

**Q&A Chats**  
**April 29, 2021**  
**Session 9 Webinar: Speaking with Patients**

**Links and Resources to help with patient questions:**

- CDC's frequently asked questions about COVID-19 vaccine:  
<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/faq.html>
- CDC Patient materials to handout:  
<https://www.cdc.gov/vaccines/covid-19/hcp/index.html>
- Free immunization materials and resources for COVID-19 vaccine:  
<https://whyimmunize.org/free-materials-2/>  
<https://whyimmunize.org/covid-19/>
- Slides that cover 10 Things To Know About COVID-19 Vaccine:  
<https://whyimmunize.org/presenter-resources/#1617219143869-1fe17283-4fde>
- Immunization Week social media materials:  
<https://www.who.int/campaigns/world-immunization-week/2021>  
<https://www.cdc.gov/globalhealth/socialmedia/cards/index.html#Immunization-Anchor>

**ASIIS**

**Question:** Is there anything specific that needs to be known about ordering in ASIIS besides the note for high volume clinics? How do we order in ASIIS? Is there a guide?

**Answer:** Link to the ADHS guide with screen captures on placing orders in ASIIS at the following link. They refer to VFA/VFC but the steps will look the same for COVID (PAN Funding Source.) <https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/immunization/job-aids/how-to-place-receive-an-order-in-asiis.pdf>

**Question:** When will we be able to order COVID vaccine through ASIIS?

**Answer:** On May 3<sup>rd</sup> offices will be able to order Moderna directly from ASIIS. However, you will still need to work with county health departments to get doses of J&J and Pfizer. <https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/immunization/job-aids/how-to-place-receive-an-order-in-asiis.pdf>

**Question:** Do we record any wasted doses only when ordering new vaccine? Or is there a means to do so the day the waste occurs?

**Answer:** Doses wasted must be reported and inventory reconciled before each new order, but it's much easier to do it as it occurs. Wasted Form:

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/immunization/vaccines-for-children/forms/wasted-expired-vfc-flu-form.pdf>

**Question:** Will we be notified before the end of the year, when we get our wastage report, that our rate is high so that we are not liable at the last minute for over 5%?

**Answer:** ADHS sends Quarterly reports to help offices stay current with inventory reconciliation.

**Question:** Is the COVID vaccine wastage going to affect our 5% at the end of the year?

**Answer:** Probably not because it's from a different funding source but ADHS will check with the CDC to see how they plan to manage the 5%.

**Question:** Is there a way other than manually entering patient data into ASIIS?

**Answer:** If you'd like to submit data via HL7 to ASIIS using your EMR: [ADHS - Initial Interest Form](#)

Helpful resource for your EHR vendor - Arizona HL7 Specific Rules for Version 2.5.1 (See Link under Session 8) & Follow link below for List of Vaccine Names, Best ASIIS Selection and CPT/CVX Codes:

<https://azdhs.gov/documents/preparedness/epidemiology-disease-control/immunization/vaccines-for-children/forms/list-of-vaccine-names-best-asiis-selection.pdf>

**Question:** Is there any one person or department we can call that can help us set up the process including the data loggers and help with ordering and tracking the vaccines? We are approved, we are just having a hard time setting up the process.

**Answer:** ASIISHelpDesk@azdhs.gov

## Ordering:

**Question:** Can we request a specific vaccine?

**Answer:** When working with your county health department, you can request Pfizer or J&J and allocation will be based on inventory. Moderna will be in your ASIIS order sets.

**Question:** Is it true that only non-FQHCs can order Moderna from ASIIS?? If we are an FQHC, we still order Moderna from the county?

**Answer:** The counties will no longer have Moderna allocations. Moderna should be available to all providers including FQHCs.

**Question:** From what website can we order the J & J? Is there a request form that needs to be completed?

**Answer:** Contact your county health department to request J&J.

**Question:** Are we able to order vaccines just for our patients or will you be giving us the SNF/Group Home/AL list to give the vaccines?

**Answer:** You can order Moderna for your patients and work with your county health department regarding specific groups.

### **Billing/Reporting:**

### **Vaccine:**

**Question:** Are there any known medical conditions or other factors that make a person more susceptible to developing blood clots after being vaccinated with the J & J vaccine?

**Answer:** No, aside from the increased risk seen in women ages 18-50 years old, there are no known medical conditions or factors that increase risk. The American Society of Hematology reports that “there is no information to date on any increased risk for TTS in patients with blood diseases and/or pre-existing risk factors for thrombosis or autoimmunity.” If you have questions or concerns, talk with your healthcare provider: <https://www.hematology.org/covid-19/vaccine-induced-immune-thrombotic-thrombocytopenia>

### **Clinic Setting:**

**Question:** How do you address this concern with patients who say, "Natural Immunity is better?"

**Answer:** COVID-19 can have [serious, life-threatening complications](#), and there is no way to know how COVID-19 will affect you. If you get sick, you could spread the disease to friends, family, and others around you. Vaccines are a safe way to build protection.

- Both this disease and the vaccine are new. We don't know how long protection lasts for those who get infected or those who are vaccinated.
- What we do know is that COVID-19 has caused very serious illness and death for a lot of people. If you get COVID-19, you also risk giving it to loved ones who may get sick. **Getting a COVID-19 vaccine is a safer choice.**

**Question:** Where can we get free screening kits for COVID-19?

**Answer:** ADHS will check to see if there are any free resources.

**Question:** How do you avoid wastage when you must have a multiple of 10 patients to vaccinate? We have recently had many patients cancel appointments last minute and have a hard time filling in the slots.

**Answer:** We get the names of patients wanting the vaccine and once we have a total of 10 patients, we then schedule them. We have not wasted any vaccine.

**Another clinic:** We have been scheduling by dose...in lots of 10 and having a few back-ups in case of no shows.

### **Best Practices:**

**Question:** Is there a VIS for COVID-19?

**Answer:** They refer to the VIS for covid vaccine as the EUA or Fact Sheet for Recipients and Caregivers. They are available in 27 languages for each brand of vaccine:

<https://www.cdc.gov/vaccines/covid-19/eua/index.html>

**Question:** Recommendations for posting on social media recognizing World Immunization Week?

**Answer:** <https://www.who.int/campaigns/world-immunization-week/2021>  
<https://www.cdc.gov/vaccines/events/niiw/web-etools/digital-toolkit.html>  
<https://www.cdc.gov/globalhealth/socialmedia/cards/index.html#Immunization-Anchor>