

COVID-19 Vaccine Providers Vaccine Management Solution Fact Sheet

The Ohio Vaccine Management Solution (VMS) offered by the Ohio Department of Health (ODH) is a new resource to help streamline the COVID-19 vaccine administration process for providers to free more time for patient care. VMS can assist vaccine providers with patient registration and scheduling, and vaccine inventory and clinic management. The tool that will launch to the public soon at gettheshot.coronavirus.ohio.gov can help Ohioans determine vaccine eligibility and schedule an appointment.

What is the Vaccine Management Solution (VMS)?

The VMS is a new, state-supported, no-cost, web-based service that allows Ohioans beginning the vaccination process to quickly determine whether they are [currently eligible to receive COVID-19 vaccines](#), or sign up to receive future alerts when they become eligible. When eligible, Ohioans can use this resource to set up an appointment with a nearby provider, and prepare for that appointment. Ohioans can access the VMS website on a smartphone, computer, or tablet. No additional downloads are needed.

Why vaccine providers are encouraged to use VMS

The demand for COVID-19 vaccine greatly exceeds availability, and some Ohioans have shared challenges finding a vaccine provider and available appointments. The VMS will give Ohioans a streamlined scheduling experience, reducing the volume of phone calls and website searches. We must ensure all Ohioans have an opportunity to receive vaccine as it becomes available, and to simplify that process as much as possible for vaccine recipients.

This state-supported, no-cost tool will help vaccine providers register patients, schedule appointments, and manage clinics, allowing providers to focus on the critical task of vaccine administration to Ohio's priority populations. The number of participating providers maximizes this solution, and all providers are strongly encouraged to evaluate the benefits of VMS, and choose to participate.

Benefits for vaccine recipients

The VMS is a one-stop shop for patients beginning the vaccination process to determine eligibility, schedule appointments, submit health information, and receive updates and reminders.

- The VMS tool allows Ohioans to quickly determine if they are eligible for vaccine.
 - Individuals uncertain if they are in a group currently eligible for the vaccine can find out using this tool by answering a series of questions.
 - Those who aren't yet eligible can sign up to receive email and/or text updates about Ohio's phases to be alerted when they do become eligible.
- The VMS tool allows patients to easily find available vaccine, schedule appointments, and access care.
 - Once determined to be eligible, Ohioans can use the tool to find providers near them who have vaccine inventory and available appointments.
 - Ohioans can use the tool to receive reminders about their appointments. Ohioans can use the tool to receive updates about the second dose if being vaccinated with a two-dose regimen.
 - Ohioans can use the tool to provide important screening information to the provider to help save time at their appointments.

Benefits for vaccine providers

The primary objective is to remove the burden from vaccine providers to allow staff more time to focus on patient care. The VMS offers the following key benefits for vaccine providers:

- The VMS is a state-supported solution at no cost to vaccine providers.
- The VMS allows providers to keep track of vaccine and inform the public about availability.

- The VMS offers vaccine providers a [consistent approach to scheduling vaccinations](#), and therefore a streamlined scheduling experience for the public.
- Providers can enter information about vaccine and appointment availability, and the tool provides that information to the public and allows direct scheduling. This means fewer phone calls so staff can concentrate on delivering vaccine.
- Providers can help patients enter appointments when necessary, or track walk-in appointments.
- Providers can enter information to help track vaccine doses and ensure patients receive booster shots.
- Providers can access pre-appointment health information, when available, and record post-appointment details about side effects or adverse reactions, if applicable.
- Training and support are available.
- The Ohio VMS integrates with [ImpactSIIS](#), Ohio's statewide immunization information system database, and will push data to ImpactSIIS every 24 hours, streamlining the state data entry process.

How providers can enroll in VMS

The VMS will be available for enrolled vaccine providers starting this week. Providers will receive invitations to activate their accounts on beginning Feb. 8. Once their account is activated, providers can begin preparing for the upcoming public launch, specific date to be announced soon. The email with account activation instructions will come from noreply@gettheshot.coronavirus.ohio.gov. Those emails will be sent on a staggered schedule beginning Feb. 8. Any provider that did not receive the account activation email should contact COVIDVACCINE@odh.ohio.gov to request a resend.

Providers who are enrolled but have not yet received vaccine supply are encouraged to set up their VMS Provider Portal. This will allow providers to become familiar with the system and begin using it immediately upon notification of a vaccine allocation. As vaccine supply increases, more enrolled vaccine providers will begin receiving shipments.

Training and communication resources for providers

The following training and communication resources are available to help providers navigate the VMS tool. [The Vaccine Management Solution \(VMS\) Training page](#) offers a series of videos and a user guide with step-by-step instructions for setting up your Provider Portal and using VMS.

Introduction

- [Overview of the VMS: slide deck presentation for providers.](#)
- [Frequently Asked Questions \(FAQ\)](#)

Training Videos

- [Introduction to the Vaccine Management Solution \(VMS\)](#): Brief introduction to the VMS system.
- [Patient Check-in](#): How to find a patient record and begin the vaccine administration check-in process.
- [How to Manage Staff](#): How to add, delete, and edit staff access in the Vaccine Management Solution.
- [How to Manage Your Location's Appointment Availability](#): How to create and maintain appointments in the Vaccine Management Solution.
- [How to Manage Available Inventory](#): How to track inventory in the Provider Portal.

User Guide

- [Ohio VMS User Guide](#): This training resource offers step-by-step instructions on different aspects of the VMS, including:
 - Managing vaccine inventory.
 - Entering appointment availability for the public to see.
 - Managing vaccine administration locations staff users.

Communications Toolkit

Coming soon: ODH is developing a toolkit with talking points, language tips, and social media language to help you communicate about the VMS tool to your patients, vaccine recipients and staff.

Who to contact for assistance

Vaccine providers who have questions after viewing the videos and reading the user guide should contact the ODH COVID-19 Provider Call Center at 1-844-90DHVAX (1-844-963-4829), or email COVIDVACCINE@odh.ohio.gov.

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If you have any questions, please call the ODH Provider Call Center between 8 a.m. and 7 p.m. Monday through Friday, and between 8 a.m. and 5 p.m. Saturday and Sunday at 1-844-90DHVAX (1-844-963-4829), or email COVIDVACCINE@odh.ohio.gov.