check Out (highlighted), Review Dose Administered, Generate Unique Key, Edit

3

4

Check Out

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

## COVaxON Check-Out Job Aid

3. B) If an AEFI did not occur, leave the checkbox blank.
4. If the client has an email address populated on their record, the **“Email receipt to patient”** box will be checked by default. If the client would not like to receive their receipt via email, uncheck the box.
5. Click **“Next”** to complete the client’s check out

Check Out

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

Email receipt to patient

[Click here to view receipt](#)

Next

### 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 a user is unable to administer a dose to the client and receives an error instructing them to **“Select an alternative Reason for Immunization”**. This indicates that the current **“Reason for Immunization”** is no longer available in COVaxON, and the user must return to the client record and select another option from the **“Reason for Immunization”** drop-down list before proceeding to administer a dose.
- Vaccinators, Site Staff, and Site Super Users can enter an alert on a client’s record to document any important details related to the client that would be helpful for future dose administration.
- If the Vaccinator did not properly administer the dose to the client during the dose administration process (i.e. they did not click **“Finish”** from the dose administration window), the system will return an error when the Site Staff member tries to check out the client. To correct for this, ensure the client’s dose administration has been properly recorded by clicking **“Finish”** in the administer dose screen before checking the client out.
- When the inventory hits 0 doses available, the Inventory status will change to **“Completed”**. Check out would be prevented if the client were administered with inventory in **“Completed”** status. 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.

### 3. Print Proof of Vaccination Receipt

#### Description:

After the client has been checked out, open and print the client’s PDF proof of vaccination receipt.

#### How:

1. On the **“Related”** tab of the checked-out client’s record, click on the PDF hyperlink under **“Files”**. If the client has had 2 doses administered, ensure you are selecting the correct receipt.
2. The receipt will open, click **“Download.”**
3. The receipt will open in a separate tab.
4. Click the printer icon on the top right of the receipt and select the printer on site from the drop-down menu and click **“Print”**.
5. Provide the client with receipt and relevant discharge information.

# COVaxON Check-Out Job Aid

The screenshot shows a user interface with four numbered callouts:

- 1**: Points to the 'Related' section containing a file named 'Dose\_Admin\_Sally Strawberry\_1623354091480.pdf'.
- 2**: Points to a 'Download' button above a receipt preview.
- 3**: Points to the receipt preview itself, which includes the Ontario Ministry of Health logo and detailed vaccination information.
- 4**: Points to a 'Print' button in the top right corner of the interface.

## Further Context

- If the details of a dose administration record require editing, the user can do this 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 (of a single dose product) or both doses (of a double dose product).

The screenshot shows a client record for Ronald Gibbon. The 'Client Status' is 'Dose 2 checked out'. Below the record is a progress bar with a green segment and a blue segment labeled 'Completed'. A 'Launch Simplified Flow' button is also visible.

- All clients should be checked out of COVaxON as part of their final step in the dose administration process. However, if a client was not properly checked out of COVaxON, the system will automatically check the client out 7 days after their dose administration. After 7 days, the client’s **“Dose 1 or Dose 2 Administered”** status will change to **“Dose 1 or Dose 2 Checked out”**
  - If a client would like their dose receipt, it can be generated using the **“Generate Receipt”** functionality from the dose administration record
  - If the client’s status is changed to **“Dose 1 Checked Out”** and they have consented to research communication, they will receive an email from CANVAS

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