

2/23

**Announcements:**

- Laurie posted information in the chat

I Need help with...	Contact...
Pfizer vaccine shipment has a problem	Pfizer Customer Service Phone # (800) 666-7248 Email: <a href="mailto:cvgovernment@pfizer.com">cvgovernment@pfizer.com</a>
Pfizer ancillary kit has a problem	McKesson Customer Service Phone #: 833-272-6634 Email: <a href="mailto:SNSSupport@McKesson.com">SNSSupport@McKesson.com</a>
Moderna vaccine shipment has a problem	<u>Vaccine Viability – Temperature Excursions during shipment for McKesson Specialty Distributed COVID Vaccine</u> Supports calls/emails from provider/admin sites and awardee or federal/pharmacy ordering points of contact. Questions/concerns about vaccine viability issues during shipment must be reported on the <u>same day as delivery</u> .  Phone: (833) 272-6635 Monday – Friday, 8 a.m. - 8 p.m. ET Email: <a href="mailto:COVIDVaccineSupport@McKesson.com">COVIDVaccineSupport@McKesson.com</a> (only send email if after hours)
Moderna ancillary kit has a problem	Need to verify - McKesson Customer Service Phone #: 833-272-6634 Email: <a href="mailto:SNSSupport@McKesson.com">SNSSupport@McKesson.com</a>
Temperature excursions within the Clinic/Site	Call Vaccine Manufacturer

- Received State Survey – therefore you will not need to fill out the local survey
- If you haven't received the doses this week allotment, reach out to DPH, or if it is delivery reach out to Moderna group/McKesson to see where delivery is.
- If clinics still have some capacity open for additional patients, let DPH know and this might handle some overflow.
- The county is getting more guidance and information on the next tier about what type of verification that will be needed, ex. Essential workers,
- BHS – has some additional spots available this week for appointments.
- Others are using all appointments this week for 2<sup>nd</sup> doses that are due. No new appointments are available this week to fill overflow.
- There were delivery issues where the vaccines were delivered to the locations that were not listed. It is important to bring up the issue with FedEx.
- Laurie stated that there are 65 and older that are having trouble navigating the system.

Q: Guidance on extra doses delivered this week?

A: Use up all of the vaccines that you have received this week. If you are unable to project a 0 inventory by Sunday night, please let Laurie and DPH know and they can work to redistribute any of the extra delivery.

Q: Those of us under Long Beach DPH, do we need to do survey?

A: Make sure you defer to Long Beach DPH for instructions.

Q: What documentation do clergy need? For those coming to us for vaccines.

A: Clergy working in a hospital w/direct patient interaction, they should be eligible for vaccination and are considered a healthcare worker. Anyone who comes into direct contact with patients would qualify for a vaccine. This is for their protection and for that of the patients.

Q: We are reaching a plateau for our patients and we would like to start scheduling those in the next tier but it is not open to them yet. Is there guidance for us to open up to more patients? Those that come with family members?

A: Laurie will take this back to Dr. Ferrer to see if we can get more guidance on next tier age groups. County is still getting reports of need of 65 and older to get vaccinated.

A: The County DPH has a phonenumber set up and can provide appointments for other DPH locations and also help answer questions for patients that might have challenges figuring out where to get it and to schedule an appointment.

Q: Are you still the same number of 65 and older that are registering? Or are we seeing people outside of that tier that are getting vaccinations?

A: We are still getting people that are 65 and older that are having trouble navigating the system. I am wondering if there is a way to get the 65+ your way for vaccinations? *\*\*Many clinics agreed to have the appointments sent to them so as not to waste vaccines.*

Q: Is there more information on other sites assisting in vaccinating 65+ and that have mobility challenges?

A: Dr. Raj has a list of some sites that will be shared as other options for this population.

*\*\*A clinic mentioned that through their experience there are residents who cannot drive or cannot get transportation to get to a vaccination site. The alternative would be to have someone go on site and vaccinate them.*

Q: Can essential workers self-attest when the time comes for them to get vaccinated?

A: County is working on more guidance and will share when available. However, CHCs should know their populations the best and can make decisions on this. County will provide some solutions if self-attestation is not an option. DPH is looking to open up next tier on March 1.

Q: Any additional thoughts on what kind of proof we'd need from food industry workers?

A: We have talked about several ideas. They would have the self-attestation of the place where they would work or a phone number from a supervisor if we needed to confirm. There is going to be a lot of dependence of the CHCs to screen patients to determine if they are eligible. I wish we had more information for that to provide.

Q: We still have a lot of >65 waiting to get vaccinated. and 2nd dose is coming up so 1st dose allocation in next 2-4 weeks will be limited. so March 1st and 15th opening up for additional group, we have a long way to go before we'll be having issues filling appt.

A: what about any religious organizations or senior centers that can reach out to the community?

Q: If we have additional appointment slots what should we do?

A: Let Laurie know, so that we can do our best to get as many appointments covering the FQHC population as possible.

Q: How are clinics getting their Google line out to community.

A: We are putting in our clinic flyers and we are sending out these to our regular partners and passed out on paper form. (BHS and UMMA) are using Google line.

*\*\*BHS provided their Google phone number: (213) 545-6699 BHS appointment line. They are only offering Moderna.*

- BHS link for tomorrow morning in Hawthorne: [bit.ly/BHSvaccine](https://bit.ly/BHSvaccine)
- BHS link for Carson on Friday: [bit.ly/BHSvaccine26](https://bit.ly/BHSvaccine26)

Q: Can we create an attestation form with required information needed?

A: This would have to be vetted and approved by LA DPH, it would be helpful, but we don't have a template to date. We would be able to include what verification is needed along with attestation. (Employee ID#)

Q: How is LADPH working with media to get word out to 65+ population

A: Several channels are being used. DHS is working with sources (IMFT team) to get word out in text and telephone messaging.

A: Call center – printing the telephone # on paper and distributing those out to patients.

Q: Will we no longer complete surveys for allocation and only use myCAvax? Does CDPH receive the inventory information that we submit daily to Vaccine Finder?

A: VaccineFinder is the CDC vaccine inventory system. My understanding is that the state has full access and pulls the data directly from the system. Please continue to complete the state allocation survey until further notice.