

GUIDE FOR MDPH 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, the patient standardized screening form can be found [here](#) on Immunize.org.
- 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). Clinicians can now edit the patient dose number based on this verification.
- It is important to verify and record the correct COVID dose number to monitor vaccine effectiveness and maintain complete vaccination records.
 - For the most up to date COVID-19 vaccine information, please refer to the [CDC Interim Clinical Considerations Use of COVID-19 Vaccines in the United States](#) and [U.S. COVID-19 Vaccine Product Information](#).
 - For detailed, clinical best practices immunization guidance, please refer to the [General Best Practice Guidelines for Immunization: Best Practices Guidance of the Advisory Committee on Immunization Practices \(ACIP\)](#).
 - [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 [here](#).
 - [Learn more](#) about using Color dashboards to reconcile data with the MIIS.

- 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 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.
- 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.

- **In the MIIS:** Any provider can get the number of shots administered by running the patients vaccinated report and exporting it. Pages 3 and 4 of the [Patients Vaccinated Report Mini Guide](#) 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.
- **Inventory Decrementing:** Watch this [video](#) on how to resolve inventory discrepancies.

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.
 - **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. If you

need an electronic version of the User Agreement template sent to you, please download it [here](#).

VACCINE INVENTORY AND EXPIRATION DATES

- To sign up for the CDC COVID Vaccine Lot Number and Expiration Dates report, use [this link](#).
- 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

- 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 this [form](#).
- 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 UPDATING 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 [2023 Guidelines for Compliance with Federal and State Vaccine Administration 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.

HELPFUL RESOURCES

- **Color [Vaccine Resource Page](#)**

- This document contains previous product launches and short training videos.

- **Color [Knowledge Base](#)**

- This document includes links to Color video tutorials, as well as links to recorded trainings.

• **Color office hours** are held weekly on **Thursdays from 10am-11am** at [this](#) Zoom link.

- **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](#)

COVID-19 Resources

- The [CDC Interim Clinical Considerations Use of COVID-19 Vaccines in the United States](#)
- Search for Vaccine locations: <https://www.vaccines.gov/>
- COVID-19 Vaccine Resource Line/2-1-1 is available for individuals who need further assistance or have difficulty accessing the internet. The line is available in English and Spanish and has translators available in approximately 100 additional languages.
- MDPH COVID-19 [Vaccine Information](#)
- MDPH COVID-19 [booster frequently asked questions](#)
- MDPH COVID-19 Vaccine Training and Education Resources for Providers: <https://www.mass.gov/info-details/covid-19-vaccine-training-and-education-resources-for-providers>
- MDPH [Multilingual COVID-19 Materials](#). Resources related to Coronavirus Disease 2019 (COVID-19) in multiple languages. Includes videos and printable files on topics like vaccine safety, pregnancy and the vaccine, and FAQs.

Influenza Resources (watch for 2023/2024 information)

- [Influenza | Mass.gov](#)
- [MMWR 2023-24 Summary of Recommendations](#)
- [MMWR 2023–24 Influenza Season](#)
- Standing Orders templates can be found on Immunize.org's website, <https://www.immunize.org/standing-orders/>
- CDC's [Frequently Asked Influenza \(Flu\) Questions](#)
- CDC's Seasonal Influenza gateway page for Health Professionals: <https://www.cdc.gov/flu/professionals/index.htm>
- Immunize.org's Ask the Experts/Influenza https://www.immunize.org/askexperts/experts_inf.asp

CONTACTS

Color Help

For questions regarding the platform, onboarding, etc.

Email questions to: colorhelp@mass.gov

Website: <https://www.mass.gov/info-details/vaccine-clinic-management-platform>

Immunization Division Main Number

For questions about immunization recommendations, disease reporting, etc.

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

Fax: 617-983-6840

Website: <https://www.mass.gov/topics/immunization>

MIIS Help Desk

Phone: 617-983-4335

Fax: 857-323-8321

Email questions to: miishelpdesk@mass.gov

Website: <https://www.mass.gov/massachusetts-immunization-information-system-miis>

MDPH Vaccine Unit

Phone: 617-983-6828

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

Website: <https://www.mass.gov/service-details/vaccine-management>

ForHealth Consulting at UMass Chan Medical School

DPH's third-party billing vendor integrated with Color.

Email questions to: Vaccine@umassmed.edu

Website: <https://forhealthconsulting.umassmed.edu/>