



Cook County Department of Public Health COVID-19 Vaccination Partner Guidelines

Approved COVID-19 Vaccine Providers

1. CCDPH is able to redistribute vaccine to approved vaccine providers. An approved vaccine provider is one who has submitted the CDC COVID-19 Vaccination Provider Agreement, and has received a COVID PIN number from the Illinois Department of Public Health (IDPH). **You are expected to follow all parts of this agreement including:**
 - a. Organization must not sell or seek reimbursement for COVID-19 Vaccine and any adjuvant, syringes, needles, or other constituent products and ancillary supplies that the federal government provides without cost to Organization.
 - b. Organization must administer COVID-19 Vaccine regardless of the vaccine recipient's ability to pay COVID-19 Vaccine administration fees.
 - i. ***You may ask for insurance for an administration fee, but you cannot require insurance in order to provide vaccination***
 - ii. ***You cannot charge out-of-pocket fees***
 - iii. Organizations must not ask for a social security number as COVID-19 vaccine is to be available to everyone who lives within Cook County regardless of citizenship status.
 - c. **You will need to report the vaccination data into I-CARE directly WITHIN 24 HOURS** if you do not have a data portal that automatically uploads that data into I-CARE.
 - d. **You will also need to report your inventory to Vaccine Finder every 24 hours.** ***This is critical as IDPH determines CCDPH's allocation based on this data*** Questions about Vaccine Finder can be directed here: vaccinefinder@castlighthouse.com
2. Provide a copy of the above signed CDC COVID-19 Vaccination Partner Agreement to CCDPH

Vaccine Supply & Wastage

3. CCDPH vaccine can be used for any Illinois resident as of April 27, 2021.
4. Per the state, supply is expected to meet demand going forward. All requests for vaccine are likely to be met pending any unforeseen circumstances.
5. **Your inventory needs to be used before an order can be placed. This is to avoid expiring doses and waste.**
6. CCDPH inventory depends on what the state ships (usually same day notification). CCDPH cannot guarantee supply to any partners.
7. CCDPH supplies partners with 2nd doses for what was given in 1st doses.
 - a. Starting the week of 5/24, please indicate if you do not need any second doses that are due to you for this week.
 - b. **Starting 5/17/21, please treat all doses (1st and 2nd) the same and to consume doses as quickly as possible and not hold vaccine back only for first or second doses. Any dose is fine to give for first or second. There is ample supply and there is no risk on not getting second doses now.**



8. Try your best to minimize waste by: Prepare a standby list, review patient lists for those not vaccinated, monitor no shows and extra doses and anticipate need to reach additional people, make rescheduled appointments republished as open as soon as possible.
 - a. However, avoid all missed opportunities (even if you puncture an extra vial for 1 person!) and don't turn anyone away. You will not be penalized.
9. Follow up missed second dose appointments with reminders by phone/email/mail/text.
10. NEW IDPH Vaccine Transfer Program:
<https://app.smartsheet.com/b/publish?EQBCT=1d3b52a144224e3c952e7099d19952dc>
 - a. **New resource available to facilitate transfer of COVID-19 vaccine** In the interest of being good stewards of the COVID-19 vaccine and preventing wastage, IDPH has made a resource available in I-CARE to facilitate the transfer of excess doses to providers in need of vaccine. Any provider with excess inventory is encouraged to list it so that those doses can be transferred to other providers before the expiration date. All enrolled COVID-19 vaccine providers outside the City of Chicago are eligible to list and request doses through this process.

ACIP Phases

11. **Phase 2: Effective April 12th, 2021, all populations 16 and above eligible for vaccine.**
 - a. Only Pfizer is approved for 12 and older (Moderna and J&J are 18+)
 - b. NO proof of phase should be required.

Vaccine Scheduling

12. Walk-in clinics, in addition to scheduled appointments, are **encouraged** at this time.
13. Per IDPH, opening up appointments and scheduling appoints in advanced in encouraged at this time, as supply is expected to meet demand.
14. Partners are expected to provide their own registration and appointment system.
 - a. This ideally includes both an online link and telephone number to ensure accessibility.
 - b. This is ideally available in multiple languages, especially Spanish.
15. If second doses are not scheduled at the time of first dose scheduling, ideally have all second doses scheduled prior to the patient leaving their first dose appointment.
16. Have a plan to deal with extra vaccination left at the end of clinic (e.g. Standby list)
17. Extra efforts should be made to promote vaccine uptake among residents of communities with lower rates of vaccine uptake to date.
18. Please consider promoting your partnership with CCDPH and posting language such as "Vaccine provided through partnership with CCDPH."
19. **Considerations to improve vaccination rates:**
 - a. Implement standing orders in your outpatient clinic or Emergency Department and Hospital Discharge order set.
 - b. Open clinics for walk-in vaccination and start EHR reminders to vaccinate at routine visits.
 - c. Use non-traditional hours and locations trusted by your community with high traffic.
 - d. Open clinics at non-traditional hours.
 - e. Theme days. (e.g., *Donuts and Shots*: Chew your way to protection and go on that vacation already)
 - f. Text and social media reminders for vaccine.



- g. Create incentives to get parents/guardians in the office for routine pediatric vaccination by offering vaccine to them too or a Reach Out and Read book if they come to the visit.

EQUITY GUIDELINES

CCDPH encourages a focus on the following individuals or groups:

1) Lives or works in one of the 32 Priority Municipalities

AND/OR

2) Be part of a vulnerable, high risk, or hard to reach group (including but not limited to):

- *Racial and ethnic minorities*
- *Undocumented, refugees, immigrants*
- *Housing insecure*
- *Seniors*
- *Disabilities*
- *Limited or non-English speaking*
- *Low income or low wage workers*
- *Homebound*
- *Congregate settings*
- *Uninsured*
- *Behavioral health challenges*
- *Justice-involved*
- *Low technical literacy*

AND/OR

3) Is a municipality with a relatively low vaccination rate. Please visit our vaccination coverage map on our Shinyapp: Click link, go to "Maps" Tab (top right), and then click on "Vaccine Coverage" on the left:

<https://ccdphcd.shinyapps.io/covid19/>

Tactics to Reach the Above:

20. Multilingual staff/personnel/access to interpreters

21. Flexible hours of operation including weekend and evening hours

22. Allocation of appointments

- a. Priority areas based on vulnerability data – see below for CCDPH's 32 priority municipalities
- b. Priority organizations (congregate setting, low wage workers, unhoused, seniors, undocumented, non-English speaking, disabilities)

23. Scheduling of appointments

- a. Phone option to call in

24. Walk-in clinics

25. Mobile/pop-up community sites

26. Outreach, education, and RESERVED appointments/vaccines through Community Based Organizations

- a. Outreach via phone calls
- b. Outreach via community organizations *opportunity to partner our CBOs with our partner sites*



- c. Outreach starting prior to site launch if mobile site
- d. Multilingual recruiting efforts
- e. Note that vaccine is free of charge and IDs and insurance NOT required to get vaccine
- 27. Community feedback
 - a. Listen and learn through CBOs
- 28. **Waiting list** for remaining vaccine at the end of the day
 - a. Target high vulnerability
- 29. **Verification of identity/phase**
 - a. As of April 12, 2021, NO proof of phase should be required
 - b. Do NOT ask for SSN (if you need to for HRSA, please explain this is not required)
 - c. Consider avoiding use of ID – Bringing an ID only applies to people who have one. Anyone without an ID can still get the COVID-19 vaccine.
- 30. Do not require insurance
 - a. You may ask for insurance, but please relay that it is not a requirement
- 31. If you are receiving vaccine from the federal supply or another county, we ask that you keep CCDPH updated on your activities to ensure that we are aware and coordinating efforts effectively and equitably.
- 32. Provide transportation to and from appointments
- 33. **ICARE Race and Ethnicity Reporting**
 - a. Ensure that race/ethnicity data (mandatory field in ICARE) is complete for each vaccine appointment for accurate reporting of vaccination demographic data.
 - b. Follow your own race and ethnicity data.

More information from IDPH regarding required race/ethnicity reporting in I-CARE:

- **Effective Monday, February 8th**, the race and ethnicity data fields in I-CARE are mandatory data fields.
- The two data fields and response options are provided here:
 - o Race: American Indian or Alaska Native, Asian, Black or African-American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander, Other race, White, Unknown
 - o Ethnicity: Hispanic or Latino, Not Hispanic or Latino, Unknown
- Communicate with your patient population that this field is a requirement of the registration process and reaffirm that this information is confidential and is used (in aggregate) to help ensure vaccine is getting to our most vulnerable populations.
- Add Race and Ethnicity data fields to COVID-19 vaccination registration forms using the response options listed above (if applicable)
- Upload and/or enter the race and ethnicity data field into I-CARE for every patient receiving the COVID-19 vaccine.
- Records with missing data: If a patient refuses to provide race and/or ethnicity data please indicate “unknown” in the respective data field(s).
- You will notice the RACE data field includes “Hispanic or Latino” as a response option and this may be a slight departure from how you are used to recording/reporting ethnicity data. The intent behind this is to better capture the LatinX population that does not identify with a specific race and minimize the “other race” response where possible. For example, a person who has ancestry from Mexico may not identify their race as white, black, Asian, etc. and would otherwise self-classify as “other Race” in the Race field and “Hispanic or Latino” in the ethnicity field. In those cases, we ask the patient and/or organization to indicate “Hispanic or Latino” in the race field as well as ethnicity field.
- Always ask the race and ethnicity questions directly and never assume race and ethnicity of an individual.
- **For additional information regarding I-CARE, please visit:** <https://dph.illinois.gov/topics-services/prevention-wellness/immunization/icare>

CCDPH COVID-19 Vaccine Requests

1. All approved providers must now order DIRECT SHIP of **PFIZER and MODERNA** directly via ICARE. See instructions here:
https://icare.dph.illinois.gov/pdf/IDPH_COVID19_Provider_Ordering.pdf
 - a. **For Pfizer, currently direct ship is available in increments of 450 or 1170. Moderna direct ship is in increments of 100.**



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- b. 2nd doses from direct ship must now be ordered by providers as well (through I-CARE) - they will no longer automatically be shipped to providers.
2. In regards to smaller Pfizer and Moderna orders that are PICK UP from Oak Forest, we will continue orders the same way as usual.
3. J&J direct ships and pickups must still be ordered through CCDPH.
4. Of note, there is no ordering deadline for orders being placed in I-CARE directly -- it is a rolling process so you can put orders in as you need them. Something to be aware of is that orders that are directly placed are dependent on some quality checks that are outlined in the document link above (temperature logs are uploaded, I-CARE inventory reflects actual inventory, etc.) so you need to double check those before placing the order or it will be kicked back to you.
5. **All vaccine requests to CCDPH need to be completed by 5pm Monday for the following week here:** <https://forms.office.com/r/HEpd9jqFF9>
6. **All vaccine recipients are required to report all vaccinations administered within 24 hours to I-CARE and to CDC Vaccine Finder.**
7. Direct Shipment from the Manufacturer:
 - a. Direct shipment can only occur if CCDPH is able to allocate in increments of 450 or 1170 for Pfizer and 100 for Moderna and J&J.
 - b. Please note direct shipment from the manufacturer does not involve CCDPH and you will be expected to be present to receive a shipment when it arrives, which is not always predictable.
 - c. In addition, any second doses due to you from first dose pickup will still need to be picked up at CCDPH.
2. Please see the information below if you require redistribution of vaccine from CCDPH (if you would like pick up in Oak Forest and/or cannot order in the increments above):
 - a. Pickups for vaccine redistribution occur on Mondays and Wednesdays.
 - i. CCDPH will assign pickup times based on CCDPH's weekly redistribution schedule.
 - b. If you need to request vaccine from CCDPH, please fill out this survey WEEKLY by 5pm Monday for the following week: <https://forms.office.com/r/HEpd9jqFF9>
 - c. Once your request is approved, you will need to pick up the vaccine from the CCDPH Oak Forest location.
 - a. Coordination of transfer/pick up of vaccine will need to occur with CCDPH.
 - d. Ancillary supplies will be provided in the exact number for the vaccine amount you will be receiving.
 - e. You will need to provide vaccine transport materials (cooler for refrigerated vaccine, thermometer data logger (2 - 8 degrees C), cold packs, small ziplock bags for vaccine vials, and a box for ancillary supplies).
 - i. Depending on the vaccine that is being transported, CCDPH has coolers and ice packs you may borrow.
 1. If transferring Pfizer, we have coolers and ice packs you can borrow. You will need to provide your own thermometer data logger.
 2. If transferring Moderna, you will need to bring your own coolers, as the ones we have are only for transporting from ultra-cold to refrigerated temperatures. You can borrow the ice packs.

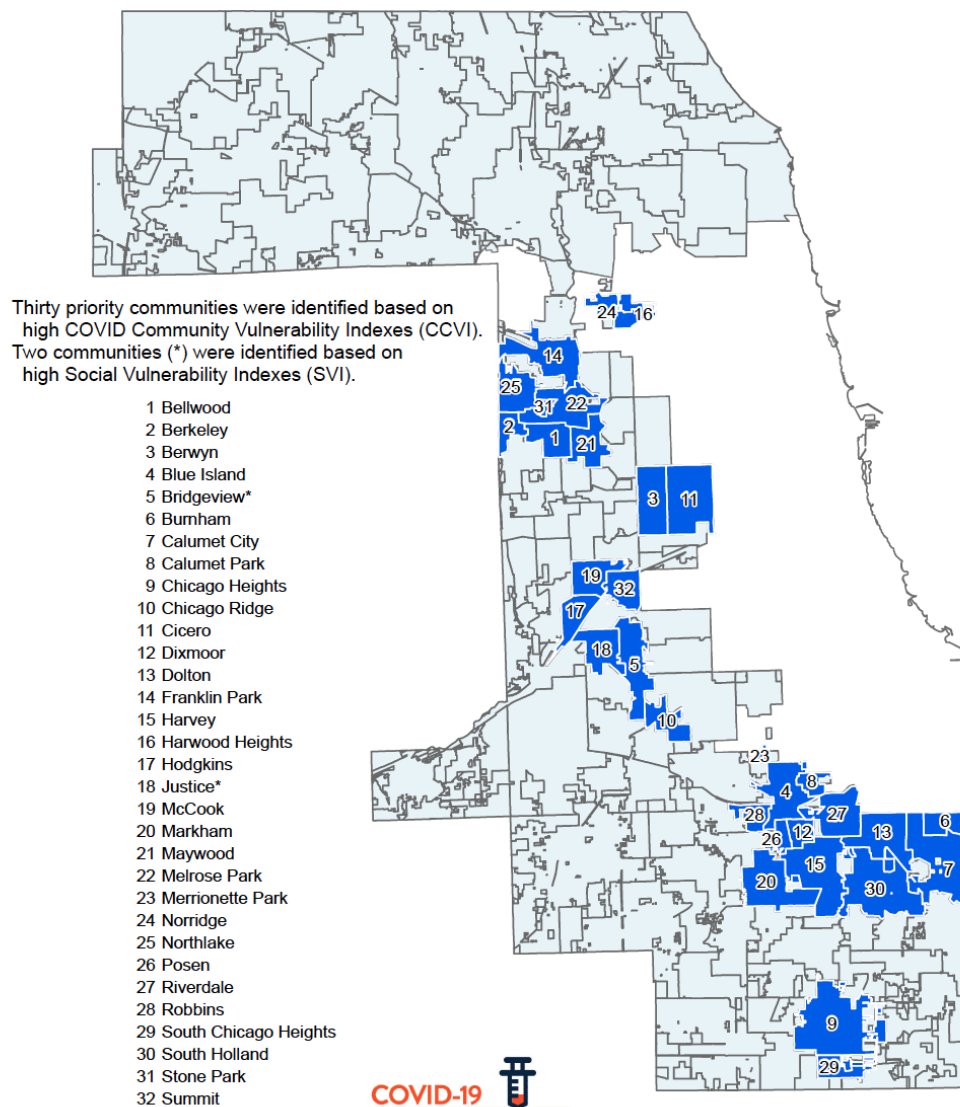


- ii. Any vaccine transport items borrowed must be returned to CCDPH within 48 hours. The return of items will require coordination to ensure someone is available at the Oak Forest pharmacy to receive the items.
- f. Security will need to be coordinated for the escort of the vaccine back to the home location; CCDPH can assist with coordinating this security escort, if assistance is needed.

For any questions, please email: COVID-19VaccineDistribution@cookcountyhhs.org



CCDPH COVID-19 Priority Communities



Please visit our vaccination coverage map on our Shinyapp:

Click link, go to "Maps" Tab (top right), and then click on "Vaccine Coverage" on the left:

<https://ccdphcd.shinyapps.io/covid19/>