The Weekly COVax Dose

WDG Public Health's weekly update on all things COVax_{ON}

Date Issued: Friday, August 6th, 2021

Purpose: To share information that will improve the COVax_{ON} experience for WDG COVID-19 vaccine clinic staff and community partners.

Important Updates and Information

Duplicate DA Records in a Client Account

If you encounter a client account that has a duplicate Dose Administration record (i.e. 2 DA records on 1 day) please contact the COVax Data Team to have it resolved.

Simplified Flow

The Simplified Flow function is a great tool for agile immunizers to use. This function allows you to check-in, dose-administer, and check-out a client all in one step.

If you are an immunizer, once you have verified that you have selected the correct client, you can select the "Launch Simplified Flow" button in the top-right side of the client's account to begin this process.

Please refer to the Simplified Flow Job Aid for further instructions.

Data Quality Insights

Always Verify the Client's Mailing Address

When entering or editing a client's mailing address in COVax, whether using the address locator or entering it manually, it is important to always verify that all information is entered completely and accurately. Please pay special attention to the Postal Code when double checking.

Training Material

All up-to-date COVax training material can be found at the following link:

COVax Training Dropbox

COVax Support Contacts

Ministry Help Desk
Support Hours: 7:00 a.m. to 8:00 p.m. 7 days a week.
Email: COVaxonsupport@ontario.ca
Phone: (416) 637-8672 or 1-866-333-0640

WDGPH COVax Support Line
Support Hours: 8:30 a.m. to 4:30 p.m. Monday to Friday
Email: covaxdatateam@wdgpublichealth.ca
Phone: 1-800-265-7293 ext. 4202