

# Provider Training Summary

The North Carolina Department of Health and Human Services (NCDHHS) truly appreciates the remarkable leadership that healthcare providers and their staff have shown as we work together to provide the COVID-19 vaccine to all eligible North Carolinians. We thank each member of your team for the role they are playing in helping us achieve this goal.

We have assembled a collection of practical, research-based tools and resources to support your COVID-19 vaccination efforts. To make it easy we have created two categories of materials and color coded them:

- 1) “Required” by NCDHHS (highlighted in yellow) and Centers for Disease Control and Prevention (CDC) (highlighted in blue) to ensure the conditions outlined in the COVID-19 Vaccination Program Provider Agreement can be met; and
- 2) “Highly Recommended” by NCDHHS (highlighted in yellow) and Centers for Disease Control and Prevention (CDC) (highlighted in blue).

We understand you are working on multiple fronts in your vaccination efforts. From the clinicians giving shots in arms, to staff working behind the scenes to manage vaccine inventory and enter data into the North Carolina Immunization Registry (NCIR) or the COVID-19 Vaccine Management System (CVMS). To help you address challenges at all stages of the vaccination process we have cross-walked these “Required” and “Recommended” resources with different functional areas. When possible, we have identified resources for specific roles – such as the “CVMS Location Manager” (designated by a #), “Primary Vaccine Coordinator” and “Back up Vaccine Coordinator” (designated by a +), and “NCIR Inventory Control/ Administrators” (designated by a =).

Have questions? Call the **NC Vaccines Help Desk** at (877) 873-6247. Agents are available Monday-Friday: 7 a.m.-7 p.m. ET and Saturday: 8 a.m.-4p.m. ET.

| FUNCTIONAL AREA:<br><b>General</b>   |   |
|--|---|
| REQUIRED   | HIGHLY RECOMMENDED  |
| <p><a href="#">CDC COVID-19 Vaccination Program Provider Requirements and Support</a>. Outlines the specific requirements of the COVID-19 Vaccination Program that all vaccination providers must comply with.</p>   | <p><a href="#">New COVID-19 Vaccination Provider Trainings</a>. Recommended trainings and resources for new COVID-19 providers.</p> <p><a href="#">COVID-19 Vaccine Quick Reference Guide for Healthcare Professionals</a>. This one-page table provides basic information on the proper storage, preparation, and administration of the currently authorized COVID-19 vaccine products in the United States.</p>           |
| <p><a href="#">Interim Provider Guidance for Vaccinating North Carolinians</a>. Provides administrative guidance on vaccinating eligible North Carolinians (updated June 25, 2021).</p> <p>*<a href="#">COVID-19 Vaccine Training: General Overview of Immunization Best Practices for Healthcare Providers</a>. CDC has created a web-on-demand, self-paced module for healthcare providers who will be administering Pfizer-BioNTech COVID-19 Vaccine. +</p> <p><a href="#">Provider Enrollment</a>. An overview of onboarding, account registration, completing section A of enrollment, completing section B of enrollment, e-signing agreements and more.</p> <p><a href="#">CVMS Provider Portal 202</a>. An overview of CVMS, account management, exploring reports, updating recipient information, bulk uploads and more. #</p> | <p><a href="#">NC COVID-19 Response: CVMS Enrollment Process</a>. Comprehensive roadmap of the enrollment and onboarding process for NC’s COVID-19 Vaccine Management System (CVMS). # +</p> <p><a href="#">COVID-19 Vaccine Management System (CVMS)</a>. This is the starting point for all CVMS information to support health care providers and their staff in managing and administering the COVID-19 Vaccine. # +</p> |
| <p><a href="#">NCIR Live Demo for Typical Users/Reports-Only Users</a>. An overview of managing clients, managing immunization information, and viewing immunization records (including COVID-19 vaccination records) in NCIR.</p>   | <p><a href="#">NC-COVID-19 Response: NCIR Enrollment Process</a>. Comprehensive roadmap of the enrollment and onboarding process for the North Carolina Immunization Registry (NCIR). + =</p>   |

KEY: **NCDHHS** • **Centers for Disease Control and Prevention (CDC)**.

FUNCTIONAL AREA:

**Appointment Scheduling and Point of Care Registration**

| REQUIRED  | HIGHLY RECOMMENDED |
|---|--------------------|
| <p><a href="#">Emergency Use Authorization Fact Sheets for Patients/Recipients</a>. The U.S. Food and Drug Administration (FDA) requires that vaccine recipients or their caregivers are provided with vaccine specific EUA information to help make an informed decision about vaccination. This is accomplished by providing an EUA Fact Sheet for Recipients and Caregivers.</p> |                    |
| <p><a href="#">CVMS Provider Portal: 101</a>. An overview of CVMS, setting up profiles, logging in, checking in and verifying patient eligibility for the vaccine, documenting vaccine administration, and conducting point of care registration. #</p> <p><a href="#">CVMS Provide Portal 203</a>. An overview of CMVS scheduling from the perspective of a patient. #</p>         |                    |

FUNCTIONAL AREA:

**How to Prepare, Administer, Document and Report COVID-19 Vaccines**

| REQUIRED  | HIGHLY RECOMMENDED |
|---|--------------------|
| <p>Emergency Use Authorization Fact Sheets for Healthcare Providers Administering Vaccine for <a href="#">Pfizer, Moderna &amp; Janssen/J&amp;J</a>. Required by the FDA to be reviewed by staff administering COVID-19 vaccine. Provides product specific information, including instructions for use, storage and handling, and mandatory requirements under the EUA designation.</p>   |                    |
| <p><a href="#">Janssen COVID-19 Vaccine (Johnson &amp; Johnson): What Healthcare Professionals Need to Know</a>. CDC-developed training module. CE credits available. +</p> <p><a href="#">Moderna COVID-19 Vaccine: What Healthcare Professionals Need to Know</a>. CDC-developed training module. CE credits available. +</p> <p><a href="#">Pfizer-BioNTech COVID-19 Vaccine: What Healthcare Professionals Need to Know</a>. CDC-developed training module. CE credits available. +</p> |                    |

- # Training for Location Manager Only (CVMS)
- + Training for Primary and Back-up Vaccine Coordinators
- = Training for Inventory Control Users and Administrators (NCIR)

KEY: **NCDHHS** • Centers for Disease Control and Prevention (CDC).

FUNCTIONAL AREA:  
**Vaccine Storage and Handling**

| REQUIRED   | HIGHLY RECOMMENDED   |
|--|--|
|  | <a href="#">COVID-19 Vaccine Inventory Management Best Practices</a> . Strategies for the successful management of the vaccine to ensure completion of the vaccine series. |
| <p>*<a href="#">Vaccine Storage and Handling Toolkit: COVID-19 Addendum (March 4, 2021)</a>. Addresses the proper storage, handling, transport, and emergency handling of COVID-19 vaccines. +</p> <p>*<a href="#">You Call the Shots: Vaccine Storage and Handling</a>. An interactive, web-based training module developed by the CDC. +</p> <p><a href="#">CVMS Provider Portal 201</a>. An overview of CVMS, receiving and processing vaccine inventory, changing inventory status, requesting allocation adjustments, documenting insufficient quantities, recording wastage, and managing transfers. #</p> | <p><a href="#">CVMS Provide Portal 204</a>. An overview of the CMVS and the Vaccine Marketplace.</p>   |
| <p><a href="#">Ordering, Transferring and Inventory Management for COVID-19 Vaccine</a> (NCIR). Overview of moving COVID-19 vaccine between systems, vaccine ordering, vaccine transferring, and managing wasted/expired vaccine. =</p> <p><a href="#">NCIR Live Demo for Inventory Control Users/Administrators</a>. An overview of managing inventory, ordering vaccine, reporting wasted/expired vaccine, managing users, and more. =</p>   |  |

FUNCTIONAL AREA  
**Vaccine Safety and Monitoring**

| REQUIRED   | HIGHLY RECOMMENDED  |
|--|---|
| <p><a href="#">Vaccine Adverse Event Reporting System (VAERS): Reporting Adverse Events</a>. Guidance to health care providers on reporting adverse events to VAERS after COVID-19 vaccinations.</p> | <p><a href="#">V-safe After Vaccination Checker</a>. V-safe is a smartphone-based tool for patient use that uses text messaging and web surveys to provide personalized health check-ins after a patient receives a COVID-19 vaccine, as well as reminders for patients to get their second COVID-19 vaccine dose, if needed.</p> <p><a href="#">V-safe Print Resources</a>. Multi-language print resources to support patient enrollment in v-safe, a smartphone-based tool that uses text messaging and web surveys to provide personalized health check-ins after a patient receives a COVID-19 vaccine.</p> |

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| FUNCTIONAL AREA:<br>Preventing Vaccine Administration Errors |  |
|--|--|
| REQUIRED   | HIGHLY RECOMMENDED   |
|  | <p><a href="#">Preventing Vaccine Administration Errors: A Primer for Health Care Workers</a>. Webinar on how frontline healthcare workers can employ best practices to prevent common errors in vaccine administration.</p> <p><a href="#">COVID-19 Vaccine: Administration Errors and Deviations</a>. This table provides resources for preventing and reporting COVID-19 vaccine administration errors, as well as actions to take after an error has occurred.</p> |

| FUNCTIONAL AREA:<br>Patient Communication |  |
|---|--|
| REQUIRED                                  | HIGHLY RECOMMENDED   |
|   | <p><a href="#">Vaccine Recipient Education</a>. Quick references for COVID-19 vaccinators.</p> <p><a href="#">#How I Recommend Vaccination Video Series</a>. This series features short videos demonstrating how clinicians address questions about vaccine safety and effectiveness and recommend same day vaccination to their patients.</p> <p><a href="#">How Nurses and Medical Assistants Can Foster a Culture of Immunization in the Practice</a>. This CE activity highlights key strategies nurses and medical assistants can use before, during, and after a patient's visit to foster a culture of immunization in a medical practice.</p> <p><a href="#">COVID-19 Vaccine Discussion Guide for Health Care Providers</a>. This document outlines ways to support your patients in making informed decisions about the COVID-19 vaccines.</p> |
|   | <p><a href="#">COVID-19 Vaccine Communications Toolkit</a>. Ready-made materials to help health care providers and others communicate about COVID-19 vaccines. Use and adapt these samples social media posts, graphics, videos, and other materials.</p>  |

\*Training/resource was required to be completed by the assigned primary and back-up vaccine coordinators during enrollment. An attestation was signed by the primary vaccine coordinator in the Provider Enrollment Portal to verify completion.

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