

## Talking Points for Local Health Districts re Pre-registration System

February 11, 2021

### **FINAL copy that Local Health Districts can share / post to websites upon receipt of this document:**

The Commonwealth of Virginia is launching a Statewide Vaccine Pre-Registration System to provide a unified and comprehensive process for people in Virginia to pre-register for the COVID-19 vaccine. As a result, the Virginia Department of Health has directed all local health districts to close their pre-registration forms and surveys at 5 p.m. on Friday, February 12, and replace them at 8 a.m. on Tuesday, February 16 with a link to the new statewide system at [vaccinate.virginia.gov](https://vaccinate.virginia.gov). In the interim, existing waiting lists will be imported to the new system and pre-registration will be temporarily unavailable throughout Virginia.

All individuals who have previously filled out a survey or form or signed up for a waitlist to be vaccinated through their local health district will be automatically imported into the new statewide system. Individuals will maintain their current status in the queue, and will be able to search that they are in the new system starting Tuesday morning.

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### **FAQ's:**

- 1) What data is available through the Health District Dashboard?
  - a) The dashboard currently provides data from the Statewide Pre-Registration System and will include data from PrepMod and VIIS (Virginia Immunization Information System) linked to the individual records.
- 2) How will data from multiple local health districts and the state's Jebbit tool be available in the statewide system?
  - a) The Commonwealth is de-duplicating, cleaning, and consolidating the data from the Local Health District systems over the weekend of February 13-14.
  - b) In addition, data from Vaccine Administration Management System (VAMS) will be incorporated into the statewide system.
- 3) How will an existing pre-registration record get updated?
  - a) The ability to edit and update records will be available by the end of the month. Pre-registrants will receive a notification via email, text, or phone call when that

capability is available encouraging them to update their information in the system. Updating information in the system will not change an individual's "place in line". The system has the original registration date for each pre-registrant (when provided by the original data source) or the date the record was loaded into the CDO's consolidated system (not the Statewide Pre-Registration System). For clarity, the CDO has an internal consolidated database of all pre-registration data from multiple sources. We are using the date the data was loaded into the CDO's internal system when the registration date is not provided.

- 4) How do we get data into PrepMod?
  - a) Getting data into PrepMod is a 5-step process:
    - i) Use the dashboard controls to select the desired population
    - ii) Right-click on the table at the bottom of the dashboard, select 'Download As ...', select 'Data', and click on the hyperlink "Click here to download your data file."
    - iii) Open the downloaded Microsoft Excel Workbook
    - iv) Select "File", "Save As", "CSV (Comma delimited) (\*.csv)" and click "Save"
    - v) Upload the CSV file to PrepMod.
  
- 5) How will the data transfer process work?
  - a) If you're using REDCap to capture your pre-registration data, we've been pulling in your data everyday at 7am. 7am on Saturday, February 13 will be the last data pull. If you've been using Google Forms or other technology platforms to collect your pre-registration data (SurveyMonkey, Salesforce, etc.), the CDO's team will need to meet with your data team as soon as possible so your data can be included in the consolidation effort over the weekend.
  - b) It is very likely that the data transfer will require your team to extract the raw or curated data (whichever is the best version) from your data collection platform (Google Sheets, SurveyMonkey, Salesforce, etc.). The extracted data will need to be emailed to Robert Reynolds (data engineer on the CDO team) at [rreynolds@qlarion.com](mailto:rreynolds@qlarion.com).
  
- 6) Do people keep their place in line during the system consolidation over this weekend?
  - a) Yes, the original registration date associated with each health district's pre-registration form will be uploaded and maintained in the system. We will use the date when the file was loaded into our internal system if a registration date is not provided or available. Also see Question 3 above.
  
- 7) What if an individual is pre-registered in more than one district during the system consolidation over the weekend? Will it transfer both or only allow one pre registration under that name?

- a) We are de-duplicating all records to only have one pre-registration per unique person. However, since any given person could potentially be eligible through their personal characteristics (age, co-morbidity) or employment (healthcare worker, frontline worker) we are capturing both residence and work location in the Statewide Pre-Registration System to determine locality information for each. For the purposes of the data migration, the residence location will be used to determine locality. Zip code will be used in the event the original pre-registration dataset doesn't contain a residence address.
- 8) If multiple people use the same email or phone, how do they register?
  - a) Email and phone are not being used as unique identifiers, so multiple people can register with the same phone and/or email. Date of birth, full name and a variety of other characteristics will be used to identify unique individuals.
- 9) How will the Commonwealth Call Center manage questions about how long until an individual will have an appointment for a vaccine or where they are in the queue?
  - a) The Call Center agents will respond with: "Your local health district manages the vaccine appointment scheduling and in which phase they are vaccinating. Please contact your local health district for more information."
  - b) The Call Center agent can help them identify their local health district if they need assistance.
- 10) Can the Local Health Districts share data or visualizations from the dashboard?
  - a) The Virginia Department of Health will be making all decisions about which vaccine administration data can be made publicly available. When that data is decided, it will be available on the VDH public dashboard and the [Virginia Open Data Portal](#).
- 11) If individuals don't complete any additional information from when they registered with their Local Health District, will this prevent them from getting an appointment?
  - a) No. We have name and contact information for practically everyone who pre-registered. Although a local health district may not be able to use the contact information to determine eligibility, it can use this information to contact an individual directly to get more information or schedule an appointment.
- 12) LHDs may share publicly that the state of Virginia will be launching a new statewide vaccine pre-registration system early next week. LHDs may also share that every person who signed up via a pre-registration / interest survey on either LHD or VDH websites will be transferred into the new system, and that they will be able to 'Check the list' to verify they are pre-registered.
- 13) LHDs can provide the information in #12 to community partners about the upcoming pre-registration process changes. Community partners are very much encouraged to reach out to community members and assist them in pre-registering in the statewide

system (and can even fill out and submit the online pre-registration form with community members if that assistance is needed). In terms of dashboard access, at this time only VDH and local health district staff are permitted to access the dashboard, as VDH must decide exactly what data in the database can be publicly shared.

- 14) How can individuals check to see if they are in the statewide pre-registration system? When the statewide application launches, individuals will be able to search and confirm they are pre-registered by clicking on the “Check the List” button at the top right of the website.
- 15) If someone contacts the state hotline saying they believe they fell through the crack, what would the process be to verify they are in the state system and then notifying the locality to address the concern?
- a) The call center agent will check the Statewide Pre-Registration Application to determine if they are on the list using the ‘Check the List’ function.
- 16) Do I have to pay to get my vaccine? To get it faster?
- a) No. You do not have to pay to get vaccinated. You also do not have to pay to move up in line or get the vaccine sooner than your local health district can provide it.
- 17) What should Local Health Departments post on their websites regarding their existing pre-registration or intent surveys transition to the Statewide Pre-Registration System?
- a) The Commonwealth of Virginia is launching a Statewide Vaccine Pre-Registration System to provide a unified and comprehensive process for people in Virginia to pre-register for the COVID-19 vaccine. As a result, the Virginia Department of Health has directed all local health districts to close their pre-registration forms and surveys at 5 p.m. on Friday, February 12, and replace them at 8 a.m. on Tuesday, February 16 with a link to the new statewide system at [vaccinate.virginia.gov](https://vaccinate.virginia.gov). In the interim, existing waiting lists will be imported to the new system and pre-registration will be temporarily unavailable throughout Virginia.

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