

Vaccine Distribution Tracking System - Frequently Asked Questions

Go Live Questions

1. Q: Do we need to synchronize a time across all organizations to perform the baseline count prior to Go Live transactions?
A: No, as long as the baseline is done by midnight on Monday April 19 (Go Live day), there is no need to synchronize time.
2. Q: Will there be back entry or just the inventory count on April 19th?
A: There does not need to be any back entry. Inventory count on April 19 is required.
3. Q: I am off on Go Live day; can I do the baseline physical count transactions the following day?
A: Please speak to your organization lead, if inventory will be used the day you are off to determine a designate user within your organization to enter the counts for your location.

On Boarding Questions

4. Q: Where can I go to request access to VDT?
A: The Work standard and the User Account line listing template are here: <https://www.ehealthsask.ca/services/Manuals/Pages/COVID-19.aspx>
5. Q: Who gives us access and where do I find the VDTS user information?
A: For SHA staff, Jessie Buhler submits user account requests for VDT. NITHA, ISC staff contact your organization leads. The Policy and User Guide contains the Work Standard: Process for Provisioning Access to the Vaccine Distribution Tracking System.
6. What about staff who do not have work issued cell phones for dual authentication?
A: A cell phone is required and needs to be used as part of the login authentication.
7. For those already using the DUO for VPN access, will it be the same DUO, or another one?
A: You should be able to set up multiple accounts on DUO, e.g., for both CQE and VDTS.

Product Counts

8. Q: Do we have to count our bonus doses?
A: No, bonus doses are not expected to be counted. Use the number of doses expected from each vial.
9. Q: Why can't we count vials instead of doses?
A: Inventory must be in doses as this is how it is allocated. Use expected doses from the vial, as the number of doses.
10. Q: How do we take counts with the ultra-frozen product as you can't have the product out of the freezer for very long?
A: Some areas are taking a picture of the vials.

11. Q: For sites receiving vaccine directly from the manufacturer; how is that recorded?
A: Select External Supplier
12. Q: If I sign out 10 vials and bring back 2 not used; how do I record?
A: Perform a QOH adjustment. See the Work Standard: Adjusting COVID-19 Vaccine Quantities
13. Q: If taking out 100 doses of product for a day and only 80 are used what is needed to be recorded?
A: Adjust the QOH to align.
14. Q: Is it possible to see total doses within a COVID Zone?
A: QOH Reports are being implemented but not active yet.
15. Q: If an order is sent does the receiving location physically count and record as received?
A: Yes, the receiving location must accept and record as received to see the increased QOH.
16. Q: When must data entry of QOH occur?
A: Immediately prior to Go Live a physical count must be entered into the VDTS as a “baseline” of your QOH; then as directed within the work standard, transactions to record further distribution or quantity adjustments should be made **by midnight each day** – see Policy and Work Standard: Adjusting COVID-19 Vaccine Quantities
17. Q: Where can I access VDTS training video and user documentation?
A: All VDTS materials are available here:
<https://www.ehealthsask.ca/services/Manuals/Pages/COVID-19.aspx>
18. Q: This will never balance?
A: It is not expected to balance, but rather to reflect accurate transactions and adjustments in vaccine product, over time, by location.
19. Q: Can vaccine quantity be auto decremented when vaccine administration is entered into CQE?
A: This is not an available functionality.
20. Q: Utilized is just the number of vials earmarked for the day correct?
A: Correct, it is not the count of doses administered to people and recorded in Panorama, but only product count “issued” for clinic, for example.
21. Q: In rural areas we do not have staff or resources to track product on weekends.
A: Your organization will have to determine a process for entering vaccine inventory on weekends if it is being used.
22. Q: Do we have to do QOH adjustments on days there is no clinic and no staff working?
A: If no vaccine product is being received or sent or adjusted, then no data entry is necessary.

23. Q: What do we select if we receive the vaccine from Fedex?
A: Vaccine received via Fedex comes from the manufacturer, so enter received from External Supplier.

Receiving Vaccine

24. Are the SDL's mirrored from Panorama?
A: There is a subset of SDLs in the VDTS; Depot and Clinics have been confirmed.
25. Is Depot the same as a Distribution Hub?
A: Yes, a Depot is be the same as Distribution Hub.
26. Q: Is RRPL still using Panorama for receiving COVID-19 vaccine?
A: No, they will enter into VDTS
27. Q: Are instructions on when to use an External Supplier in a Work Standard?
A: No, an External Supplier is only selected if the Vaccine product has arrived to you directly from the Manufacturer. Otherwise, receive from the Location that sent to you.
28. Q: Will RRPL be receiving vaccine product from External Suppliers (Manufacturers) then sending on to Hubs for further distribution?
A: Manufacturers may send to RRPL and RRPL will send to Hub. Hub will then receive from RRPL.

Corrections

29. Q: How do I correct mistakes in vaccine product lot number quantities?
A: You “back out” the incorrect entry – e.g. if you added 100 doses for an incorrect lot number, then create a new adjustment for **-100** doses for that same lot number. The process is outlined in the Work Standards: Receiving/Sending COVID Vaccine and Adjusting COVID-19 Vaccine Quantities.
30. Q: How do I correct mistakes in vaccine product quantities in the past?
A: You “back out” the incorrect entry using the same date as the incorrect transaction. Reverse the transaction dose count. The process is outlined in the Work Standards: Receiving/Sending COVID Vaccine and Adjusting COVID-19 Vaccine Quantities.

Mobile Devices

31. Q: Can we use phone or iPad for VDTS?
A: The system was not designed for mobile operating systems.

Data Entry

32. Q: Who is responsible for entering VDT at each site?

A: Your organization will advise you.

33. Q: If you don't have online access to VDTS; will you need to track manually and bring back for data entry?

A: Yes.