BUREAU DE SANTÉ DE MIDDLESEX-LONDON HEALTH UNIT

COVID-19 VACCINE DISTRIBUTION PROGRAM
SUPER USER ROLE REVIEW

What does it mean to be a 'Super User'?

As a Super User, you will be the primary contact for your organization's COVID-19 vaccinations. You will be responsible for a number of roles to ensure the success of COVID-19 vaccine clinics, which includes:

COVax INVENTORY MANAGEMENT

- You play a key role in helping manage COVax inventory at your organization. For some context...
  - COVax is intended to be used for real-time vaccination.
  - MLHU will allocate vaccine to your Vaccination Event Inventory within the COVax system.
  - As you administer doses of vaccine, doses are pulled from your inventory allocation in real-time.
- Your role in managing COVax inventory involves...
  - Recording all extra doses of vaccine from a vial
  - Recording all vaccine wastage

For further information, visit our **Program Webpage** and look at Super User resources under the **COVax Resources** section.

TROUBLESHOOTING

- You will be the go-to person at your organization for any questions or concerns.
- Resources are available to help you troubleshoot common issues, such as:
  - Correcting a dose administered under the wrong Vaccination Event
  - Correcting a dose administered under the wrong inventory lot number
  - Editing a dose administration record
  - Merging duplicate client records

To access these resources, please see the Super User resources under the **COVax Resources** section on our **Program Webpage**.

WEEKLY HAND COUNT REPORTING

- To ensure physical inventory matches COVax, you will submit a weekly hand count survey to MLHU:
  - Super Users report any COVID-19 vaccine inventory stored each Tuesday by 11:59pm.
  - MLHU reviews the data every Wednesday morning to ensure consistency with COVax.
  - If any discrepancies are found, you will be contacted to help resolve discrepancies.

To avoid discrepancies and ensure accurate information is in COVax each day you administer vaccine, follow the **Super User End of Day Checklist**.

VACCINE ORDERING

- In most cases, Super Users will support their organization by ordering COVID-19 vaccines.
- This is done through the *MLHU Ordering App*, which will allow you to review the status of orders, see all previous orders, and upload temperature logs.
- MLHU's COVID-19 vaccine ordering team will work with you to gain access to the Ordering App. To contact this team directly, please email **COVIDVaccineOrders@mlhu.on.ca**.

Note: Arrangements can be made for other staff to complete vaccine orders if that makes sense for your organization.

How can MLHU support you?

- Super Users have a number of important roles to fill. MLHU is there to support you! Make use of these supports:

Virtual Training

MLHU can facilitate a one-on-one session to walk you through the COVax system, as well as answer any specific questions you may have as you've gone through the training process.

Email **COVIDVaccine.Deployment@mlhu.on.ca** to schedule this.

Informatics Support

MLHU's Informatics Support staff are available to provide ongoing COVax support to your organization. We recommend you note the email and on-call number below for future use.

Email **COVIDVaccine.Informatics@mlhu.on.ca**
In cases of emergencies, call **519-663-5316 x9013**