

# BILH COVID-19 PATIENT VACCINATION TRAINING – NON CLINICAL STAFF

February 10, 2021

Updated as of: February 10, 2021

This training deck will be updated to reflect any new or changing information.

Beth Israel Lahey Health



# BILH COVID Patient Vaccination Training

## Agenda for Non-Clinical Staff Training

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1. Patient Vaccination Overview
2. Site Preparation
  - a. Infection Control
  - b. Supplies
  - c. PPE
  - d. Security
  - e. Overview of Roles
  - f. Start of Day
3. Patient Vaccination Site visit
4. IT Scheduling Tool
5. Check-In Process (Greeter Role)
6. Post-Vaccine Administration – Check-Out Process and End of Day

# Patient Vaccination Overview

# BILH COVID-19 Patient Vaccination Training

## MA COVID-19 Vaccine Program – Phase 2 Updates and Definitions

### Phase 2 Updates

- Each health system is developing plans to vaccinate its own patients
- Health systems must follow the state’s direction on priority levels

### Pre-Phase 2: BILH Pilot Program

- Solid organ transplant and bone marrow transplant patients under the care of our transplant and cancer programs began receiving the vaccine this week in Longwood and Burlington as part of a pilot program prior to Phase 2.

### Phase 2 Priority Levels (subject to launch dates set by the state and vaccine availability)

- 1 Individuals ages 75+ not included in Phase 1
- 2 Individuals ages 65+ **OR** 16+ with 2 or more co-morbidities
- 3 Other workers deemed higher risk
- 4 Individuals with 1 co-morbidity

\*The state has directed us to use a [list of comorbidities provided by the CDC](#) that are associated with an increased risk of severe illness from the virus that causes COVID-19.

### CDC List of Co-Morbidities

- Cancer
- Chronic kidney disease
- COPD (chronic obstructive pulmonary disease)
- Down Syndrome
- Heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies
- Immunocompromised state (weakened immune system) from solid organ transplant
- Obesity (body mass index [BMI] of 30 kg/m<sup>2</sup> or higher but < 40 kg/m<sup>2</sup>)
- Severe Obesity (BMI ≥ 40 kg/m<sup>2</sup>)
- Pregnancy
- Sickle cell disease
- Smoking
- Type 2 diabetes mellitus

Source: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>

# Site Preparation: Infection Control, Supplies, PPE Security, Overview of Roles, Start of Day

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: Infection Control

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- ❑ All staff must be knowledgeable regarding infection control practices.
- ❑ Furniture should all be cleanable using approved agents.
- ❑ Vaccine administration stations and observation areas are approximately 6 feet apart and should be disinfected every hour (as per CDC recommendations), or if visibly soiled, using an approved germicidal wipe.
- ❑ Cleaning and disinfection is performed by the vaccinator or room assistant or other role designated on-site.
- ❑ High-touch surfaces (workstations, keyboards, telephones, and doorknobs at check in area and in observation areas are cleaned and disinfected using an approved germicidal wipe following the stated wet contact time at least every hour between shifts and at the end of the clinic day.
- ❑ Surgical masks should be available at entry/check-in to give to each vaccine recipient and essential escort. Individuals should wear the BILH-provided surgical mask in place of the mask (or face covering) they arrive with, over their own mask (or face covering), or if they arrive with no mask/face covering
- ❑ Hand hygiene stations are available at vaccination, observation and entry/check-in areas and should be checked at least twice a day to ensure they have sufficient product; refill as necessary.
- ❑ Eating or drinking is not allowed outside of the designated break/lunchroom.
- ❑ All clinics are cleaned at end of day by staff, or local cleaning contract and should include the following areas and actions:
  - Door handles, Bathrooms, Check in and check out tables, Vaccine station tables. Vaccine station chairs, Observation chairs, Clean and mop all hard surfaces, Vacuum rugs within observation area, Empty all trash

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: Supplies

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- Chux/disposable pads
- Disinfectant wipes
- Paper towels
- 2-3 Emergency kits (see next slide)
  - Epinephrine, autoinjector
- Band-aids and gauze pads
- Blood pressure measuring device
- Vaccine station # signs
- One station for every vaccinator with 2 chairs (avoid fabric and ensure cleanable arms), wastebasket, sharps containers, alcohol-based hand sanitizer dispenser
- Enough chairs in observation space, set up 6 feet apart from each other
- Screens to allow for disrobing: 1 per clinic
- BILH-provided vaccination information/documents
- Laptops with chargers (one per vaccination station)
- Hand sanitizer locations
  - Entry and exit to clinic and observation space
  - Every vaccination station
  - Workstations
- BILH-approved signage
  - Physical distancing markings on floor to stand 6 ft apart
  - “Not feeling well signs:” procedures to follow if onsite and have symptoms
  - Any signs referencing the operator of the site should include the name of the sponsoring hospital
- Surgical masks
- Reusable eye protection and brown paper bags (for PPE storage during breaks, between shifts)

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: PPE for Staff

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Staff must wear:

- Surgical Masks
- Eye protection

**Eye Protection:** per the BILH PPE Guidance, all vaccine clinic staff must wear approved eye protection (goggles, eye shield or face shield) for all patient contact or work in a patient care/vaccination area. Face shields are preferred

**Gloves:** not required per CDC and OSHA for high throughput vaccination clinics but will be available on-site

- Whether or not gloves are worn, staff should continue to practice proper hand hygiene and handwashing procedures

**Gowns:** gowns do not need to be worn by staff

*\*Patients should be masked at all times when at the vaccination site*



# BILH COVID-19 Patient Vaccination Training

## Site Preparation: Security

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- Badge access granted to all necessary staff, including Pharmacy, Vaccinators, Observers, Clinic Operations & Administration.
- Police & Security should be aware of security needs. Each site will need to include their local Security team in their operational staffing plans.
- Ensure site-based Security knows the clinic's location and hours of operation, including the time for setup and breakdown of the clinic.
- During check-in, employee/vaccinator provides proof of ID with employee badge.
- BILH Pharmacy will remove vaccine product nightly from each clinic and return to appropriate storage facility.
- All clinic doors will be locked after clinic closes so laptops and supplies are secured.
- Identify other security concerns that need to be addressed at identified clinic sites.

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: Overview of Roles

Role	Duties
<b>Executive Operational Director</b>	Oversight of all vaccine operations
<b>Medical Director</b>	Oversight of medical operations at vaccine site
<b>Site Operations Lead</b>	Supports Executive Director in overseeing all vaccine operations, including Pharmacy
<b>Pharmacy Officer</b>	Pharmacy Oversight
<b>Facilities Lead</b>	Facility Oversight
<b>Support contact local hardware / network</b>	IT Oversight
<b>On-Site Vaccine Clinic Manager</b>	Manages day to day operations of clinic site and elevates issue to leads and directors as necessary
<b>Greeter/Check-In:</b>	<ul style="list-style-type: none"> <li>Responsible for greeting, checking-in and directing patients to vaccination station</li> <li>Answers questions and manages traffic flow.</li> <li>Notifies on-site Vaccine Clinic Manager if an individual has a question the Greeter cannot answer</li> </ul>
<b>Room Assistant / Table Wiper:</b>	Cleans and disinfects each vaccination station table between individuals with a hospital-approved germicidal wipe or at the scheduled hourly cleaning time.
<b>Vaccinator</b>	Vaccinators can be MAs if certified in vaccine administration (see MA DPH Circular Letter DCP 17-8-102 from August 2017), LPNs, RNs, NPs and MDs, PAs, PA students, Medical students, Pharmacists, pharmacist interns, pharmacy students: sites should work with their Chief Pharmacy Officer to determine feasibility of leveraging Interns, Graduate nurse (completed course work- pending NCLEX) and CNI's (completed course work, graduated and passed NCLEX)
<b>Observer</b>	Required credentials/skillset: Certified MA, LPN, RN, or NP.
<b>Staff Scheduler (may be combined with other roles depending on site)</b>	<ul style="list-style-type: none"> <li>Schedules appropriate clinic staff with appropriate staffing mix (Vaccinators &amp; Observers). Works with Human Resources Talent Acquisition to identify staffing gaps</li> <li>Requests appropriate IT access for defined staff</li> <li>Communicates staff issues to Manager (e.g., no shows, substantially late for shift)</li> </ul>
<b>Appointment Scheduler/Check-Out Staff</b>	Checks-out individuals and schedules patients for their 2 <sup>nd</sup> dose appointment through COVID-19 scheduling tool.

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: Start of Clinic Day

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### On-Site Vaccine Clinic Manager:

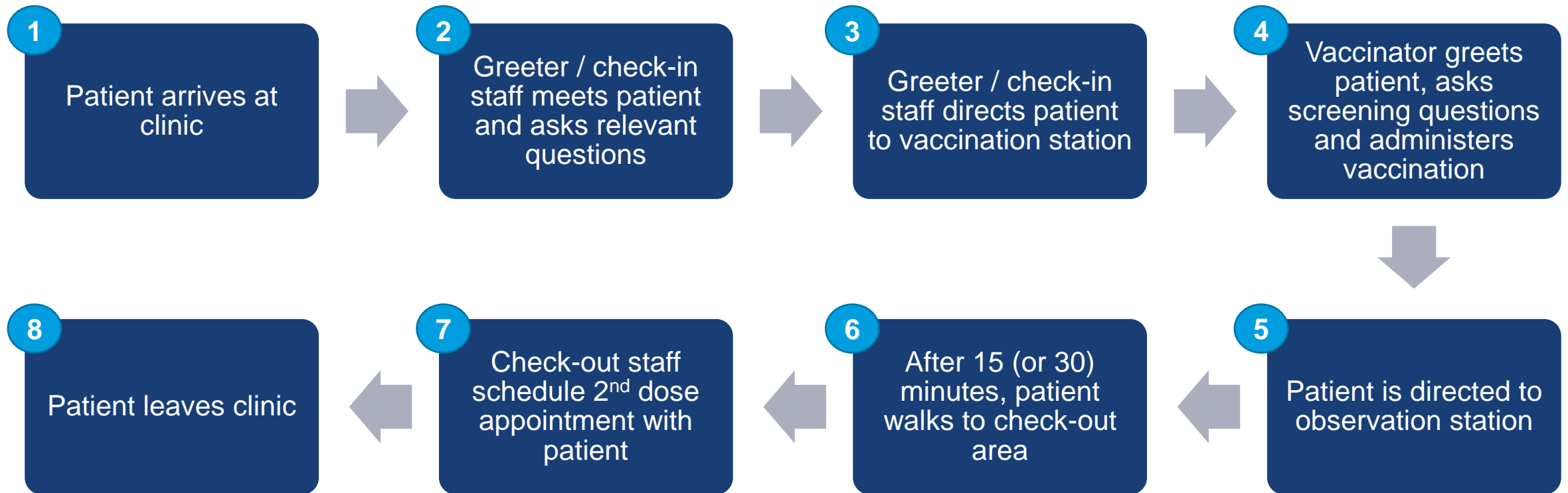
1. Call security if needed to open door to site
2. Write names and roles on the white board, including Administrator on Call (with their phone number)
3. Ensure laptops are powered on and charged.
4. Review clinic schedule. Ensure enough vaccine doses provided by Pharmacy.
5. Ensure vaccine preparations have been stored separately.
6. It is recommended once a clinic has mixed product (e.g., Pfizer & Moderna) vaccination stations be manufacturer-specific as a safety precaution and to decrease likelihood of error.
7. Set up Vaccination Station tables (with table #s) and training materials.
8. Welcome staff, introduce yourself, match staff to your list, assign to roles and vaccination stations.
9. Ok to re-assign staff based on when individuals arrive and your discretion
10. Remind any non-exempt staff that they need to clock in and out
11. Orient staff to restrooms, safe lunch/break space
12. All snacks or lunches to be eaten in a safe eating location.

# Patient Vaccination Site Visit

# BILH COVID-19 Patient Vaccination Training

## Patient Vaccination Workflow: Overview

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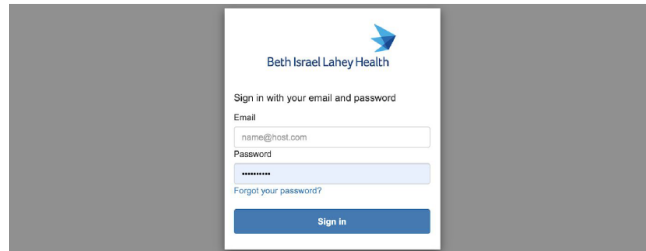
# IT Scheduling Tool

# BILH COVID-19 Patient Vaccination Training

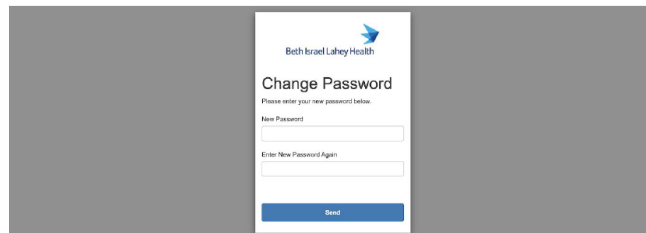
## Logging into the COVAX Tool for the First Time

### Logging In for the First Time

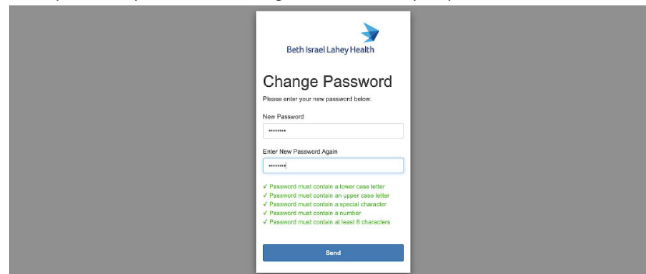
1. Staff will receive an email from [C19VaccinePatientITSupport@bilh.org](mailto:C19VaccinePatientITSupport@bilh.org) with a link to the Patient Vaccine Administration Tool, and a temporary password. Your primary email is your username. When you click the link you will see the login page as below.



2. When you log in for the first time, enter your email address and the temporary password. Upon successful login, you will be prompted to set a new password.



3. Enter your new password ensuring it meets security requirements and click "Save".

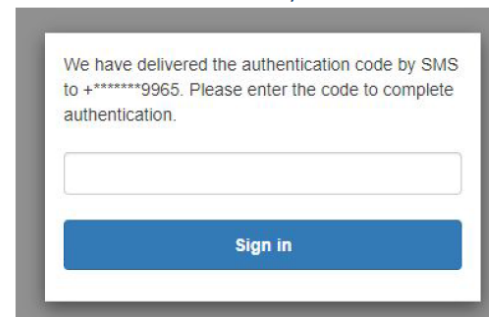


4. For all future logins, use your email address and your new password.

### Two-Factor Authentication

As an important added layer of security, each time you log into the tool, as described above, you will also be prompted to enter an **authentication code**, which will be sent via **text** to your cell phone. **Note:** It is important that you have your cell phone with you at all times while using this tool, as this two-factor authentication process will occur every time you sign in.

1. Enter the code that you receive via text message into the field and click "Sign In."



Text Message  
Today 1:06 PM

**BILH COVAX Vaccination  
Dashboard: Your  
authentication code is 474168**

# BILH COVID-19 Patient Vaccination Training

## Navigating the Dashboard

### Navigating the Dashboard

Log into the dashboard via this link: [COVID-19 Patient Vaccination Administration Tool](#)

Detailed information will display in the Dashboard related to the patient's 1st and 2nd vaccinations.

#### A. Filter Options:

- Filter by **Vaccination Site** and **Date**.
- Other filter options include **Vaccine Status** and **Check-In Status**.
- You can search for the patient by **name, phone number or email address**.

#### B. Patient Information:

- Review/confirm information related to the patient receiving the vaccination (**Name, DOB, Sex**)
- Click on the column headers to sort on the fly.

#### C. Dose 1 and Dose 2 Information:

- Two separate sections will display for **Dose 1** and **Dose 2**.
- **Site** will indicate the site where the employee was scheduled.
- You will see the date and time of their **scheduled** appointment
- **Brand** will display the vaccine brand recorded at the time of vaccination.
- **Clock icon** indicates the days since the 1st dose was administered.
- **Vaccinated** will display the date of check-in for each dose.
- Click on the column headers to sort on the fly (ie. click on the **Scheduled** column to sort across 1st and 2nd doses to provide a comprehensive view of the day's schedule. If you want to filter down to just 1st or 2nd doses, use the **Status** filter as well.

The screenshot shows the 'COVID-19 Vaccine Check-In Dashboard'. At the top, there are filter options (A) for Vaccination Site, Date, Phase, Status, and Checked In?, along with a Search Patient field. Below this is a table with patient information (B) and dose information (C). The patient information table has columns for Patient Name, DOB, Age, Sex, and Phase. The dose information table has columns for Dose 1 Site, Scheduled, Checked In, Vaccinated, Brand, Dose 2 Site, Scheduled, Checked In, and Vaccinated.

Patient Name	DOB	Age	Sex	Phase	Dose 1 Site	Scheduled	Checked In	Vaccinated	Brand	Dose 2 Site	Scheduled	Checked In	Vaccinated
		37Y	F		Beverly VRP - Beth Israel Lahey Health Primary Care ...		Yes						
		36Y	M				Yes	1/23/2021	Moderna	3		Yes	2/17/2021
		79Y	M				Yes	1/5/2021	Pfizer	20		Yes	



# Check-In Process (Greeter Role)

# BILH COVID-19 Patient Vaccination Training

## Check-In Process

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### Greeter / Check-In Staff

1. Patients need to wear a surgical mask at all times while on site
2. Asks individual to use alcohol-based hand sanitizer
3. Verify the patient has an appointment via the check-in tool, check-in patient, and check identification (see next slide)
4. Ensure the patient has an escort only if they are physically unable to proceed without one. Escorts must also wear a surgical mask at all times while on site and be asked the COVID screening questions
5. New surgical masks should be available at entry/check-in for vaccine recipients arriving wearing a cloth mask, bandana/gaiter mask, a mask with exhalation valve, a mask that is torn or visibly soiled, or if the patient is not wearing any face covering
6. Ask patient whether they have received another vaccine in the past 14 days. If the patient says yes, note the name of the vaccine and notify the clinic manager
7. Ask patient COVID screening questions (see upcoming slide). Response do not have to be recorded
8. Ask patient “Have you had a history of a severe allergic reaction (e.g., anaphylaxis) after a previous dose of mRNA COVID-19 vaccine, or any of its components (including polyethylene glycol or polysorbate)?” **AND** “Have you received a monoclonal antibody for COVID-19 treatment or prevention in the past 90 days?” If yes to either question, the patient cannot receive the vaccine at that visit. Ask a vaccinator or the clinic manager to speak with the patient.
9. If patient receiving 2<sup>nd</sup> dose, confirm which manufacturer (e.g., Pfizer, Moderna) the patient received for the first dose.
10. Make sure patient is prepared to wait 15 minutes after administration, hand paperwork to patient to review
  - a. BILH “What to Expect Today”
  - b. CDC’s “What to Expect after Getting a COVID-19 Vaccine”
  - c. EITHER Pfizer—BioNtech OR Moderna Emergency Use Authorization Fact Sheet for Recipients and Caregivers
  - d. Patient Information Sheet
11. Direct patient to vaccination station

# BILH COVID-19 Patient Vaccination Training

## Check-In Process: Talking Points

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### Talking Points for Greeter / Check-In Staff

- Beth Israel Lahey Health is currently scheduling active patients who are 75 and older for their vaccination appointments
- Due to limited vaccine supply across the state, not all eligible individuals will be invited to schedule an appointment at the same time
- We will reach out to individual patients by email, text message or phone as they become eligible, based on state guidelines and available vaccine supply
- We are grateful for their patience and understanding

# BILH COVID-19 Patient Vaccination Training

## Checking-In a Patient Using the COVAX Tool

### Checking-in a Patient

1. Log in to the **Patient Vaccine Administration Dashboard**.
2. Use the two-factor authentication process outlined above to get through the second layer of security.

Beth Israel Lahey Health

Sign in with your email and password

Email  
name@host.com

Password  
Password

Forgot your password?

Sign in

We have delivered the authentication code by SMS to +\*\*\*\*\*9965. Please enter the code to complete authentication.

Sign in

3. Select the **Vaccination Site** and **Date** to display the day's schedule.

COVID-19 Vaccine Check-In Dashboard

Vaccination Site: Beverly VRP - Beth Israel Lahey

Date: 1 /27/2021

Phase: All

Status: All

4. Click on the patient to open the check-in window.
5. Confirm the patient's **name and DOB** with them.
6. On the left-hand side, under **Dose 1**, check the box next to **Checked-In**.
7. Click **Save Dose 1**.
8. The patient's status of **Checked In** will appear on the dashboard.

(DOB: )

Home Address

Cell Phone

Email

Demographic Information

Ethnicity: Not Hispanic or Latino

Race: White

Language

English

Medical Record Numbers

EPIC-MACIPA:

Dose 1 [Update Schedule](#)

Checked in

Walk-in

Save Dose 1

Dose 2 [Update Schedule](#)

Checked in

Walk-in

Save Dose 2

Cancel

# BILH COVID-19 Patient Vaccination Training

## Check-In Process: COVID Screening Questions

<b>COVID-19 Vaccine Clinic – Screening Patients &amp; Essential Escorts</b>		
Your care and safety is a top priority. For your protection and the safety of other patients and staff, please read the questions below and point to your answers for staff to review.		
1. Have you been diagnosed with COVID-19 in the last 20 days?		YES  NO
<b>Actions for Staff:</b> If yes, instruct the patient to reschedule vaccine appointment after end of isolation period (if not already completed per their history). 10 days from positive test result/diagnosis if mild illness and 20 days if severe infection or unknown. If no, continue to next question		
2. Are you experiencing any of the following symptoms?		YES  NO
Fever (>100.3 deg F) or feeling feverish Chills Body aches Sore throat	Cough (new or worsening) Shortness of breath (new or worsening) Diarrhea (new or worsening) Loss of smell or taste	
<b>Actions for Staff:</b> If yes to at least one symptom, instruct patient to reschedule their vaccination after discussion with their PCP and COVID-19 testing has been performed. Refer to BILH COVID-19 testing site, if needed. If no, continue to next question		
3. Have you been in contact with anyone who has confirmed COVID-19 in the last 14 days?		YES  NO
<b>Actions for Staff:</b> If yes, instruct patient to reschedule their appointment in 2 weeks and contact their PCP for COVID-19 testing or refer to BILH COVID-19 testing site, if needed. If no, offer patient/essential escort a surgical mask and proceed to vaccination.		

# BILH COVID-19 Patient Vaccination Training

## Check-In Process: Patient Guidance for Isolation vs. Quarantine

### ISOLATION:

For a person diagnosed with COVID (either with a test or diagnosed by your healthcare provider based on your symptoms). Isolation means complete separation from all others, ideally in a separate dwelling but not always possible.

#### **You can discontinue isolation:**

If MILD illness: after 10 days from onset of symptoms (or from positive test) if symptoms significantly improved and fever free (without using Tylenol or ibuprofen) for 24+ hours OR after 10 days from a positive test (even with no symptoms) if you remain without symptoms.

SEVERE illness or severely immunocompromised: after 20 days from onset of symptoms if symptoms significantly improved and fever free (without using Tylenol or ibuprofen) for 24+ hours.

### QUARANTINE:

For *close contacts* of known or presumed positive cases. Stay home! Only leave for urgent medical care.

#### **You can discontinue quarantine:**

At least 10 days from last exposure if you have remained without symptoms. You should monitor closely for development of any concerning symptoms from day 11-14.

OR

At least 7 days from last exposure if you remain without symptoms and have had a negative COVID test (PCR test) on day 5-7. You should monitor closely for development of any concerning symptoms from day 11-14.

OR

At least 14 days from last exposure, as long as you remain without symptoms

If you develop symptoms concerning for possible COVID at any time, you must be retested and begin ISOLATION until test is resulted.

# BILH COVID-19 Patient Vaccination Training

## Patient Handouts: Moderna EUA Fact Sheet



### FACT SHEET FOR RECIPIENTS AND CAREGIVERS EMERGENCY USE AUTHORIZATION (EUA) OF THE MODERNA COVID-19 VACCINE TO PREVENT CORONAVIRUS DISEASE 2019 (COVID-19) IN INDIVIDUALS 18 YEARS OF AGE AND OLDER

You are being offered the Moderna COVID-19 Vaccine to prevent Coronavirus Disease 2019 (COVID-19) caused by SARS-CoV-2. This Fact Sheet contains information to help you understand the risks and benefits of the Moderna COVID-19 Vaccine, which you may receive because there is currently a pandemic of COVID-19.

The Moderna COVID-19 Vaccine is a vaccine and may prevent you from getting COVID-19. There is no U.S. Food and Drug Administration (FDA) approved vaccine to prevent COVID-19.

Read this Fact Sheet for information about the Moderna COVID-19 Vaccine. Talk to the vaccination provider if you have questions. It is your choice to receive the Moderna COVID-19 Vaccine.

The Moderna COVID-19 Vaccine is administered as a 2-dose series, 1 month apart, into the muscle.

The Moderna COVID-19 Vaccine may not protect everyone.

This Fact Sheet may have been updated. For the most recent Fact Sheet, please visit [www.modernatx.com/covid19vaccine-eua](http://www.modernatx.com/covid19vaccine-eua).

#### WHAT YOU NEED TO KNOW BEFORE YOU GET THIS VACCINE

##### WHAT IS COVID-19?

COVID-19 is caused by a coronavirus called SARS-CoV-2. This type of coronavirus has not been seen before. You can get COVID-19 through contact with another person who has the virus. It is predominantly a respiratory illness that can affect other organs. People with COVID-19 have had a wide range of symptoms reported, ranging from mild symptoms to severe illness. Symptoms may appear 2 to 14 days after exposure to the virus. Symptoms may include: fever or chills; cough; shortness of breath; fatigue; muscle or body aches; headache; new loss of taste or smell; sore throat; congestion or runny nose; nausea or vomiting; diarrhea.

##### WHAT IS THE MODERNA COVID-19 VACCINE?

The Moderna COVID-19 Vaccine is an unapproved vaccine that may prevent COVID-19. There is no FDA-approved vaccine to prevent COVID-19.

The FDA has authorized the emergency use of the Moderna COVID-19 Vaccine to prevent COVID-19 in individuals 18 years of age and older under an Emergency Use Authorization (EUA).

For more information on EUA, see the "What is an Emergency Use Authorization (EUA)?" section at the end of this Fact Sheet.

Revised: 12/2020

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# BILH COVID-19 Patient Vaccination Training

## Patient Handouts: Pfizer EUA Fact Sheet



### FACT SHEET FOR RECIPIENTS AND CAREGIVERS

#### EMERGENCY USE AUTHORIZATION (EUA) OF THE PFIZER-BIONTECH COVID-19 VACCINE TO PREVENT CORONAVIRUS DISEASE 2019 (COVID-19) IN INDIVIDUALS 16 YEARS OF AGE AND OLDER

You are being offered the Pfizer-BioNTech COVID-19 Vaccine to prevent Coronavirus Disease 2019 (COVID-19) caused by SARS-CoV-2. This Fact Sheet contains information to help you understand the risks and benefits of the Pfizer-BioNTech COVID-19 Vaccine, which you may receive because there is currently a pandemic of COVID-19.

The Pfizer-BioNTech COVID-19 Vaccine is a vaccine and may prevent you from getting COVID-19. There is no U.S. Food and Drug Administration (FDA) approved vaccine to prevent COVID-19.

Read this Fact Sheet for information about the Pfizer-BioNTech COVID-19 Vaccine. Talk to the vaccination provider if you have questions. It is your choice to receive the Pfizer-BioNTech COVID-19 Vaccine.

The Pfizer-BioNTech COVID-19 Vaccine is administered as a 2-dose series, 3 weeks apart, into the muscle.

The Pfizer-BioNTech COVID-19 Vaccine may not protect everyone.

This Fact Sheet may have been updated. For the most recent Fact Sheet, please see [www.cvdvaccine.com](http://www.cvdvaccine.com).

#### WHAT YOU NEED TO KNOW BEFORE YOU GET THIS VACCINE

##### WHAT IS COVID-19?

COVID-19 disease is caused by a coronavirus called SARS-CoV-2. This type of coronavirus has not been seen before. You can get COVID-19 through contact with another person who has the virus. It is predominantly a respiratory illness that can affect other organs. People with COVID-19 have had a wide range of symptoms reported, ranging from mild symptoms to severe illness. Symptoms may appear 2 to 14 days after exposure to the virus. Symptoms may include: fever or chills; cough; shortness of breath; fatigue; muscle or body aches; headache; new loss of taste or smell; sore throat; congestion or runny nose; nausea or vomiting; diarrhea.

##### WHAT IS THE PFIZER-BIONTECH COVID-19 VACCINE?

The Pfizer-BioNTech COVID-19 Vaccine is an unapproved vaccine that may prevent COVID-19. There is no FDA-approved vaccine to prevent COVID-19.



# BILH COVID-19 Patient Vaccination Training Patient Handouts: “What to Expect Today”

## Your COVID-19 Vaccination Appointment What to Expect Today



### Congratulations!

You are about to receive your COVID-19 vaccination.

There are a few parts to your appointment and some important things you should know before you leave. Before you get started, you will be screened for COVID-19 symptoms or exposure.

Review the information below and let your caregivers know if you have any questions.

### Please Remember



Wear a mask at all times



No food or drink



No visitors, unless providing necessary assistance

### Your Vaccination Appointment

#### Check In

You will provide your name and date of birth to confirm your vaccination appointment.



#### Vaccination

You'll receive a shot in your upper arm and receive a vaccination card, stating the details of the vaccine you received.



#### Observation

We will monitor you for any severe reactions, which are very rare. Please sit in the observation area for 15-30 minutes.



### Before You Leave

- Book your second appointment. You'll need to bring your vaccination card.
- Take a picture of your card in case you forget it next time
- Review your paperwork
- Continue safety measures



### Become a vaccine ambassador



Open the camera on your mobile phone and hold it up to the QR code to share your reason for getting the COVID-19 vaccine.

## What to Expect after Getting a COVID-19 Vaccine

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/expect/after.html>

COVID-19 vaccination will help protect you from getting COVID-19. You may have some side effects, which are normal signs that your body is building protection. These side effects **may feel like flu** and **may even affect your ability** to do daily activities, but they should go away in a few days.

### Common side effects

On the arm where you got the shot:

- Pain
- Swelling

Throughout the rest of your body:

- Fever
- Chills
- Tiredness
- Headache

### Helpful tips

If you have pain or discomfort, talk to your doctor about taking an over-the-counter medicine, such as ibuprofen or acetaminophen.

To reduce pain and discomfort where you got the shot:

- Apply a clean, cool, wet washcloth over the area.
- Use or exercise your arm.

To reduce discomfort from fever:

- Drink plenty of fluids.
- Dress lightly.



**Ask your healthcare provider about getting started with v-safe**

Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second dose.

Learn more about v-safe.  
[www.cdc.gov/vsafe](http://www.cdc.gov/vsafe)

### When to call the doctor

In most cases, discomfort from fever or pain is normal. Contact your doctor or healthcare provider:

- If the redness or tenderness where you got the shot increases after 24 hours
- If your side effects are worrying you or do not seem to be going away after a few days

### Remember

- Side effects may feel like flu and even affect your ability to do daily activities, but they should go away in a few days.
- With most COVID-19 vaccines, you will need 2 shots in order for them to work. Get the second shot even if you have side effects after the first one, unless a vaccination provider or your doctor tells you not to get a second shot.
- It takes time for your body to build protection after any vaccination. COVID-19 vaccines that require 2 shots may not protect you until a week or two after your second shot.
- It's important for everyone to continue using all the tools available to help stop this pandemic as we learn more about how COVID-19 vaccines work in real-world conditions. Cover your mouth and nose with a mask when around others, stay at least 6 feet away from others, avoid crowds, and wash your hands often.

### HEALTHCARE PROVIDER, PLEASE FILL IN THE INFORMATION BELOW:

If your temperature is \_\_\_\_°F or \_\_\_\_°C or higher or if you have questions, call your healthcare provider.

Tell your healthcare provider about: \_\_\_\_\_

Healthcare provider phone number: \_\_\_\_\_

Medication (if needed):

Take \_\_\_\_\_ every \_\_\_\_\_ hours as needed.  
(type and dose or amount)



[cdc.gov/coronavirus](http://cdc.gov/coronavirus)

CS 321466-A 12/13/2020

# BILH COVID-19 Patient Vaccination Training

## Patient Handouts: Patient Information Sheet for mRNA COVID-19 Vaccines

### Patient Information Sheet mRNA (Pfizer BioN-Tech & Moderna) COVID-19 Vaccines

The purpose of COVID-19 vaccination is to reduce the risk of becoming sick from the virus that causes Coronavirus Disease 2019 (COVID-19).

There are currently two COVID-19 mRNA vaccines (Pfizer/BioN-Tech and Moderna (collectively the "EUA Vaccines") approved by the Food and Drug Administration ("FDA") through Emergency Use Authorization ("EUA"). Both are recommended equally for use. We will be offering either EUA Vaccine based on their immediate availability and are not able to accommodate individual preferences. The FDA may issue an EUA based on a declaration by the Secretary of the Department of Health and Human Resources that circumstances justify the emergency use of drugs and biological products during the COVID-19 pandemic if certain criteria are met. The criteria are explained in more detail in the EUA Fact Sheets linked below.

Please review the Emergency Use Authorization (EUA) Fact Sheet for Recipients and Caregivers online for complete details on the vaccine and possible side effects.

Moderna Fact Sheet - <https://www.modernatx.com/covid19vaccine-eua/eua-fact-sheet-recipients.pdf>

Pfizer BioN-Tech Fact Sheet - <https://www.fda.gov/media/144414/download>

#### Reasons to Delay Vaccination:

- If you have a history of severe allergy (anaphylaxis) or immediate reaction of any kind (e.g., anaphylaxis, difficulty breathing, hives, swelling around the mouth, throat or eyes) to a prior dose of a COVID-19 mRNA vaccine (or any of its components), you should not receive this vaccine.
- If you have a fever (temperature of 100.4 degrees or higher), chills or any symptoms of COVID-19 infection, you should contact your primary health care provider to consider testing for COVID-19 prior to vaccination.
- If you were recently diagnosed with COVID-19 or are on quarantine due to an exposure, you should wait until your primary health care provider recommends ending isolation or quarantine prior to vaccination.
- If you have received (or may have received in a clinical trial) any of the following for COVID-19 treatment or prevention: a monoclonal antibody (such as Regeneron or Bamlanivimab) or convalescent plasma, you should wait 90 days after the treatment date before getting vaccinated so that the vaccine will be as effective as possible.

#### Other Considerations Prior to Vaccination:

- If you are pregnant, lactating (breast-feeding) or planning to become pregnant, we recommend that you have a conversation with your primary health care provider about whether vaccination is right for you.
- If you have a history of immediate allergic reaction (such as anaphylaxis, difficulty breathing, hives, swelling around the mouth, throat or eyes) to any vaccine or injectable (intramuscular, intravenous or subcutaneous) medication in the past, we ask that you consult with your primary health care provider to determine if you can safely receive the COVID-19 vaccine and inform us so that the appropriate longer post-vaccination monitoring (30 minutes) may be performed.

### Patient Information Sheet mRNA (Pfizer BioN-Tech & Moderna) COVID-19 Vaccines

#### Required Post-Vaccination Observation Period:

You will be monitored for any signs of an allergic reaction immediately after the vaccination (minimum 15 minutes, 30 minutes if prior severe allergic reaction). Some symptoms of allergic reaction are rash, wheezing, difficulty breathing, dizziness and fainting, swelling around the mouth, throat, or eyes. This is not an exhaustive list. Please notify us immediately if you notice any of these symptoms or have any other concerns.

#### What to Expect After Your COVID-19 Vaccination:

The vaccines may cause side effects in some people, like sore muscles, feeling tired, or mild fever. These reactions mean the vaccine is working to help teach your body how to fight COVID-19 if you are exposed. For most people, these side effects will last no longer than a day or two. **Having these types of side effects does NOT mean that you have COVID-19.** If you have questions about your health after your vaccination, call your primary health care provider. As with any medicine, it is rare but possible to have a serious reaction, such as not being able to breathe. It is very unlikely that this will happen, but if it does, call 911 or go to the nearest emergency room.

Please report all vaccine side effects to the FDA/CDC Vaccine Adverse Event Reporting System (VAERS) online, <https://vaers.hhs.gov/reportevent.html>, or the VAERS toll-free number (1-800-822-7967). You may also report to the CDC v-safe online tool (<https://vsafe.cdc.gov>).

#### What to Do After Your COVID-19 Vaccination:

Even after you get your vaccine, you will need to keep wearing a mask that covers your nose **and** mouth, cleaning your hands often, and staying at least 6 feet away from other people you do not live with. This gives you and others the best protection from catching the virus.

Make sure that you schedule and return for your 2nd Dose of Vaccine:

- Pfizer BioN-Tech – 2nd dose is due in 21 days (Earliest may be scheduled is Day 17)
- Moderna – 2nd dose is due in 28 days (Earliest may be scheduled is Day 24)

Reminder - The vaccine you receive will be listed on a vaccination card provided to you. Please keep this card for your COVID-19 Vaccination Record and bring it to your second vaccination appointment.

Consider enrolling in the CDC v-safe Tool (<https://vsafe.cdc.gov>) – a smartphone after vaccination health checker for people who receive COVID-19 vaccines. This tool will provide a symptoms check-in as well as 2nd dose vaccination reminders.

Please avoid other non-urgent vaccinations until 14 days after you've completed your COVID-19 vaccine series.

If you have any questions about side effects and whether you should not receive your 2nd dose of the vaccine, please consult with your primary health care provider.

**COVID-19 Vaccination Record Card**

Please keep this record card, which includes medical information about the vaccines you have received.

Por favor, guarde esta tarjeta de registro, que incluye información médica sobre las vacunas que ha recibido.

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ SS \_\_\_\_\_

Date of Birth \_\_\_\_\_ Patient Number (medical record or ID record number) \_\_\_\_\_

Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1 <sup>st</sup> Dose COVID-19	_____ / _____	____/____/____	_____
2 <sup>nd</sup> Dose COVID-19	_____ / _____	____/____/____	_____
Other	_____ / _____	____/____/____	_____
Other	_____ / _____	____/____/____	_____

As of 1/19/21

Beth Israel Lahey Health

# BILH COVID-19 Patient Vaccination Training

## Unplanned Patient Arrivals

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### **Patient walk-ins or patient does not have an appointment:**

- We will not be able to vaccinate patients who do not have an appointment

### **Patient arrives late:**

- We encourage sites to vaccinate the patient, if possible and leave it up to the sites to manage session flow and supply

### **Patient is not able or willing to wait 15 minutes (or 30 minutes, if applicable) after their vaccination:**

- We will not be able to vaccinate the patient – they must reschedule their appointment to a time when they can wait 15 minutes (or 30 minutes, if applicable)

# Post-Vaccine Administration and Check- Out

# BILH COVID-19 Patient Vaccination Training

## Check-Out Process

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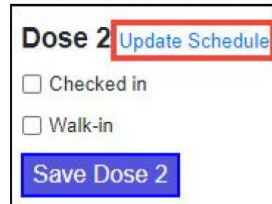
1. Check-out staff verifies which vaccine the patient received to ensure the patient is scheduled within the correct timeframe
2. Patients will receive will receive a link to schedule the appointment themselves shortly after receiving the 1<sup>st</sup> dose. They may schedule their 2<sup>nd</sup> dose appointment while waiting in the observation area
3. Check-out staff should check with the patient to see if they self-scheduled their 2<sup>nd</sup> dose. If patient did not schedule a 2<sup>nd</sup> dose using the link that was sent to them, check-out staff should schedule the patient for their 2<sup>nd</sup> dose of vaccine, prior to the patient leaving the site, when possible (see next slide)
4. If 2<sup>nd</sup> dose appointment has been scheduled, write the appointment information on the CDC card and remind patient to bring the card to the 2<sup>nd</sup> dose appointment. Tell patient to take a picture of the CDC card in case they lose it (both sides).

# BILH COVID-19 Patient Vaccination Training

## Check-Out Process: Staff Schedules Patient's Second Dose in COVAX Tool

### Option 2: Staff schedules the patient's second dose

1. Click on the patient to open the check-in window.
2. On the right hand side, click **Update Schedule** next to Dose 2.



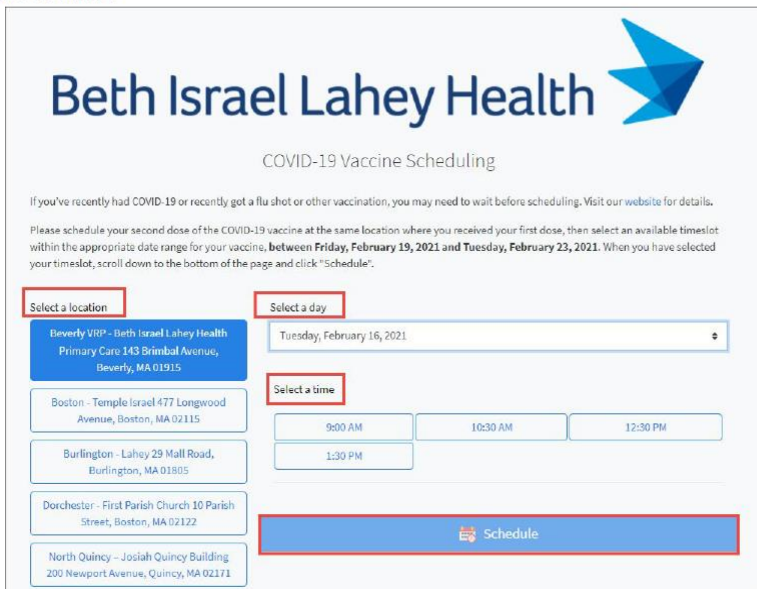
Dose 2 **Update Schedule**

Checked in

Walk-in

**Save Dose 2**

3. The link will open the patient's unique scheduling page for their 2nd dose.
4. Select the site of their 1st dose, as well as an available time slot within the date range for their vaccine type.
5. Click **Schedule**.



**Beth Israel Lahey Health**

COVID-19 Vaccine Scheduling

If you've recently had COVID-19 or recently got a flu shot or other vaccination, you may need to wait before scheduling. Visit our website for details.

Please schedule your second dose of the COVID-19 vaccine at the same location where you received your first dose, then select an available timeslot within the appropriate date range for your vaccine, **between Friday, February 19, 2021 and Tuesday, February 23, 2021**. When you have selected your timeslot, scroll down to the bottom of the page and click "Schedule".

Select a location

Beverly VRP - Beth Israel Lahey Health  
Primary Care 143 Brimbal Avenue,  
Beverly, MA 01915

Boston - Temple Israel 477 Longwood  
Avenue, Boston, MA 02115

Burlington - Lahey 29 Mall Road,  
Burlington, MA 01805

Dorchester - First Parish Church 10 Parish  
Street, Boston, MA 02122

North Quincy - Josiah Quincy Building  
200 Newport Avenue, Quincy, MA 02171

Select a day

Tuesday, February 16, 2021

Select a time

9:00 AM 10:30 AM 12:30 PM  
1:30 PM

**Schedule**

The patient will receive a confirmation email and the check-in tool will be automatically updated with the vaccination 2<sup>nd</sup> dose schedule

# BILH COVID-19 Patient Vaccination Training

## End-of-Day

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### **Pharmacy Lead:**

1. Pharmacy ensures all remaining vials are couriered back to home pharmacy, report waste to site managers
2. Return all supplies to pharmacy
3. Pharmacy and check-in staff inform site managers of supplies that need to be replenished (a few days' notice), including both clinical and paperwork
4. Wipe down all high touch areas

### **On-Site Vaccine Clinic Manager:**

1. Collect any BILH Vaccine Clinic Emergency Response forms at end of day and ensure adverse reaction reporting and documentation is complete
2. Straighten up vaccination stations and reception station
3. Ensure all areas are cleaned and disinfected through local protocol or a contracted service
4. Take inventory and replenish supplies
5. Order/coordinate supply needs for replenishment
6. Ensure workstations are wiped down, shutdown and plug in to charge
7. Send end-of-shift summary email to site Ops Leader with requested information (e.g. # of staff vaccinated, call out info, etc.)

# Return to the Training Page and Advance to Step 3

If you are using a desktop, please toggle back to the training page tab at the top of your browser. If you are using a smartphone or tablet, please use the browser back button to return to the orientation page once you have completed your review this document.