

COVID-19 Vaccine Program Provider Checklist

Priority Items - Getting Ready for the COVID-19 Vaccine

- Enroll in the [Washington COVID-19 Vaccination Program](#).
- Enroll in the [Washington Immunization Information System \(WAIS\)](#).
 - Visit the [IIS Training Materials Portal](#) for guides and videos about using the WAIS.
- Get set-up to report through [VaccineFinder](#) and [WA HEALTH](#). Once you are enrolled in the Washington COVID-19 Vaccine Program, both VaccineFinder and WA HEALTH will reach out to onboard your organization.
 - Publicly list your practice on VaccineFinder to make it easier for patients to find vaccine
- Review trainings, guidance, and other resources:
 - [COVID-19 vaccine training module](#) (Centers for Disease Control and Prevention)
 - [CDC Vaccine Storage and Handling Toolkit](#) (PDF)
 - [COVID-19 Advisory Committee on Immunization Practices \(ACIP\) vaccine recommendations](#)
 - [COVID-19 vaccination resources for each vaccine](#)
- Mark these email addresses as safe in your email system so that critical emails do not go to your spam folder.

WA COVID-19 vaccine program	Covid.vaccine@doh.wa.gov
Vaccine shipment from McKesson	CDCNotifications@McKesson.com
Ancillary kit communications from McKesson	SNSSupport@McKesson.com
Ancillary kit shipment confirmation	donotreply@pfizer.com
Moderna Customer Service	Medinfo@modernatx.com
Pfizer customer service	cvgovernment@pfizer.com
VaccineFinder onboarding	vaccinefinder@auth.castlighthealth.com

Planning a Clinic

- Review [guidance for various types of vaccination clinics](#) and finalize your operational plans.
- If hosting an off-site vaccination clinic, complete [this checklist](#) (PDF) and submit the request to covid.vaccine@doh.wa.gov **at least 24 hours before your clinic**.
- Post [v-safe](#) and the [Getting 'Back to Normal' Is Going to Take All of Our Tools](#) (PDF) posters in waiting areas or immunization rooms.

- Verify [emergency equipment supplies](#) for allergic reactions.
- Develop COVID-19 vaccine standing orders. You can use samples from CDC ([Pfizer](#), [Moderna](#), [Johnson & Johnson](#)).

Vaccine Ordering and Receiving

- Follow these [WAIS vaccine ordering and receiving instructions](#) to order vaccine.
- If you are ordering the Pfizer-BioNTech vaccine and planning to use the thermal shipper for storage, use [this process](#) to order dry ice. You must place your dry ice orders at least 48 hours before needed delivery.

Storage and Handling

- Review [storage and handling guidance and resources](#).
- If you are ordering the Pfizer-BioNTech vaccine and using ultra-cold storage, review [ultra-cold and dry ice storage techniques](#).
- If you are planning to transfer or redistribute vaccine doses, please review [this checklist](#) and submit the requested information to covid.vaccine@doh.wa.gov **at least 24 hours in advance**.

Administration

- Follow [CDC](#) and manufacturer guidance for preparing and [administering the vaccine](#).
 - Check the [expiration date on your vaccines](#). Do **not** use expired vaccine or diluent.
- Collect or verify the patient's contact information (address, phone number, email, etc.) for reminder/recall.
- Use the [pre-vaccination screening form](#) (CDC) to assess the patient.
 - Patients with a history of a severe or immediate allergic reaction, such as anaphylaxis, to polysorbate, a previous dose, or any ingredient of the COVID-19 vaccines should not receive the vaccine. For more information, see CDC's [interim clinical considerations](#).
- Give the patient a copy of:
 - Fact sheet for recipients and caregivers ([Pfizer](#), [Moderna](#), [Johnson & Johnson](#))
 - [v-safe information sheet](#)
 - Vaccine record card
 - (optional) Vaccinate WA [Getting Vaccinated for COVID-19](#) factsheet
- Monitor the patient for 15 minutes after getting the vaccine before they leave. Patients with a history of anaphylaxis should wait at least 30 minutes. Encourage them to register for [v-safe](#) while they wait.
- Use reminder/recall tools to bring patient back for additional doses.

Reporting

- Capture vaccine administration data in the [WAIS](#) within 24 hours of giving the vaccine.
 - [Reconcile your inventory](#) in the WAIS every Tuesday if you administer extra doses.

- Report vaccine inventory to [VaccineFinder](#) daily.
- Report your appointment availability to [WA HEALTH](#) as needed.
- Report any suspected adverse events to [VAERS](#).

Contact Information

If you have questions, please contact:

WA Department of Health COVID-19 Vaccine Program	covid.vaccine@doh.wa.gov
Pfizer customer service	cvgovernment@pfizer.com
Moderna customer service (24/7)	1-866-MODERNA (1-866-663-3762) Medinfo@modernatx.com
Johnson & Johnson – Janssen customer service	1-800-565-4008 Jscovidtempexcursion@its.jnj.com
Ancillary supply kits	SNSSupport@McKesson.com
Airgas dry ice	Seattle.dry.ice@airgas.com
WA HEALTH	wahealth@doh.wa.gov
WA Immunization Information System	waiishelpdesk@doh.wa.gov , 1-800-325-5599
VaccineFinder	CARS_HelpDesk@cdc.gov 1-833-748-1979
v-safe	eocevent416@cdc.gov

You can also find the most up-to-date information on DOH’s website, www.doh.wa.gov/Covid19VaccineProvider.

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email civil.rights@doh.wa.gov.