



COMMUNITY HEALTHCARE PROVIDERS: VACCINE READINESS COMMUNICATION

Date: January 6, 2021
To: West Hawaii Community-Based Providers
From: Lisa Downing, RN, Infection Prevention & Employee Health (ldowning@hhsc.org)
Subject: Community Healthcare Providers - KCH COVID-19 Clinic Go-live & Action Items

UPDATES (in red) January 6, 2021...The Kona Community Hospital (KCH) COVID-19 Vaccine Clinic is Live today. Over the prior weeks, we have tightened up clinic registration and scheduling procedures, and are now opening appointment slots to all (active) community-based healthcare providers.

Please review this memo carefully. It contains important information that will save your clinic staff time during the registration, scheduling and clinic appointment process.

KCH is a registered clinic in the CDC Vaccination Provider Program for West Hawaii. With this honor comes responsibilities and guidelines to be followed by our organization. We're committed to operating the KCH vaccine clinic in accordance with our CDC Vaccination Provider Program Agreement. This is huge undertaking, and the team is working tirelessly to manage all facets of pulling a large-scale vaccine clinic together. Please be patient.

We are currently in Phase 1A of the program (see Phase definitions below). Please be patient as we work through the Phases of the COVID-19 vaccine program.

Mahalo to all community based healthcare providers for helping to mitigate effects of the COVID-19 pandemic on our community.

SEE INSTRUCTIONS ON FOLLOWING PAGES.

REGISTRATION AND SCHEDULING PROCESS.

- Pre-registration must be completed on the Vaccine Administration Management System (VAMS). This is a CDC requirement.
- **CLINIC MANAGERS ACTION ITEMS:** Compile list of all employees with the following information:
 - **FULL LEGAL NAME:** First Name, Last Name, Valid Email Address
 - List should include ALL employees, even those not wanting the vaccine at this point. Registration is a much easier task on this end, than to add them later.
 - If you have 5 or more employees, submit info via and Excel spread sheet using your clinic name as the file title (ex: KCH Clinic Registration List)
 - Send registration info to Lisa Downing (ldowning@hhsc.org). Subject Line: (Clinic Name) Vaccine Registration
 - **Important:** Remind employees to have space in their email in box, or the message will not be received.
 - Enrollees will receive a separate email from CDC to the email address provided to KCH. Check spam and junk files to ensure the CDC email didn't go missing.
 - Anyone that does not have a link in their email – please gather those names and send **one** notification containing the person(s) first name, last name and e-mail address to David Frazier (dfrazier@hhsc.org) ASAP.
- The KCH VAMS electronic clinic was established in real time. The process of setting up the VAMS clinic and uploading email addresses is labor intensive. It is imperative that all personnel at each facility read and follow instructions for registration.

VAMS (CDC'S ELECTRONIC TRACKING TOOL) REGISTRATION:

- **Important:** VAMS will not work in Internet Explorer browser. You must cut & paste URL into Chrome, Edge, Firefox or Safari to access the system.
 - **Time Saving Tip:** We learned the hard way...make double sure employees and providers know to use only Chrome, Edge, Firefox or Safari browsers.
- Clinics need to assign a super user(s) to learn the registration and appointment scheduling process.

- Once employees are registered in the system they are allowed to schedule an appointment in the system. You will be asked to choose a method of communication from the CDC email or text message. This will be how they communicate with you moving forward.
- Enter clinic location with zip code 96740 and choose 50 mile radius to pull up Kona Community Hospital Clinic. Employees can choose any available day/time that is open.
- Your designated super users will assist co-workers with registration, scheduling an appointment, and completing the online questionnaires.
- **Important:** The day prior to your appointment CDC will send another email/text with a link requesting completion of a COVID-19 VAMS on-line questionnaire. Please complete **prior to clinic appointment** (see attached example with screenshots). This is another **Time Saving Tip**.
- **Important:** Reminder that links from VAMS will not work in Internet Explorer browser. You must cut and paste URL into Chrome, Edge, Firefox or Safari to access the system.
- VAMS will send a follow-up email with notification to schedule your appointment for your 2nd dose of the vaccine. You can log back into the VAMS system and repeat the process to schedule your second dose.

CLINIC SPECIFICS:

- Hours of operation

○ Monday	10am – 12pm	1 pm – 4:00pm
○ Wednesday	7am – 12pm	1 pm – 4:00pm
○ Friday	7am – 12pm	1 pm – 4:00pm
○ Saturday	10am – 12:pm	1 pm – 4:00pm

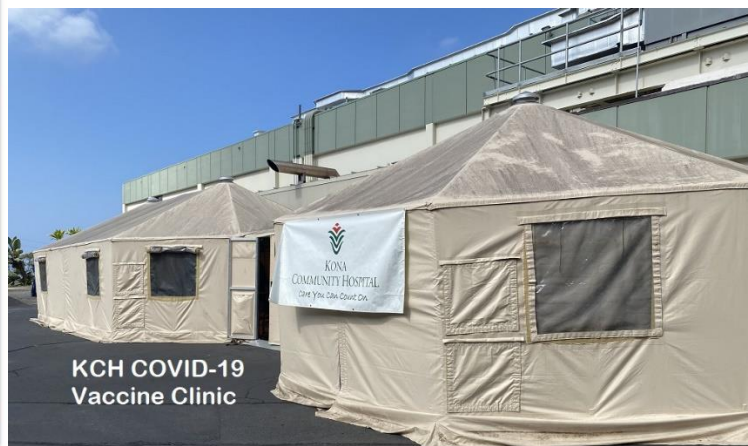
OVERFLOW PARKING is available in the gravel lot across street from KCH Med Oncology Clinic and in the old Courthouse parking lot. Please do not take stalls reserved for Physician or Visitor parking.

APPOINTMENT DAY (YOU MUST BRING PHOTO ID)

- Have photo ID available.
- Complete online questionnaire before appointment time.
- **Arrive 15 minutes prior to appointment time to allow for check-in and vaccine education.** Allow for 15 minute post-vaccine observation time.
- V-Safe app will not work in the clinic due to connectivity, but will work in the hospital or other location with Wi-Fi.
- Clinic flow. Check in at Station 1 – outside of 1st floor Mauka entry. (See diagram below). Clinic is located outside on the backside of the hospital.
- KCH has limited parking and one road in/out of facility please DO NOT block any emergency vehicle access.

VACCINE PROGRAM PHASES:

- Phase 1a (first in line), according to CDC and our State DOH guidelines, are affiliated healthcare workers. That includes: doctors, nurses, clinical personnel, registrars, check-in staff and all facilities management. This directive encompasses all employees and affiliates at each of the WHR organizations.
- The Phase 1b group will include all active community-based healthcare providers.
- Phase 2 groups will be focused on critical populations, as determined by the CDC and DOH, who were not vaccinated in Phase 1.
- The general population will be vaccinated according to CDC and DOH Phase designations. It's natural to want our loved ones to be first in line. However, KCH must follow CDC and DOH established guidelines for vaccine. **Please do not distribute Lisa Downing's contact information to the general population as we are not set up to handle public vaccinations.**



VACCINE POINT PERSONS:

- Community Healthcare Providers: Lisa Downing – contact at ldowning@hhsc.org

MANAGERS

- Please: Remind ALL staff that email boxes must have available for important communications as the situation with pandemic and the vaccine distribution process changes daily.

Additional clinic days will be opened as needed.