

Weekly Wrap Up

In this message:

1. [CDPH Respiratory Virus Updates](#)
 2. [CDPH COVID-19 Public Call Center Conclusion](#)
 3. [Vaccines for Children \(VFC\) Vaccine Ordering](#)
 4. [Opt-in Today for Vaccine Locator!](#)
 5. [myCAvax Trainings](#)
 6. [Upcoming Webinars](#)
 7. [Support Opportunities](#)
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CDPH Respiratory Virus Updates

New CDPH Weekly Respiratory Virus Report

The new [CDPH Weekly Respiratory Virus Report](#) contains COVID-19, influenza, and RSV surveillance metrics. It replaces the CDPH Respiratory Dashboard and the weekly Flu and Respiratory Virus Surveillance Report.

CDPH Respiratory Virus Guidance

For more information and recommendations refer to the [CAHAN 10/4/24: Preparation for Respiratory Virus Season COVID-19 Influenza and RSV](#).

Preparing for Respiratory Virus (RV) Season

For more information and resources on preparing for respiratory virus season please refer to the [Respiratory Virus Prevention \(ca.gov\)](#).

For high-risk populations in skilled nursing facilities and long-term care facilities, please encourage residents and healthcare personnel to stay up to date on recommended vaccinations. Also maintain policies for [source control masking](#), and initiate prompt testing and treatment of COVID-19 and influenza to reduce the risk

of severe illness, hospitalization, and death. See our [LTCF resources page on EZIZ](#) for more.

Through the extension of federal testing resources, CDPH will offer COVID-19 tests to support populations who are at high-risk for severe disease through February 28, 2025. Patients who are at high risk for severe illness, may benefit from outpatient COVID-19 treatment. For more information on testing and treatment, refer to [CDPH Immunizations Updates for Providers](#), October 18, 2024, slides 35 – 39.

[Return to Table of Contents](#)

CDPH COVID-19 Public Call Center Conclusion

On September 30, 2024, the CDPH COVID-19 Public Call Center concluded its services.

The **CDPH Provider Call Center** (PCC) is **not affected** and continues providing support to California providers.

The Provider Call Center (formerly COVID Call Center) provides support and resources for all CDPH Providers, Local Health Departments and Multi-County Entities (MCEs). The PCC operates as the technical helpdesk for both myCAvax and My Turn clinic platforms, and also provides vaccine management assistance, general support, answers and resources for the following vaccine programs at CDPH:

- California Bridge Access Program (CA BAP)
- State General Fund Flu (SGF)
- Vaccines for Adults (VFA)
- LHD 317
- Outbreak

The PCC hours are Monday – Friday, 8:00 am – 5:00 pm (PT). They can be reached by phone at (833) 502 – 1245, or by email as follows:

- General Questions: providercallcenter@cdph.ca.gov
- myCAvax IT: mycavax.HD@cdph.ca.gov
- My Turn Clinic IT: MyTurn.Clinic.HD@cdph.ca.gov

[Return to Table of Contents](#)

Vaccines for Children (VFC) Vaccine Ordering

Open Ordering for Nirsevimab

Now that RSV season has begun, CDPH has removed allocations for Vaccines for Children (VFC) providers and have transitioned to open ordering. With open ordering, providers may continue to order doses as needed and replenish any doses used throughout this RSV season. Orders will be processed on a first-come, first-served basis until our biweekly threshold from CDC is depleted.

Note: Since California will continue to receive allocations from CDC every 2 weeks, we will continue to monitor the available supply and may temporarily pause ordering based on availability, until our state allocations are refreshed.

2024 – 2025 VFC Flu Vaccine

Flu Allocations: Additional allocations have been uploaded for FluLaval and Fluzone.

Flu Vaccine Brand Switching: Since California has already pre-booked flu doses for the state through CDC, we do not allow brand switching, and this information has been included in our VFC communications. However, CDPH is still receiving requests to switch brands and is determining if we can accommodate these requests on a case-by-case basis.

Keep in mind, products are currently being prioritized for providers who submitted a pre-book in January for the requested vaccine. This highlights the importance of submitting a flu pre-book with enough doses of the correct vaccine product needed. Pre-book for the 2025 – 2026 flu season is expected to occur in early 2025.

Issue with Submitting Corrections to Vaccine Orders

When submitting corrections to your VFC vaccine order, there is a bug that isn't allowing the VFC Program to see the edits made to the 'Doses administered' column. If an order is sent back to you for corrections for this reason, please re-submit the order with a note in the Provider Comments section letting us know of the changes you made. For example, a simple comment of "we used 5 doses of Infanrix since our last order but it's not saving to the order" would help us troubleshoot the issue to escalate to our developers for an eventual fix.

[Return to Table of Contents](#)

Opt-in Today for Vaccine Locator!

By opting into the Vaccine Locator, you are ensuring that patients can easily find your locations. Your participation is invaluable in **helping patients access the care they need**.

How to Opt-in:

1. Log into myCAvax
2. Navigate to “Provider Locator” page
3. Navigate to the sub-page “My Turn Vaccine Locator Opt-In”
4. For each location, click the blue “Manage Vaccine Locator Form” button
5. Fill in the fields and press submit

[Return to Table of Content](#)

myCAvax Trainings

Looking for myCAvax training? All myCAvax trainings are posted on the [myCAvax Knowledge Center](#), which requires a myCAvax login to access. To view archived myCAvax VFC transition trainings, visit [myCAvax VFC on EZIZ](#).

[Return to Table of Contents](#)

Upcoming Webinars

Crucial Conversations Webinar: Talking with Families about Fall Immunizations: COVID-19, Flu, RSV with Dr. Ilan Shapiro

- [Register](#) for the webinar on Tuesday, October 22, 2024, 12:00 pm – 1:00 pm (PT)

CDPH Immunization Branch Updates for Providers Webinar (occurs every other Friday)

- [Register](#) for the next session: Friday November 1, 2024, 9:00 am – 10:30 am (PT)

California Immunization Coalition (CIC): Strengthening Hepatitis B Prevention: Advocacy and Awareness

- [Register](#) for the webinar on Tuesday, October 29, 2024, 12:00 pm – 1:00 pm (PT)

[Return to Table of Contents](#)

Support Opportunities

Provider Call Center

For program information: Email providercallcenter@cdph.ca.gov or call (833) 502-1245 (Monday – Friday, 8:00 am – 5:00 pm, PT).

myCAvax Help Desk

For technical issues (e.g., password resets): Email myCAvax.HD@cdph.ca.gov or call (833) 502-1245, (Monday – Friday, 8:00 am – 5:00 pm, PT).

System-related training materials are available via the Knowledge Center in myCAvax.

My Turn Help Desk

Onboarding: email myturnonboarding@cdph.ca.gov

Technical support for My Turn Clinic: email MyTurn.Clinic.HD@cdph.ca.gov or call (833) 502-1245 (Monday – Friday 8:00 am – 5:00 pm, PT).

[Job aids, Demos, and Training Opportunities](#)

VFC Customer Service Center

For program information: Email MyVFCvaccines@cdph.ca.gov or call (877) 243-8832 (Monday – Thursday, 9:00 am – 4:30 pm, PT; Friday, 9:00 am – 4:00 pm, PT).

[Return to Table of Contents](#)

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