Guide For Color Site Managers

This document is designed to outline *Best Practices for Color Site Managers*.

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CANCELING CLINICS DUE TO INCLEMENT WEATHER

- You can use the “Delete Appointment” tool which will allow you to cancel booked appointments and allow patients to reschedule.
- Prior to canceling, if you want to reschedule, be sure to add the new appointment dates in your calendar. This will also allow you to share the link to reschedule in the cancelation notice.
- The “Delete Appointment” tool allows you to send a custom message about your weather situation. The patient will receive that message while also receiving a link to reschedule.
- More information can be found in the Create Scheduling Calendar of the Color Knowledge Base.

CLINICAL BEST PRACTICES

- (Re)screening a patient at the time of vaccine administration, to learn more, visit Immunize.org Screening Checklist webpage.
- Checking/verifying the information a patient reported during registration and either verifying it matches [Note: this is important to verify that the vaccine type and dose the patient registered for matches what you are administering] or making the correct change(s).
- It is important to verify and record the correct vaccine to monitor vaccine effectiveness and maintain complete vaccination records.
    - To learn more, read about our Vaccine Guidance, General Best Practices for Immunization, and Vaccine Administration and Clinical Guidance resources.

DECOMMISSIONING CLINIC SITES

- You may request to de-commission a clinic site by reaching out to the Color team at 844-531-0545 or emailing vaxsites@color.com
- Decommissioning a site will remove it from the drop-down of active clinic sites in your Onsite Tool.
- A decommissioned site will remain accessible to update vaccination records and to access data in the Dashboards.

ENSURING DATA QUALITY

- Each site should reconcile its vaccination data at the end of each clinic through the use of the Vaccination Dashboard. It is important to identify any clerical errors where a vaccinator may have selected the incorrect lot in the drop down (this is most obvious when a 5-11-year-old has the incorrect manufacturer) Once you identify any of these errors, you can correct them directly in Color using the Edit Vaccination feature.

- Providers remain responsible for ensuring that vaccination records in Color have transferred successfully to the MIIS.
    - To troubleshoot issues in the MIIS, you may access the MIIS Resource Center.
- You may retroactively enter vaccinations and update patient records in Color by either using the Vaccination Roster Upload or by using the Edit Vaccination feature. Make sure that the date, lot, dose, and vaccinating clinician information is accurate and make changes as needed. If a record is updated in Color, it will automatically send that update to the MIIS.
- If you need to change a manufacturer or expiration date once you have administered a vaccine from that lot, you will need to contact Color Support:
    - For site support, reach out to the Color team at 844-531-0545 or email vaxsites@color.com
    - Color support hours are Monday – Friday, 7am to 7pm ET and Saturday – Sunday, 8:30am to 7pm ET.

PAPER BACKUPS

- You should always be prepared to administer clinics on paper if your access to the Color platform is compromised due to wi-fi and/or system outages. Your site will be able to enter vaccination records retroactively in the event this happens. Please find links for the paper registration forms below:
    - English Registration PDF
    - Spanish Registration PDF
- In order to proceed with minimal disruption to your clinics, ensure you have a printed copy of the registration from your Appointments Dashboard and a way to record vaccinations administered.
- You may also use your own methods and forms to capture this information in the event that you are unable to access Color.

GUIDANCE ON RECONCILING YOUR VACCINATION DATA IN COLOR TO THE MIIS

We recommend reconciling data on a per-clinic basis as it is easier to identify any discrepancies when comparing as opposed to over several months. How to Resolve Inventory Discrepancies along with additional information for inventory decrementing in the MIIS.

- **In the MIIS:** Any provider can get the number of shots administered by running the patients vaccinated report and exporting it. The Patients Vaccinated Report Mini Guide, specifically page three and four shows users how to export the patients vaccinated report to Excel. Once the downloaded report is opened in Excel, the

second tab, called "Detailed Report," will enable providers to run a tally of how many shots were administered. This will provide the shot count versus the patient count given on the "Input Parameters" page (first Excel tab).

- **In Color:** In the Vaccinations PHI Dashboard, providers can run a query of all vaccinations administered or by certain dates and/or clinic sites. Once certain parameters are selected, the results can be downloaded in Excel by selecting download, advanced options (show all results). You can then compare this data to the number of shots administered in the MIIS Patient Report.

USER ACCESS AND AGREEMENTS

- **Staffing Changes:** It is the responsibility of the Site Manager to remove all Color users who no longer need access to certain clinics or to Color. Users should be removed as soon as they no longer need access.
    - **Site Agreements:** Please be aware that any staffing changes at your clinic, including those users who signed the original Color site agreement, must be reflected through an updated site agreement. If you need to update your site agreement, please reach out to colorhelp@mass.gov.
    - **User Agreements:** Any new user with access to Color must sign an Individual User Agreement that is kept on file locally and can be requested by DPH at any time.

VACCINE INVENTORY AND EXPIRATION DATES

- Please note: The beyond use date is different from the expiration date and sites should always use and enter the expiration date on their vaccine inventory.
- If you need to change a manufacturer or expiration date once a vaccine from the lot has been administered, you will need to contact Color Support:
    - For site support, reach out to the Color team at 844-531-0545
    - Color support hours are Monday – Friday, 7am to 7pm ET and Saturday – Sunday, 8:30am to 7pm ET.

VAXFINDER

- **Important Reminders:** It is critical to keep your information up to date — if you are no longer providing a certain manufacturer or are no longer providing services, you must update VaxFinder. Additionally, if you are no longer accepting walk-ins, please update this on VaxFinder. To make updates and changes, please use VaxFinder Vaccine Site Updates.
- Please don't hesitate to reach out to Commandcenter@buoyhealth.com with any questions about posting to VaxFinder.
- **Important Reminders:**

- Do not submit a registration link for appointments that are scheduled on a secondary/private calendar. To use VaxFinder, your appointments must be on your primary calendar.
- When providing your clinic site name to VaxFinder, it must match the exact name used in Color. For example, if your clinic site name in Color is "Boston Wang YMCA" and you submit "Boston Wang", it will not work.

VERIFYING AND UPDATING INFORMATION

- Each site is responsible for verifying and updat all information patients entered during registration at check-in:
  - You must verify address, race/ethnicity and make any necessary updates.
  - You must verify insurance information and make any required updates.
  - This is especially important for VFC eligibility screening:
    - See all 2026 Guidelines for Compliance with Federal and State Vaccine Program Requirements
- Color flags individuals as VFC-eligible based on the criteria they enter during registration.
  - In case an individual does not select the appropriate criteria while registering, the check-in person should be re-screening for VFC eligibility at the time of check-in.
  - You can see all your VFC-eligible patients and the reason for eligibility in your Vaccination Dashboard, and you can edit VFC eligibility directly in the Vaccination Tool at check-in.

HELPFUL RESOURCES

Color Resources

- Color Vaccine Resource page contains previous product launches and short training videos.
- Color Knowledge Base page includes links to Color video tutorials, as well as links to recorded trainings.
- Color Weekly Office Hours are held weekly on Thursdays from 10am-11am

Official Vaccine Clinic Management DPH Webpages:

- Information on Vaccine Clinic Management Platform
- How to apply to use Vaccine Clinic Management Platform
- Color Training and Help Desk Resources
- Guide for Color Site Managers

CONTACTS

Color Help:

For questions regarding the platform, onboarding, etc.

Email questions to: colorhelp@mass.gov

For additional information, please visit the Vaccine Clinic Management Platform Webpage

Immunization Division Main Number:

For questions about immunization recommendations, disease reporting, etc.

Phone: 617-983-6800 (24/7 MDPH Epidemiology line)

Fax: 617-983-6840

For additional information, please visit the Massachusetts Department of Health Immunization Webpage

MIIS Help Desk:

Phone: 617-983-4335

Fax: 857-323-8321

Email questions to: miishelpdesk@mass.gov

For additional information, please visit the Massachusetts Immunization Information System (MIIS) Webpage

MDPH Vaccine Unit:

Phone: 617-983-6828

Email questions to: dph-vaccine-management@mass.gov

For additional information, please visit the Vaccine Management Webpage

ForHealth Consulting at UMass Chan Medical School:

DPH's third-party billing vendor integrated with Color

Email questions to: Vaccine@umassmed.edu

For additional information, please visit the ForHealth Consulting Webpage