PrepMod Frequently Asked Questions

Contents

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General and Training

What is PrepMod?

PrepMod is an end-to-end system that automates all aspects of managing a vaccine program. The system includes a web-based consent process for patients and a clinic management system for staff. PrepMod can be used by LHDs, clinics, and individual providers to schedule clinics, track vaccination distribution, and report vaccination activity.

Do LHDs have to sign a user or license agreement as a third party with the State or the company that has created the PrepMod system?

No, CDPH IZ Branch has licensed the product for jurisdictions within the state and will sign the agreement.

Will documents like user guides and job aids be made available?

Yes, a user guide and additional documents are posted on the IZ Coordinators and EZIZ websites (https://eziz.org/covid/reporting/).

Is it required that vaccine providers in California use PrepMod?

CDPH does not require providers or Local Health Jurisdictions to use PrepMod. More information on reporting requirements and platforms for COVID-19 vaccination can be found at: https://eziz.org/covid/reporting/ . If you are a provider, please check with your Local Health Jurisdiction for your local reporting requirements.

Where do we go to find information about upcoming training sessions?

The Live Training Schedule which lists upcoming training sessions is posted on the IZ Coordinators and EZIZ websites (https://eziz.org/covid/reporting/).

How is this site advertised to the public for use?

The public can use the PrepMod public facing site to find a vaccination clinic, register, and sign the consent form in advance. Alternately, the consent process can be completed on the day of the event. It is up to the health jurisdictions how they want to use the outward facing site. Some may share it widely with the public in their jurisdiction, others can advertise clinics in other ways and enroll patients using the PrepMod consent form on the day of the event. If you do not want a clinic to appear on the public site, select 'private' when setting up the clinic in PrepMod.

****PrepMod is not available for the public at this time. All clinics created in PrepMod are private clinics.***

Does it matter if we use iPad or PC tablets?

PrepMod can be used on any brand tablet and performs well on mobile devices.

Will PrepMod be translated into different languages?

It will be in English and Spanish to start.

Enrollment

What is the IIS/Registry ID on the provider enrollment page? What if I don't know the IIS/Registry ID for an organization I am enrolling?

The IIS ID is the ID associated with the IIS account that providers use to submit doses, either by logging in using that ID or sending it in the HL7 messages from their EHR systems. For CAIR2, it's their CAIR2 Org Code. If you're a CAIR2 user and cannot locate your CAIR2 Org Code, someone on our team can look it up using the following information: Name, Address, Address2, City, Zip**.**

Why is the "Enroll Provider or Business" tile greyed out?

This page is not currently available on the California PrepMod site. However, Local Health Jurisdictions will be able to enroll providers and employers as PrepMod users so that they can create and run clinics. See the PrepMod Enrollment Guide for guidance on this process.

How do I get a PrepMod account?

For Local Health Jurisdiction staff: Contact the CDPH PrepMod email.

For organizations not yet using PrepMod: Contact your Local Health Department for help adding your organization in PrepMod

For staff of organizations already using PrepMod: Contact your organization's administrators.

Patient Registration

Will health jurisdictions be able to customize the consent form?

CDPH has customized a standard consent form and screening questions which will vary based on what type of clinic you set up (general, flu only, child only, etc.). Please reach out to CDPH if you have any issues with the consent form.

Can I change the screening questions?

The screening questions are set at the state level based on the recommended screening questions from the Immunization Action Coalition and CDC for COVID-19 vaccines. For COVID-19 vaccination, we recommend making the screening guidance document available to all clinic staff and patients.

How do I make sure patients get details about my clinic (directions, parking, check-in info etc.)?

The Additional Clinic Details appear on the public facing clinic search page but NOT in appointment confirmation emails.

To ensure patients get necessary clinic instructions, you can put these details in the Address field when creating a clinic. Links (such as maps coordinates) will appear as hyperlinks in the confirmation email.

You can also contact all patients for a clinic via the Message Board if there are further details or updates to the clinic.

What do we do if a patient selects an immunization on their initial consent, but that vaccination is not appropriate or available?

The vaccines selected by a patient during the consent process are not set in stone. Ultimately providers will decide what vaccines are appropriate for each patient.

For COVID-19 vaccination: In general, in California, consent is not legally required to receive vaccines, including EUA vaccines, in community settings. The EUA fact sheet for the specific vaccine must be provided. The EUAs for COVID-19 vaccines are included in the PrepMod registration form for a COVID clinic.

Can I add a Vaccine Information Statement in multiple languages?

The VIS entered in Inventory Management will not be visible to patients. A Vaccine Information Statements (VIS) for each vaccine will be entered by state administrators and appear on the patient registration form. Patients who fill out the registration form in Spanish will see a VIS in Spanish. There are not currently other languages available.

A patient entered the incorrect name/DOB/gender, how can I correct it?

Search for the patient in Records Search. Select Edit. Input the correct information, click Update.
Only Venue Admin, Provider/Employer and Local Admin users can delete or edit patient records.

How do I move a patient off the wait list and onto the registration list?

To move a patient off the wait list, go to the Registration List for your clinic and click on the See Waiting List in the upper righthand corner. From that page, you can Move patients to specific appointment slots or Invite them to select an appointment slot themselves.

Can I move a patient on the waitlist to a different clinic? Can I assign a patient an appointment from their patient record in Records Search?

No. To register a patient for a different clinic, they will need to go through the registration process for that specific clinic.

Patients are getting the error message “You need a valid code to register to a private clinic” when trying to register.

This is a measure to decrease sharing of private clinic links. The private clinic URL copied directly from to View/Edit Clinic form in the backend of PrepMod will redirect to the correct clinic registration page. The

URL of the re-directed page contains the clinic ID (https://www.calvax.org/client/registration?clinic_id=___). If the redirected link containing the clinic ID is copied and shared this message appears and patients will not be able to register. Links to private clinics should only be shared by clinic staff to the intended vaccine recipients.

How does the second dose reminder system work for COVID-19 vaccination?

Patients who marked that their appointment was for a 1st COVID-19 vaccine dose will receive an automated email from PrepMod that their second dose is coming up. This email will include a link to the public facing PrepMod page, where there are no clinics listed as all COVID-19 vaccinations clinics are currently private.

Please reach out to patients with any specific 2nd dose and registration information for your private clinics. You can send a message through the Message Board to all vaccinated patients with information to schedule their 2nd dose.

Clinic Set-Up

Why can't I select any venues or vaccines in the Create a Clinic form?

Before creating a clinic, you must create the Provider/Organization and Venue associated with that clinic. To add new Providers/Organizations and Venues go to the Counties/Jurisdictions tab and select your jurisdiction.

To add vaccines to a clinic, you must have inventory associated with your organization. While this step can be skipped when creating a clinic, it will need to be filled in order to edit the clinic and mark patients as vaccinated. Vaccines can be added under Inventory Management. The venue and inventory information will then populate to the drop-down menus in the Create a Clinic form.

Why can't I see the Screening Question and Item Type pages?

While these pages appear in the PrepMod training site, they are only available to Super Administrators on the live PrepMod site. See also "**Will health jurisdictions be able to customize the consent form?"**

How do I schedule a lunch break for my clinic?

Create two separate clinics, with a space in between for the lunch break.

Optional Waiting List

Having a Wait List is now optional. Select Yes to have a Wait List, No to have no Wait List.
NOTE: If a clinic that has patients already signed up for the Wait List is changed to No Wait List, there will no longer be a page in the Registration List to view patients on the Wait List. If you want waitlisted patients to enroll in a different clinic, please download the Waiting List and contact patients on the Waiting List BEFORE disabling the Waiting List.

Is it possible to limit the number of people on the Waiting List?

At the moment, there is no way to specific the number of people that can sign up on the waiting list. The current workaround solution is to check to see how many people have signed up on the waiting list and go to View/Edit Clinic to change the wait list status to No.

NOTE: If a clinic that has patients already signed up for the Wait List is changed to No Wait List, there will no longer be a page in the Registration List to view patients on the Wait List. If you want waitlisted patients to enroll in a different clinic, please download the Waiting List and contact patients on the Waiting List BEFORE disabling the Waiting List.

I don't want patients to have to fill out insurance information, how to I turn this off?

When creating a clinic, or in the View/Edit Clinic page, you will be asked if you want to collect insurance information. Select "Yes, optional" to make the insurance fields fillable but not required on the registration form. Select "No" to have all insurance information greyed out on the registration form.

Clinic Management

How can I contact patients to remind about appointments or send updates about my clinic?

From the Message Board: Select the clinics you wish to contact the patients of. Select whether you would like to contact all patients, only those with appointments, or only the waiting list. (Note: While links to not appear as hyperlinks in the text box, they will appear as hyperlinks in the message that patients receive)

From the Registration List: Select the check box in the upper left-hand corner of the Registration List. A message appears "All 10 patients on this page are selected. Select all ___ patients". Clicking "Select all" will select all registered patients. Email Reminder will send appointments reminders with each person's unique appointment time, the clinic date, and clinic address.

Can we add more appointments when clinic is in progress?

Yes, to add more appointment you can either extend the start or end time for the clinic or increase the number of appointment slots per encounter length. Go to View/Edit clinic to make these changes.

Can I switch from requiring appointments to a walk-in based clinic in the middle of a clinic?

No, you can't switch between the two if you have patients registered for an appointment at a specific time. We would recommend that you create two separate clinics – one for appointments and one for walk-ins.

What does the shield next to patient names mean?

This icon indicates that they uploaded a copy of their insurance card.

What does a bolded patient name mean?

This indicates that a patient answered "Yes" or "I don't know" to one of the screening questions.

We previously held a clinic, and either weren't enrolled in PrepMod or were unable to use PrepMod during the clinic. Can we still enter information into PrepMod?

Clinics before you were set up in PrepMod: Yes. You will need to create the clinic, go to the Registration List page, click Add New Patient, and fill out the registration form for each patient who was vaccinated. Then complete the clinic as usual from the Activity form. Patients will receive an automated appointment confirmation email because their email is a required part of the registration process, so you may want to alert them before hand to avoid confusion. If you wish to use a different system for documenting past vaccinations tools can be found at: https://eziz.org/covid/reporting/ .

Clinics already set up in PrepMod: You can mark patients as vaccinated after the clinic once you are able to get back into the system. Please be careful to only mark patients as vaccinated who actually were and to input the correct Vaccine Administration Date. You can also add patients who are not in the PrepMod registration list by clicking Add New Patient Fill out the Activity Form and Save and Submit the clinic as usual.

If I delete a patient from a clinic will their record be deleted?

Clicking Delete (Either in the Registration List or Records search) will delete all appointment information for the patient. They will not appear in the Registration List, Activity Form, Clinic Activity Report, Customized Reports for the clinic. However, their record - Name, DOB, email, and record of past vaccinations - will still appear in the Records Search.

I accidentally marked a patient as vaccinated, what should I do?

If the clinic is open: Go to the Activity Form and change them from Vaccinated to the correct category.

If the clinic has be submitted: The records have already been submitted to the immunization registry, so you will need to go there to delete the record. To note the mistake in PrepMod, search for them in Records Search. Make a note in their record by selecting Enter Encounter.

What's the difference between a Past clinic and a Closed clinic?

A past clinic is a clinic that has already ended but its doses haven't been submitted to the registry. Once you click 'Save and Submit,' doses are sent to the registry and the clinic becomes a Closed clinic.

If a patient is coming in for a second dose and forgets to bring their CDC card, how can I check the information regarding their first dose?

If a patient received their first dose at your clinic, you can check their vaccination record by searching their name in Records Search. If the patient received their first dose at a different clinic, the patient should have received an email from PrepMod after their first dose to access that vaccination record.

Inventory

The inventory displayed in PrepMod does not match what I have.

In Inventory Management search for your vaccine lot. Select the name of the Vaccine. The inventory records for all clinics using this inventory will appear here and can be edited. If the Quantity Used for a clinic is off, you can correct it here to reflect what was used. Click Update Entry.

How do I document vaccine redistribution?

If you loaned vaccines: In Inventory Management search for your vaccine lot. Select the name of the Vaccine. Fill out the New Event form and enter the doses loaned in "Quantity Loaned". Click Review and Confirm.

If you received vaccines: Create a new inventory entry OR in Inventory Management search for the vaccine lot. Click Edit. Add the number of doses received to the original Number of Items. Click Update.

I got more doses than is standard from a vial, how should this be documented?

Go to View/Edit clinic and increase the Starting Quantity (ie: from 10 to 11 if a vial did 11 doses). You will get a notification that "Entered amount is greater than the current inventory" but this will not prevent you from updating the clinic.

Go to Inventory Management and click on Edit next to the vaccine that you want to update. Update the Number of Items to indicate the correct number of doses.

Data

How does PrepMod interact with our Immunization Information System (CAIR2, Healthy Futures/RIDE, or SDIR)? Can PrepMod give patients the IIS disclosure electronically?

PrepMod is connected to the three immunization registries used in California (CAIR2, Healthy Futures/RIDE, and SDIR). At the end of each clinic when the details collected in the clinic activity form are **saved and submitted**, the data will feed into the appropriate registry. The IIS disclosure is incorporated into the online consent form. For information to be sent to your IIS, you must click on "Save and Submit."

Can PrepMod connect to our EHR?

CDPH's contract with PrepMod covered the cost of setting up the connection with the three Immunization Information System's that are used in California (CAIR2, Healthy Futures/RIDE, SDIR). Additional EHR's can be connected, but there will be an associated fee that the health department would need to cover.

What if a provider is not connected to an Immunization Information System?

Every provider should be submitting doses to their local immunization registry. Providers should enroll in their local registry prior to enrolling in PrepMod. Providers can enroll in the California Immunization Registry (CAIR2) here: http://cairweb.org/enroll-now/

Data from my clinic is not appearing in the immunization registry.

Hitting **Save and Submit** at the end of a clinic initiates data transfer to the immunization registry.

The Data Transfer page in PrepMod shows all data for submitted clinics, including errors. Below are the most common errors and how to correct them:

"Record rejected. Owning Provider Organization cannot be a Vendor": the IIS ID entered for your organization in PrepMod is incorrect

- Verify your IIS ID
- Select your LHD in Counties/Jurisdictions
- Select Edit for your Organization
- Enter the correct IIS ID (make sure there are no spaces) and click update.

"This patient has existing immunizations with vaccination date(s) prior to the patient's birth date": Patient DOB does not match their record in the IIS

- Search for patient in Records Search

- Select Edit
- Input correct DOB, click update.

"____ is not a valid first/last name": Special characters cannot be transmitted in HL7 messages.

- Search for patient in Records Search
- Select Edit
- Input name without special characters, click update

After correcting the source of the error, return to Data Transfer, select the clinic and click Retry Failed to re-submit data.

Staff User Access and Login Issues

I can see information for organizations or venues that I do not belong to.

Under HIPAA you should only utilize patient information necessary to your job function.

Contact an administrator for your organization or local health jurisdiction to confirm your organization and venue assignments

For Provider/Employer, Venue Administrator and Local Administrators: Search for the user in the Users page. Select the eye icon next to their name to see what organizations they are assigned to.

If you are assigned to organizations/venues you are not a part of, contact your Local Administrator to remove your access to these organizations

If you can access other organizations that do not appear in your User Details let your Local Administrator know. Include your user details and any information you can provide as to what information you can see from an organization you are not assigned to.

When I add a new Venue, will all staff assigned to the parent Organization automatically be assigned to the venue?

Provider/Employer users will be able to access all venues under the organizations they are assigned to.

Venue Administrator, Lead Staff, and Staff users will need to be added to the new venue by a Provider/Employer for their organization.

I am getting an error message when logging into my account.

For login error and password re-sets contact the MPP PrepMod Help Desk (below)

I did not receive a PrepMod invitation email that I was expecting. Can it be re-sent?

The invitation to set up your PrepMod account will be sent from no-reply@multistatep4p.com

Double check your spam or junk folders. If you still haven't received the email, please contact the PrepMod Help Desk.

I think I should have a PrepMod account but when I try to reset my password, I get the error message “email not found”

Have an administrator for your organization (Provider/Employer or Local Administrator) check if you appear in the system.

If the user appears in the PrepMod user search: You have an account but did not complete the registration process. Check your email for the invitation email from no-reply@multistatep4p.com . If you cannot find the email see the question above.

If the user does not appear in the PrepMod user search: You do not yet have an account. You need to be added by an administrator at your organization.

Contact Us

For technical and login issues on the PrepMod platform, the PrepMod Help Desk is available 8 a.m. to 8 p.m. EST Monday thru Friday at 888-503-0515 and techsupport@vaccineconsent.com

For California specific questions, contact Prepmod@cdph.ca.gov.

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