



COVID-19 Vaccine Planning Healthcare Call #8

2021.01.22



Presenters

Candice Robinson, MD, MPH
Medical Director, Immunizations

Grace Hedrick
Director of Health Systems | Zocdoc

Elisabeth Weber, MA, RN, NHDP-BC
Projects Administrator, Hospital Preparedness Program

Chicago Department of Public Health



Agenda

- Updates
 - Ancillary kits
 - Vaccine ordering survey
 - Website updates
 - Phases of vaccination
 - Healthcare professional toolkit
- Zocdoc presentation



Ancillary kits

- Pfizer Ancillary Kits Upgraded to Support 6th Dose
- Shipment of enhanced kits will begin on January 19 with enough supplies to administer a total of 6 doses per vial.
- No action is required to receive the enhanced ancillary supply kits
 - There will be no difference in box size/shape for the enhanced kits
 - There will be no change in the email alerts/tracking/shipping notifications



Vaccine Order survey

- New weekly REDCap survey for COVID-19 vaccine providers to make vaccine requests
- Link sent weekly to the primary and secondary vaccine coordinator for each site
- Survey is due by Tuesday 5pm (CT) for order arriving the following week
 - Orders will not be placed for facilities that have not completed by the deadline
 - Any order placed after Tuesday and 5 pm will be deferred to the following week



COVID-19 Vaccine Distribution Survey

CDPH is now using a weekly survey for ongoing distribution planning of COVID-19 vaccine doses to hospitals, clinics, and other vaccinating partners. Please fill out the following questions regarding your facility's request for next week's vaccine allocation by Tuesday at 5 pm CST. Any vaccine allocation requests received after Tuesday at 5 pm will not be processed until the following week's allocation.

COVID PIN

(Please email COVID19Vaccine@cityofchicago.org if you need your pin)

2) Name of Institution:

* must provide value

Primary Contact Information

Name

Phone Number

Email

Secondary/Emergency Contact

Name

Phone Number

Email

Vaccine Inventory Management

A number must be entered for each field, enter 0 instead of leaving the field blank.

How many doses of COVID-19 vaccine do you currently have remaining in stock:

| | Total |
|---------|----------------------|
| Moderna | <input type="text"/> |
| Pfizer | <input type="text"/> |

How many individuals are scheduled for vaccination at your facility next week (including 1st and 2nd doses):

| 1st Doses | 2nd Doses | Total |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

Number of vaccine doses requested for next week's allocation:

| | 1st Dose | 2nd Dose | Total |
|---------|----------------------|----------------------|----------------------|
| Moderna | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Pfizer | <input type="text"/> | <input type="text"/> | <input type="text"/> |

20) Comments?

Expand

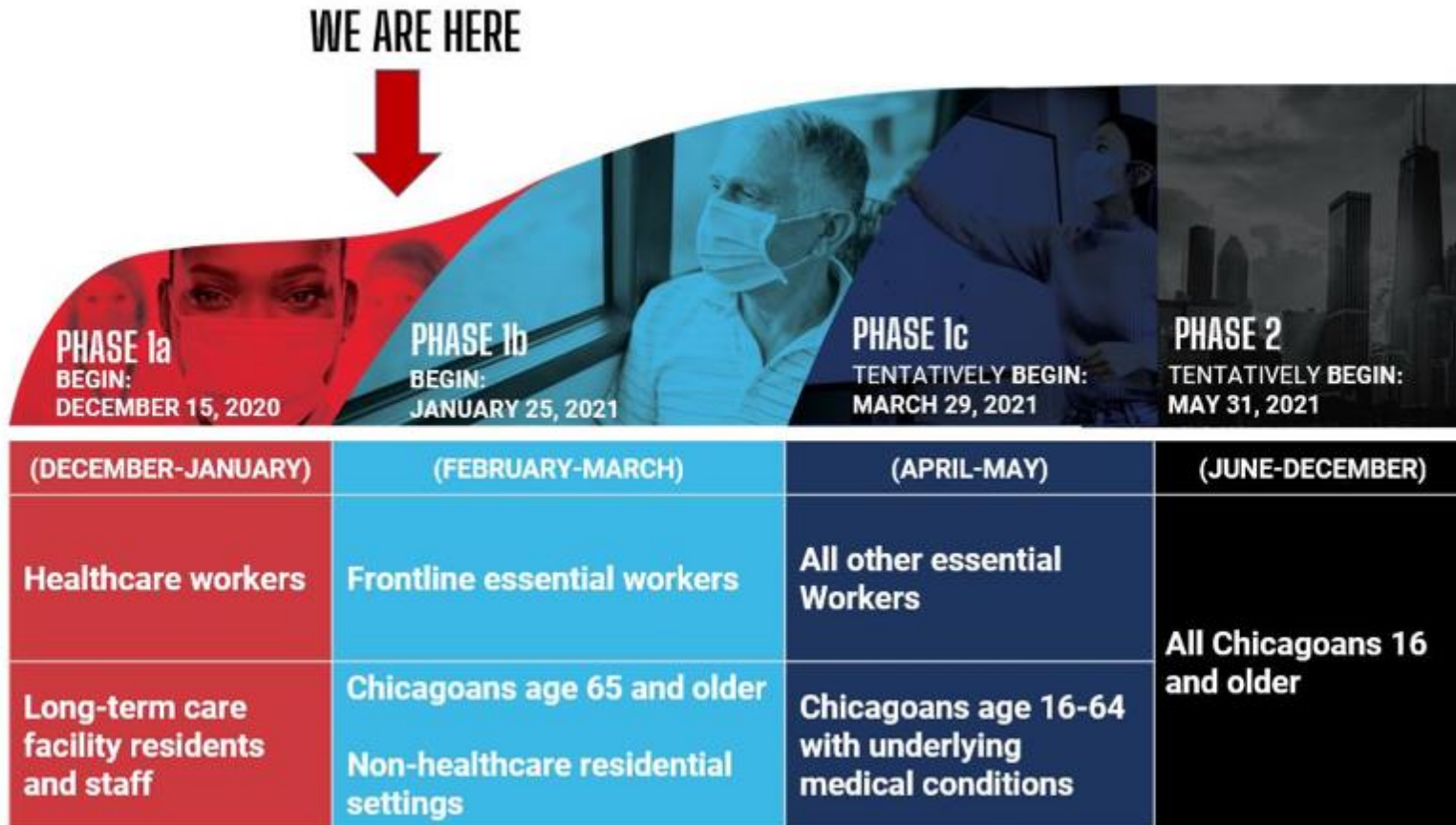
Submit



Vaccine Order survey

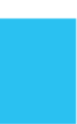
- Orders are filled based on multiple factors (e.g. vaccine availability, inventory on-hand)
- Survey does not have to be completed If no doses are needed for the following week
- Preferred to complete a separate form for each site
- Minimum order quantities
 - Pfizer orders should be in multiples of 975
 - Moderna orders should be in multiples of 100

★ Phases of Vaccination



COVID-19 Vaccine Phases and Planning in Chicago


There will be a phased roll-out of the COVID-19 vaccine in Chicago with a very limited supply at the beginning, so certain groups will be prioritized. Everyone is encouraged to get vaccinated as soon as it's their turn. Supplies will increase over time and all adults will be able to get vaccinated later in 2021. Once a vaccination phase begins, people in that phase are eligible to receive the COVID-19 vaccine indefinitely. Tentative dates are dependent on vaccine supply.



| Phase | GOAL: Prevent COVID-19 hospitalizations and deaths <ul style="list-style-type: none"> Phase opens to whole group, with efforts to prioritize by COVID-19 risk in order below Most vaccinated in residential and healthcare settings (e.g. clinics, hospitals, pharmacies) | GOAL: Preserve services essential to functioning of society and prevent COVID-19 outbreaks <ul style="list-style-type: none"> Phase opens to whole group, with efforts to prioritize by COVID-19 risk in order below Most vaccinated in employer-based settings |
|--|---|---|
| 1A Begin on December 15, 2020 (Most vaccinated in January) | Long-term care and other residential healthcare facilities <ul style="list-style-type: none"> Skilled Nursing Facilities Assisted Living Facilities Behavioral health residential facilities Developmentally disabled residential facilities | Healthcare workers <ul style="list-style-type: none"> Hospital-based Non-hospital based (e.g. doctors' offices, dentists' offices, outpatient clinics, laboratories, pharmacies, home health) Community-based (e.g. <i>Protect Chicago</i> outreach) |
| 1B Begin on January 25, 2021 (Most vaccinated in February and March) | Chicagoans age 65 and older <ul style="list-style-type: none"> Chicagoans age 75 and older Chicagoans age 65-74 with underlying medical conditions All Chicagoans age 65 and older Non-healthcare residential settings <ul style="list-style-type: none"> Homeless shelters Correctional settings Other residential settings with local outbreaks | Frontline essential workers <ul style="list-style-type: none"> Correctional workers and first responders Grocery store workers and manufacturing/factory settings with outbreaks Daycare, K-12 and early education workers Public transit, other manufacturing, and agriculture workers Continuity of government and postal workers |
| 1C Tentatively begin on March 29, 2021 (Most vaccinated in April and May) | Chicagoans age 16-64 with underlying medical conditions | All other essential workers |
| 2 Tentatively begin on May 31, 2021 | All Chicagoans age 16* and older | |

*As vaccine is authorized for younger children, they will be added to the plan.

Definitions for Phase 1B groups



| Categories | City of Chicago Definition | Chicago Estimate* |
|--|---|-------------------|
| People 65 years of age and older | People 65 years of age and older; where possible, prioritizing Chicagoans 75 years and older and Chicagoans age 65-74 with underlying medical conditions | 363,000 |
| Non-healthcare residential settings | Homeless shelters, women's shelters, adult day care programs, correctional settings (jail officers, juvenile facility staff, workers providing in-person support, detainees), and other non-healthcare residential settings that have experienced outbreaks (e.g. convents) | 21,000 |
| First Responders | Fire, law enforcement, 911 workers, security personnel, school officers | 42,000 |
| Grocery Store Workers | Baggers, cashiers, stockers, pick-up, customer service, those working in feeding or at food pantries | 17,000 |
| Education | Teachers, principals, student support, and student aides at pre-K-12 schools, day care staff | 142,500 |
| Public Transit Workers | Bus drivers, train conductors, flight crews, taxi drivers and ride sharing services (workers that have worked an average of at least 20 hours per week for the last three months), and all persons working for local transit agencies unable to work from home | 60,000 |
| Manufacturing | Industrial production of goods for distribution to retail, wholesale or other manufacturers | 53,000 |
| Food and Agriculture | Processing plants, veterinary health, livestock services, animal care, greenhouses and indoor locations where food is grown en masse | 10,000 |
| Government | U.S. Postal Service Workers; City government leaders and City elected officials critical to maintain continuity of governmental operations and services | 5,300 |

*Sources: 2019 American Community Survey, Civilian employed population 16 years and older. Bureau of Labor and Statistics, Annual Averages 2019. Personal communication with industry and residential settings.



COVID-19 VACCINE

TOOLKIT FOR HEALTHCARE PROFESSIONALS

January 20, 2021



Home / Downloads

Downloads

i All Chicagoans have full permission to copy or adapt messaging and flyers for their communications. They are free to use and no credit is needed. You may also add your logo next to the CDPH logo. We hope these documents help you answer questions from the community, prepare leadership for press briefings, update website content, write press releases, develop social media posts, and meet other communications needs.

Talking Points for Community Partners

↓ [Topline Messages for the Week of January 18, 2021 \(English | Spanish\)](#)
Changes from prior week are highlighted in yellow. The next update will be Monday, January 25, 2021.

[Flyers and Posters](#) [Social Media](#) [Your COVID Questions Answered](#) [PSA videos](#) [Toolkits](#) [Events](#) [Behind the Science \(video\)](#)

↓ [COVID-19 Vaccine Communications Toolkit for Healthcare Professionals](#)

↓ [CDPH COVID-19 vaccine FAQs](#)



City of Chicago

www.Chicago.gov/covidvax



Toolkit Contents

- Downloadable resources
 - Fact sheets
 - Posters
 - Flyers
 - Social media
 - Sticker
 - PSA videos

I'VE HEARD... — LET'S TALK ABOUT IT!

Let's set the record straight on rumors circulating about the COVID-19 vaccines.

[CHICAGO.GOV/COVIDVAX](https://chicago.gov/covidvax)

PROTECT CHICAGO ★

Source: Chicago Department of Public Health, Centers for Disease Control and Prevention



JAN 14, 2021

I've Heard...

Let's Talk About It!

I can't trust the COVID-19 vaccine because it was created in a rush.

1

COVID-19 vaccines involve new technology (called messenger RNA, or mRNA). While this is the first time mRNA is being widely used in a vaccine for the public, researchers have actually been working on this vaccine strategy for more than a decade. The vaccines have been tested and deemed safe.

The vaccine will give me COVID-19.

2

None of the COVID-19 vaccines contain the live virus that causes the disease. This means that a COVID-19 vaccine cannot make you sick with COVID-19.

I've already had COVID-19, I don't need a vaccine.

3

Re-infection with COVID-19 is possible, and the vaccine is recommended regardless of whether you already had COVID-19 infection.

COVID-19's survival rate is high, I don't need a vaccine to be protected.

4

While most people who get COVID-19 are able to recover, others who live through the disease develop severe complications — like damage to the lungs, heart, brain or other long-term health problems that experts are still working to understand. Getting vaccinated decreases your risk of getting very sick or hospitalized with COVID-19.

It's better to wait to be vaccinated, once more people have been given the shot.

5

The vaccines are safe, and our best hope for ending the COVID-19 pandemic. All COVID-19 vaccines were tested in clinical trials involving tens of thousands of people to make sure they meet safety standards and protect adults of different races, ethnicities, and ages.

We don't know what is in these vaccines.

6

Both vaccines have published the ingredient lists. In addition to the COVID-19 mRNA that protects you against the virus, both vaccines contain lipids (fats) that help deliver the mRNA into your cells and other common ingredients that help maintain the pH and stability of the vaccine. Despite theories circulated on social media, they do not contain microchips or any form of tracking device.

After getting a COVID-19 vaccine, I will test positive for COVID-19 on a viral test.

7

This is not possible. However, if your body develops an immune response — the goal of vaccination — there is a possibility you may test positive on some antibody tests.

COVID-19 vaccine will alter my DNA.

8

The mRNA from a COVID-19 vaccine never enters the nucleus of the cell, which is where our DNA is kept. The mRNA from the vaccine cannot affect or interact with our DNA in any way.

I only need to get one COVID-19 vaccine dosage.

9

You need two shots/dosages in order for the COVID-19 vaccine to be the most effective. Depending on the specific vaccine you get, a second shot 3–4 weeks after your first shot is needed to get the most protection the vaccine has to offer.

Delete and add your logo here

PROTECT
CHICAGO ★



WHY GET **VACCINATED** IT ALL STARTS WITH YOU



BUILDING DEFENSES

Building defenses against COVID-19 is a team effort. And you are a key part of that defense.



PROTECTING YOURSELF

Protect yourself, your coworkers, your patients, your family, and your community.



ENDING THE PANDEMIC

Help end the global pandemic. COVID-19 vaccination will prevent illness and hospitalizations from COVID-19.

JAN 14 2021



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your logo here

CHICAGO.GOV/COVIDVAX

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COVID-19
VACCINES

5 THINGS TO KNOW



SAFETY

The safety of COVID-19 vaccines is a top priority. No steps are skipped during the clinical trial process.



HOW COVID-19 VACCINES WORK

COVID-19 vaccines do not use a live virus and cannot give someone COVID-19.



BENEFITS

Getting vaccinated may help keep you from getting infected with COVID-19 and may also protect people around you.



NUMBER OF DOSES NEEDED

The first COVID-19 vaccines (Pfizer and Moderna) will require two shots, and everyone will have to receive both shots to get the most protection the vaccine can offer.



AVAILABILITY AND COST

While supply is limited, certain groups (such as healthcare workers) will be prioritized to receive the vaccine first. The vaccine will be offered at no cost to all Chicagoans who want it as soon as larger quantities become available.

JAN 14 2021



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your logo here

[CHICAGO.GOV/COVIDVAX](https://chicago.gov/covidvax)



PROTECT CHICAGO ★

★

THREE REASONS TO GET VACCINATED AGAINST COVID-19

★ **CDPH**
Chicago Department of Public Health

CHICAGO.GOV/COVIDVAX #PROTECTCHICAGO

ONE
You are on the front lines and risk being exposed to people with COVID-19 each day on the job.

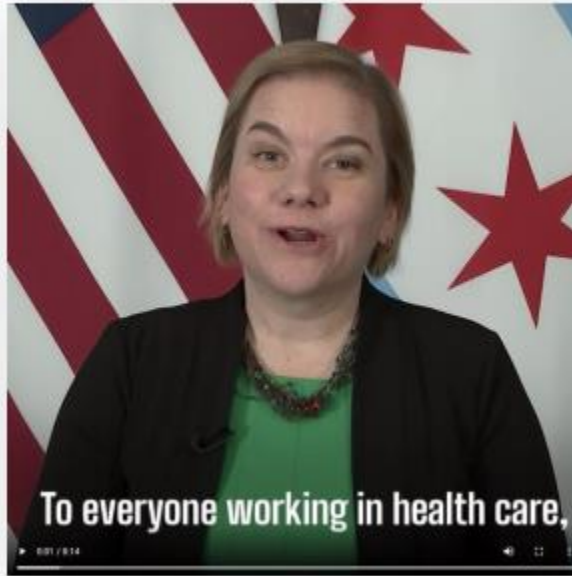
TWO
Protecting you also helps protect your patients and your family.

THREE
COVID-19 vaccination will prevent illness and hospitalizations from COVID-19.

★ **CDPH** CHICAGO.GOV/COVIDVAX #PROTECTCHICAGO



Dr. Arwady Video PSAs (English) – 15 and 30 sec

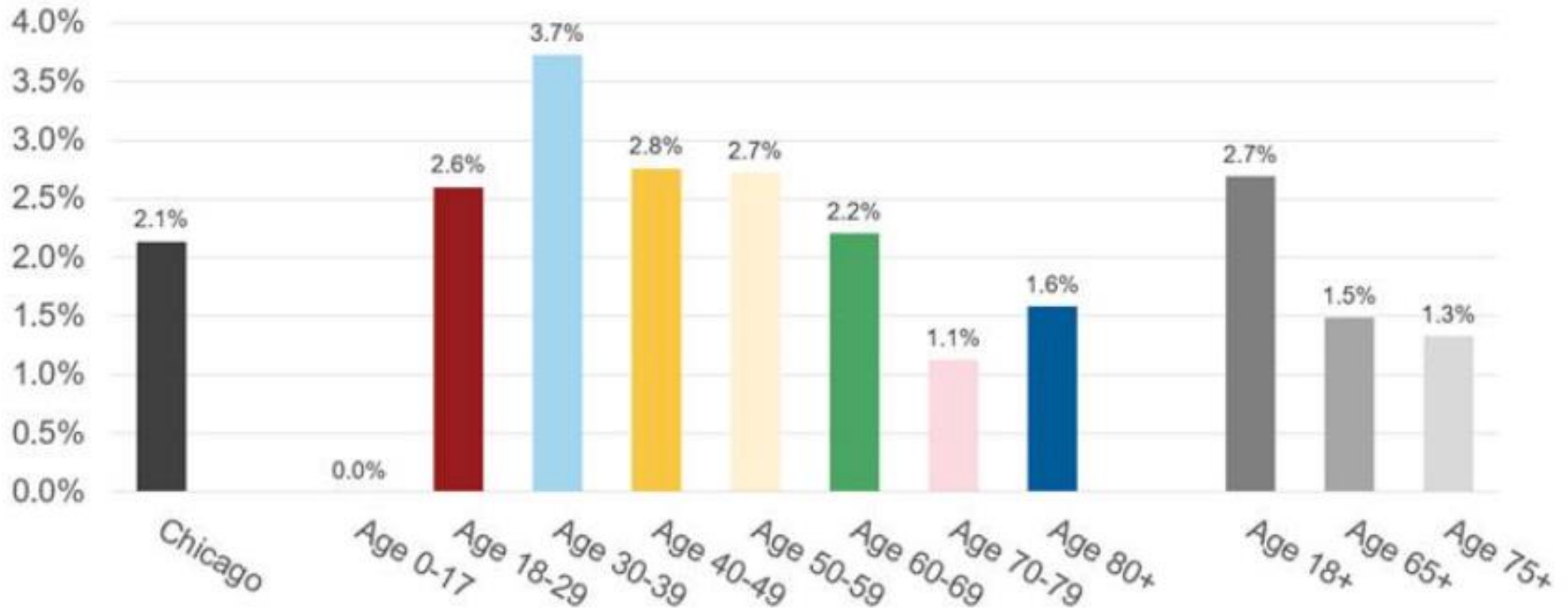


Dr. Luna Video PSAs (Spanish) – 15 and 30 sec



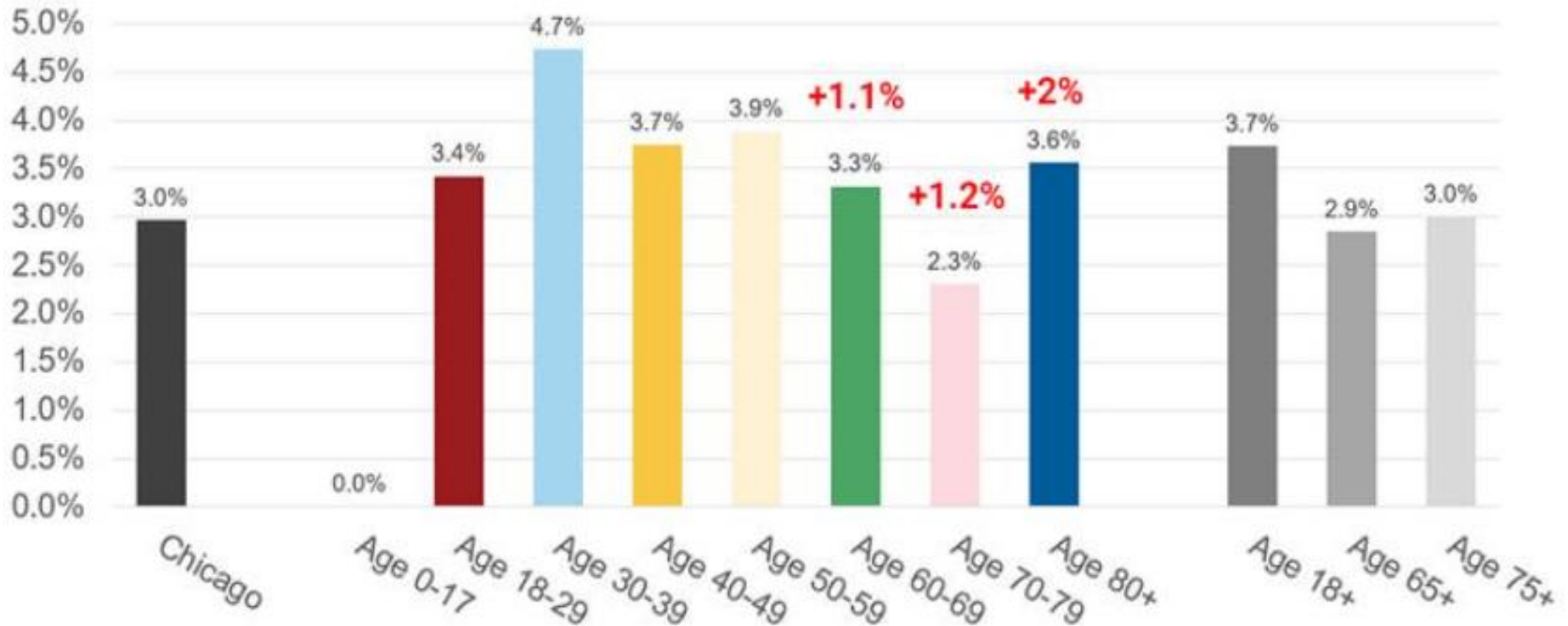
Last week's numbers:

★ 1st Dose Coverage by Age: Highest coverage among working age adults



This week's numbers:

★ 1st Dose Coverage by Age: Starting to see increases among older adults



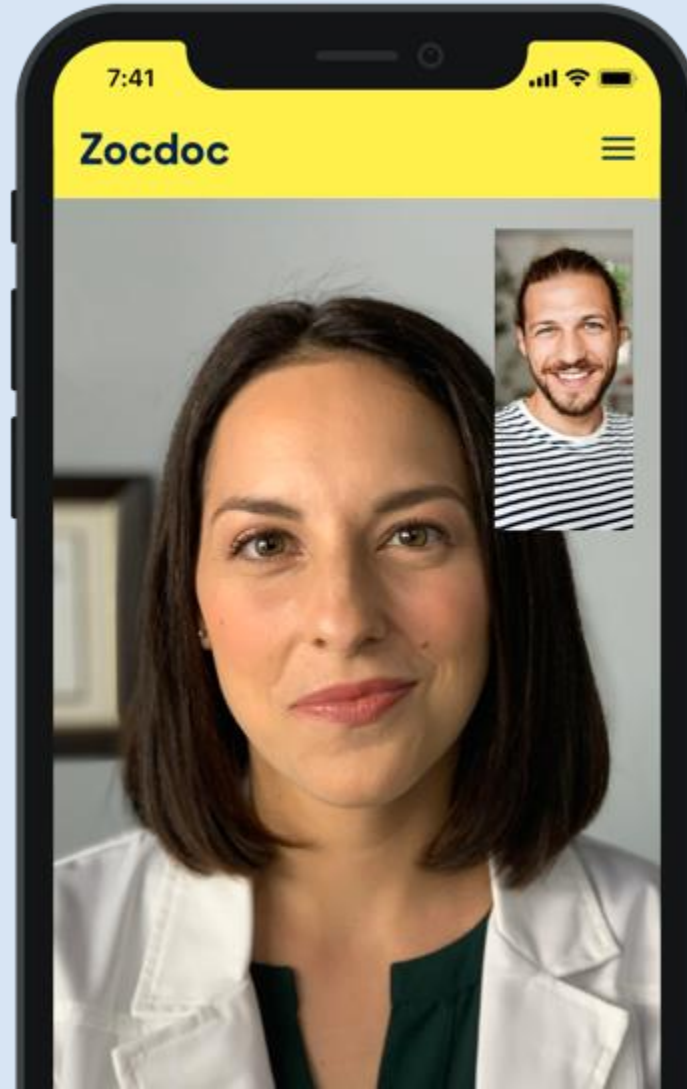
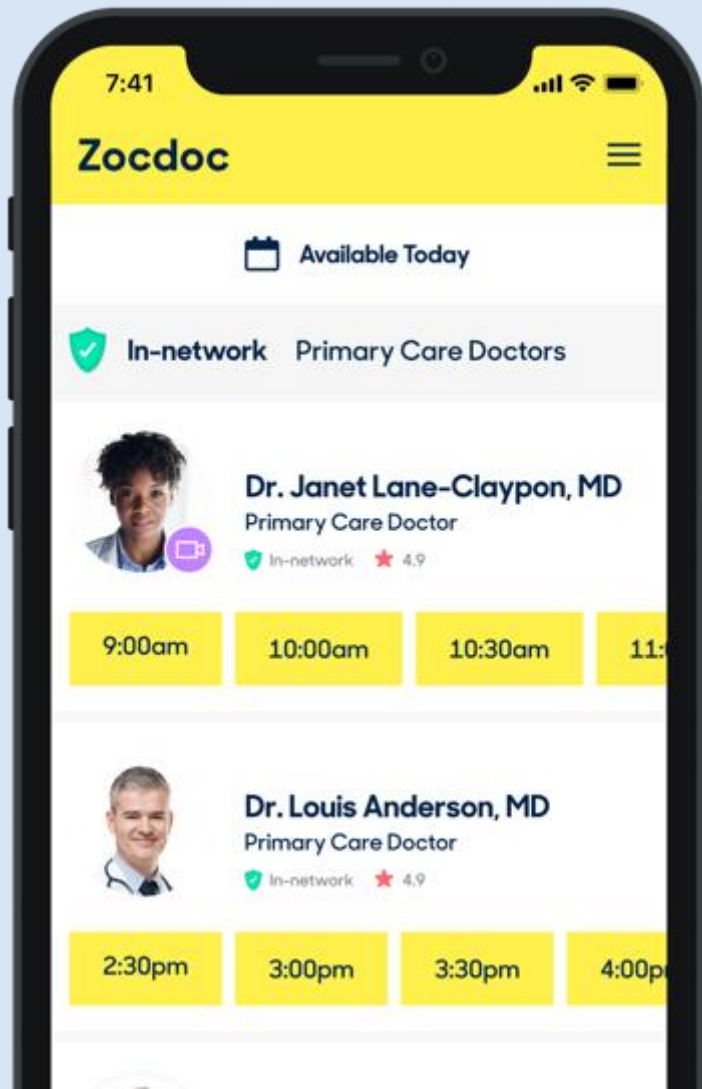
Zocdoc



Vaccine Scheduler

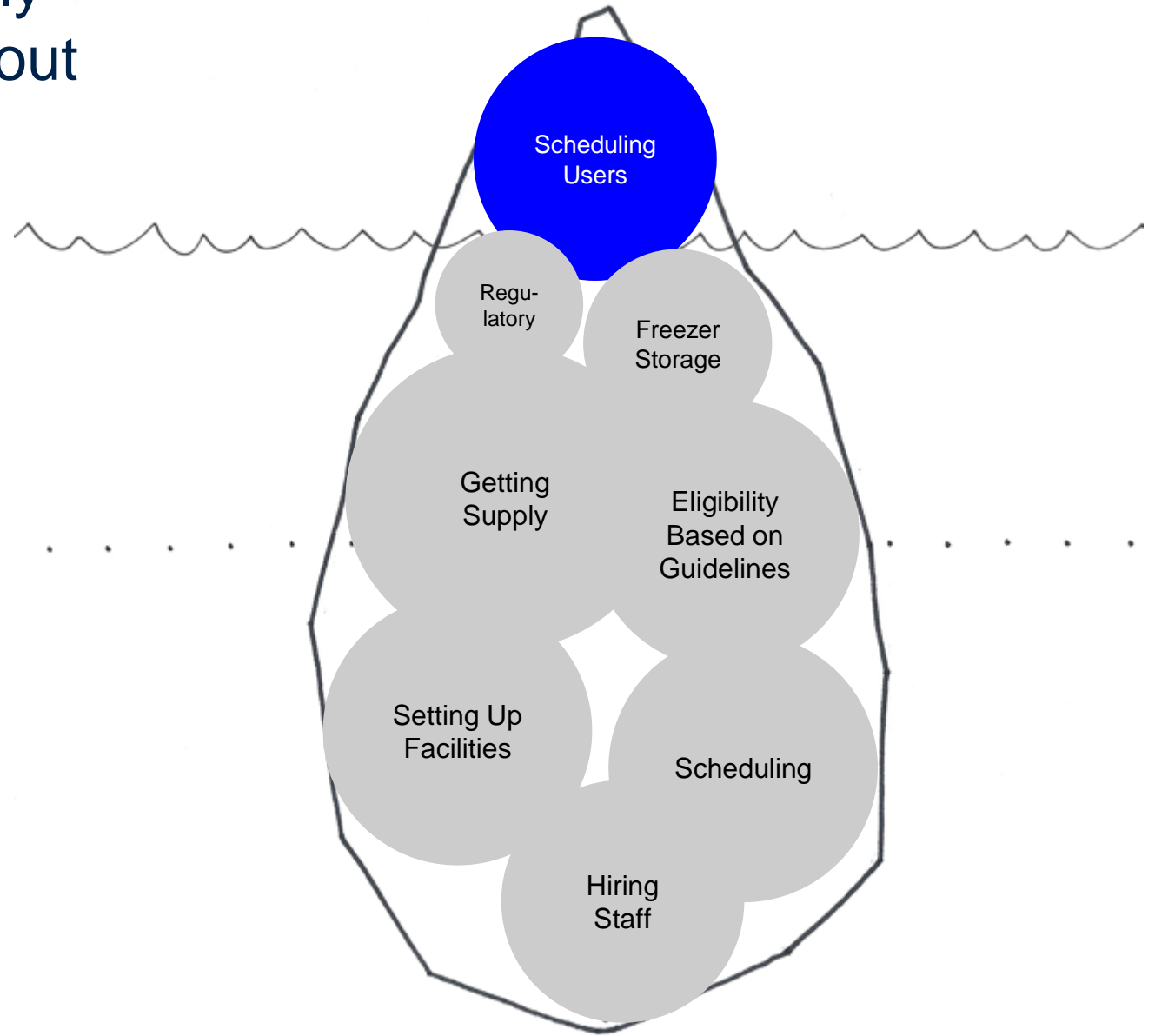
January 2021

What is Zocdoc?



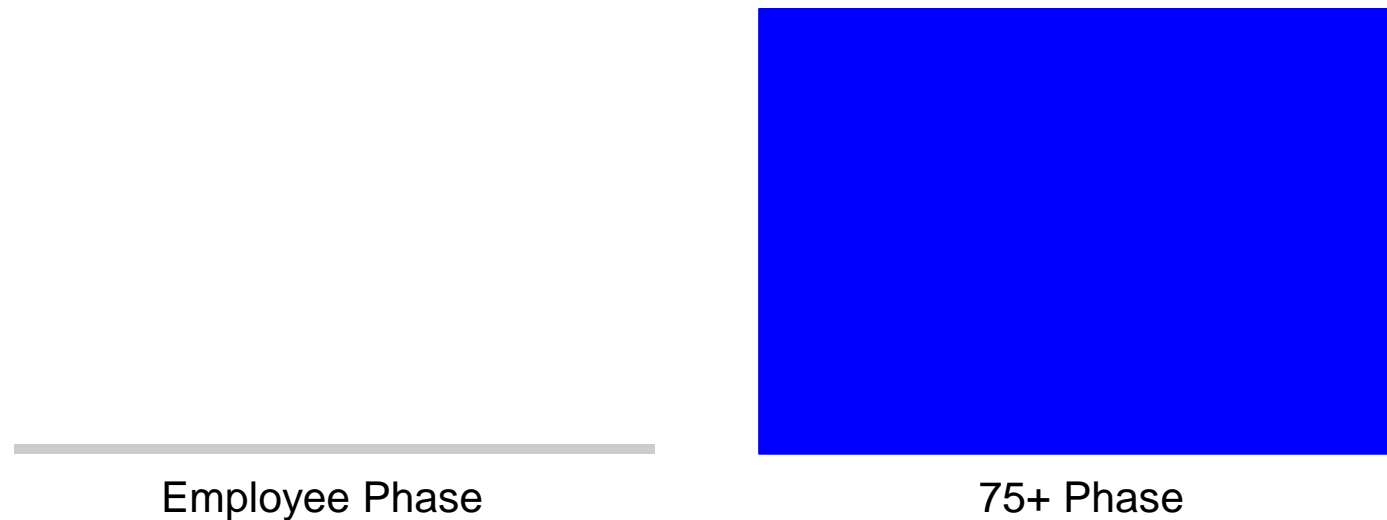
Zocdoc is the largest patient marketplace in healthcare. Six million monthly look for care from providers in over 100 specialties, compare based on reviews and can instantly book for in person or video visits.

Scheduling is the most publicly visible part of the vaccine rollout



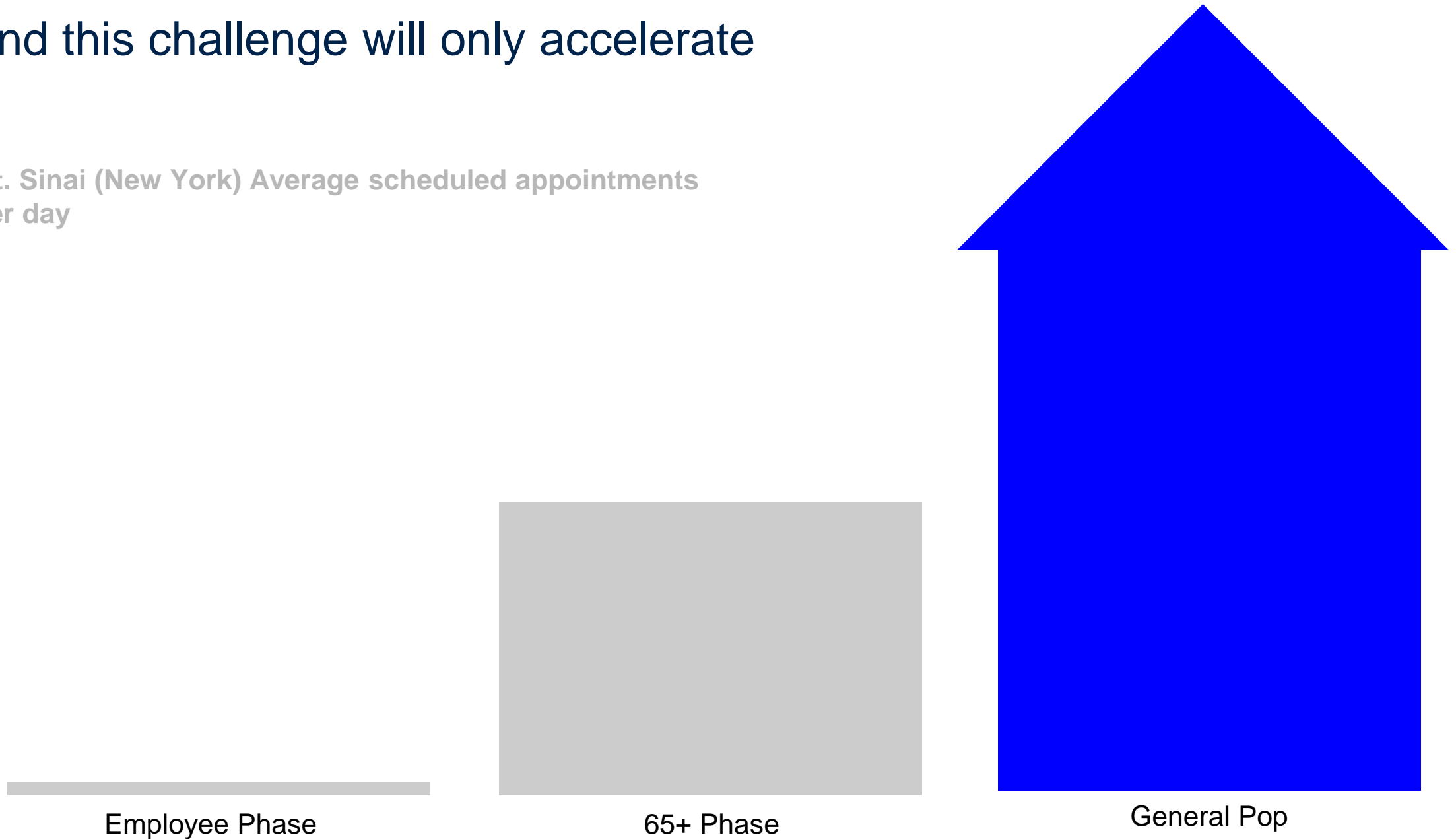
As vaccination moves from employees to the next phase scheduling demand increases by 200X

Mt. Sinai (New York) Average scheduled appointments per day



And this challenge will only accelerate

Mt. Sinai (New York) Average scheduled appointments per day



It is already breaking previously functioning solutions

Brevard residents calling for appointments for COVID-19 vaccination overwhelm phone lines

Dave Berman, Eric Rogers and Bailey Gallion Florida Today

Published 10:20 a.m. ET Dec. 30, 2020 | Updated 1:17 p.m. ET Dec. 30, 2020

[View Comments](#)



NEW YORK TODAY

The Vaccine Hurdles Older New Yorkers Face



Soaring demand among California seniors for COVID-19 vaccines causes chaos

Senior Californians express frustrating experiences while attempting to book newly-opened vaccine appointments.



NEWS > CORONAVIRUS > LOCAL CORONAVIRUS NEWS



Utah residents continue to have issues scheduling COVID-19 vaccine appointments

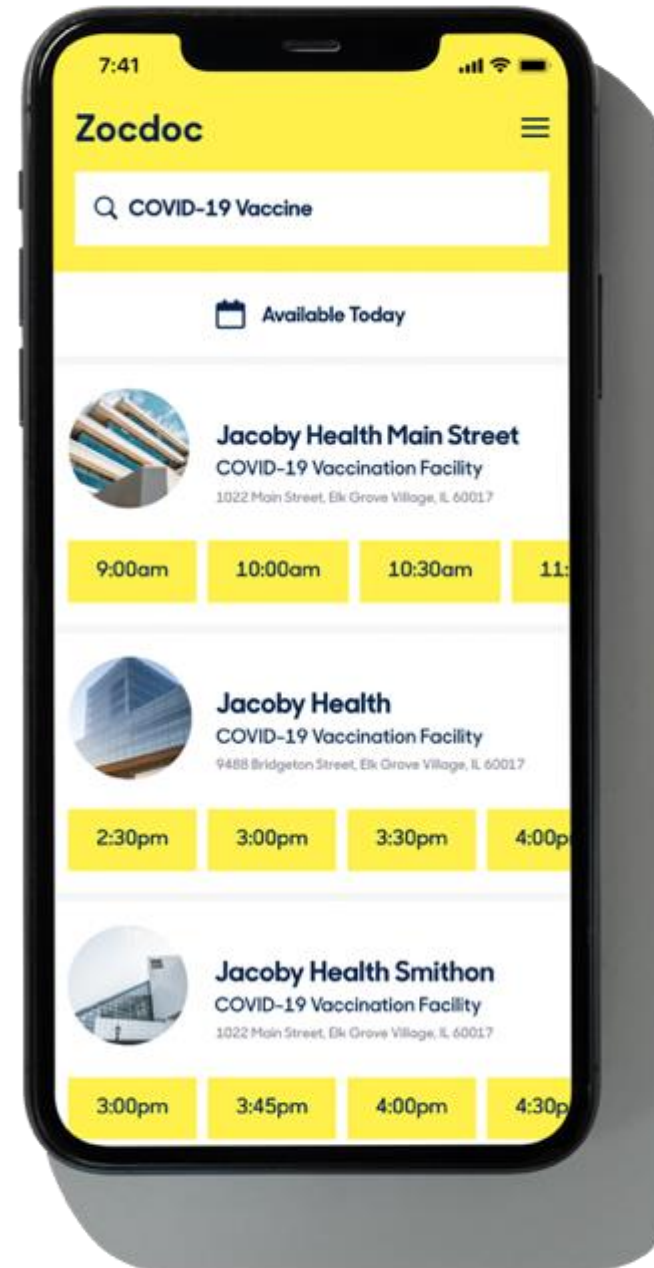
Zocdoc vaccine scheduler will be central hub for scheduling in Chicago

100

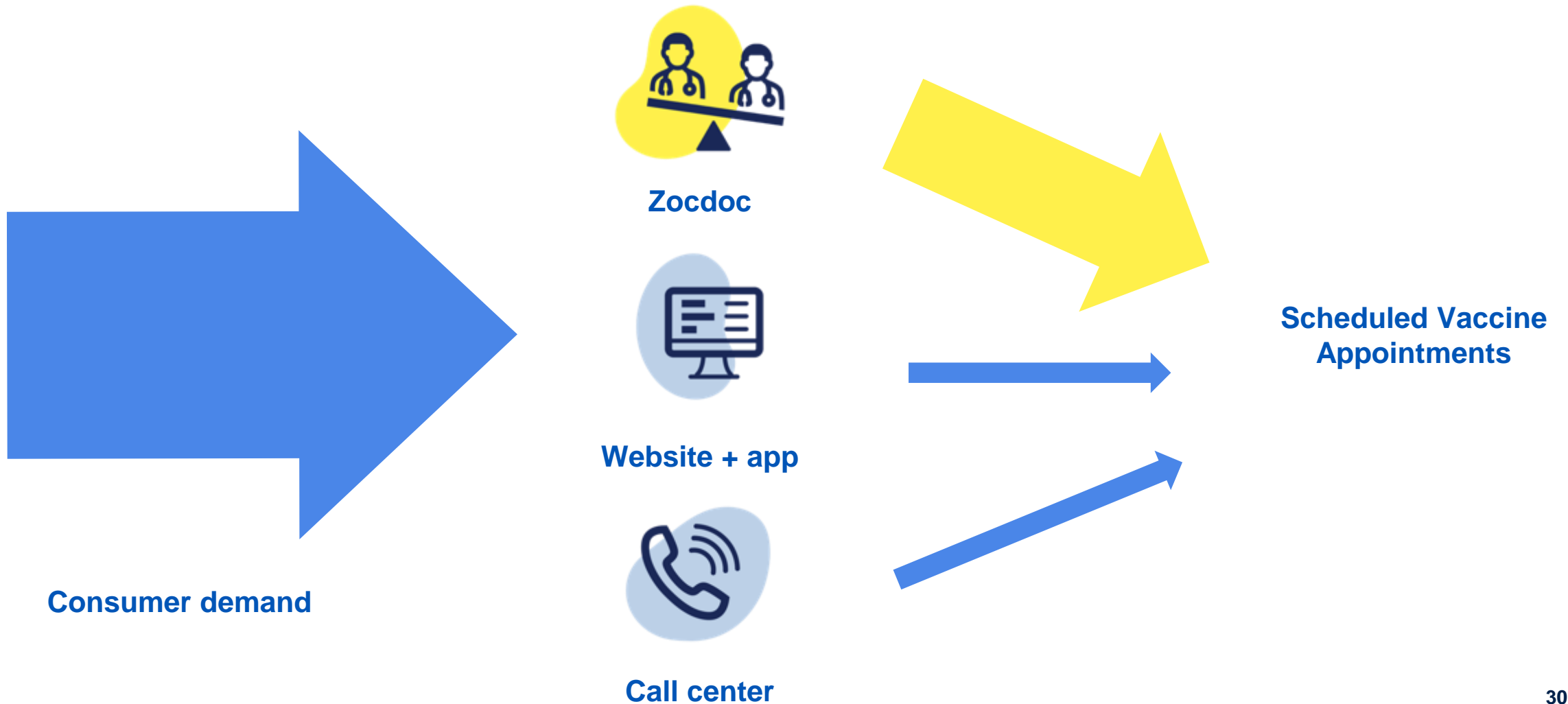
appointments a minute

100k+

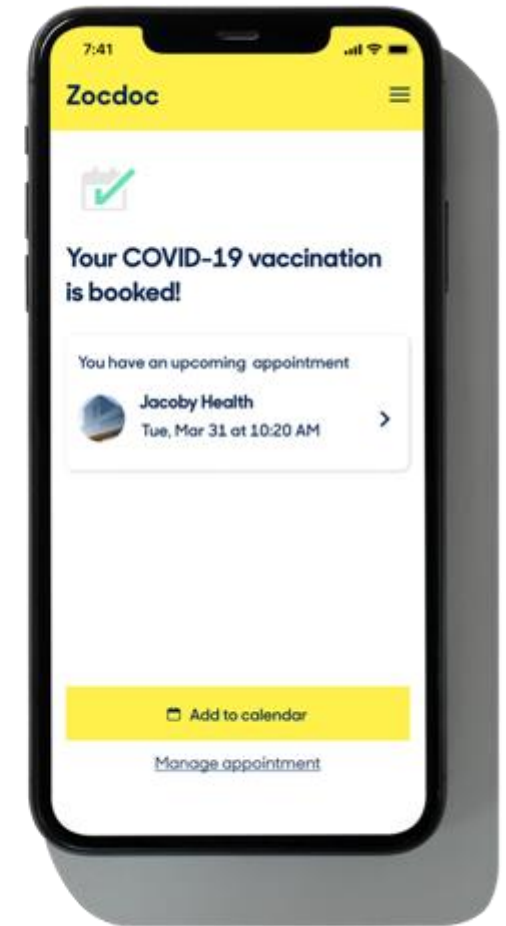
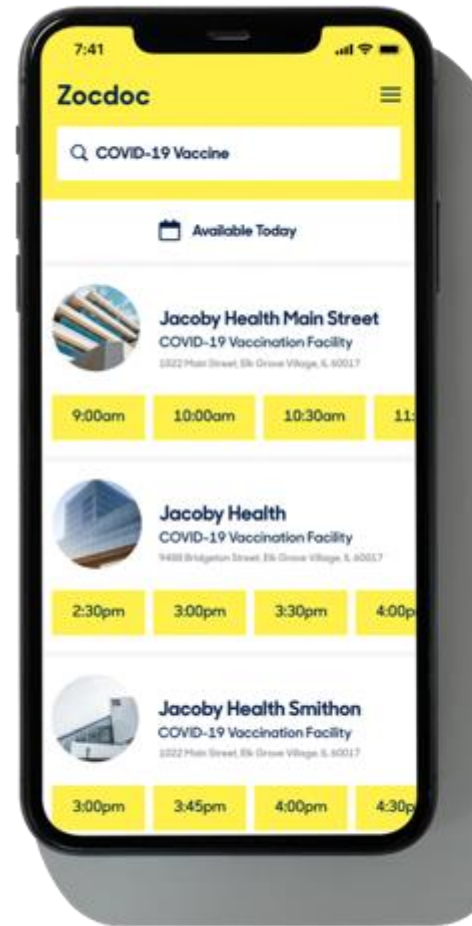
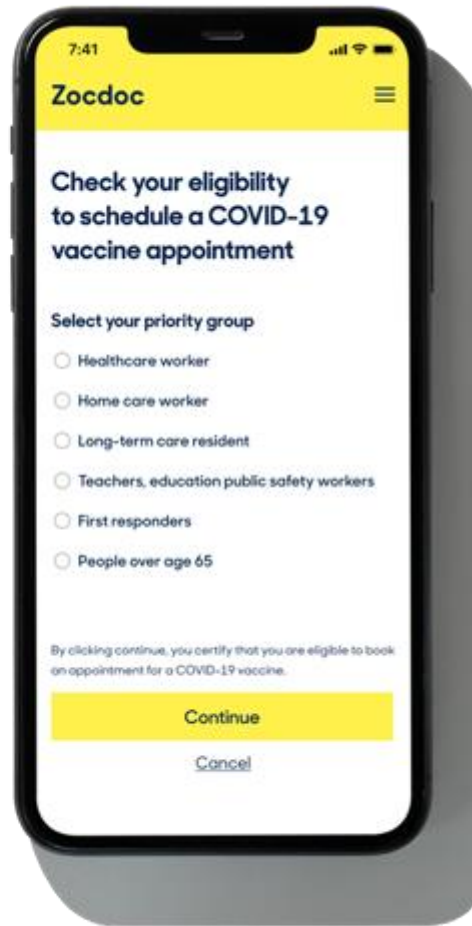
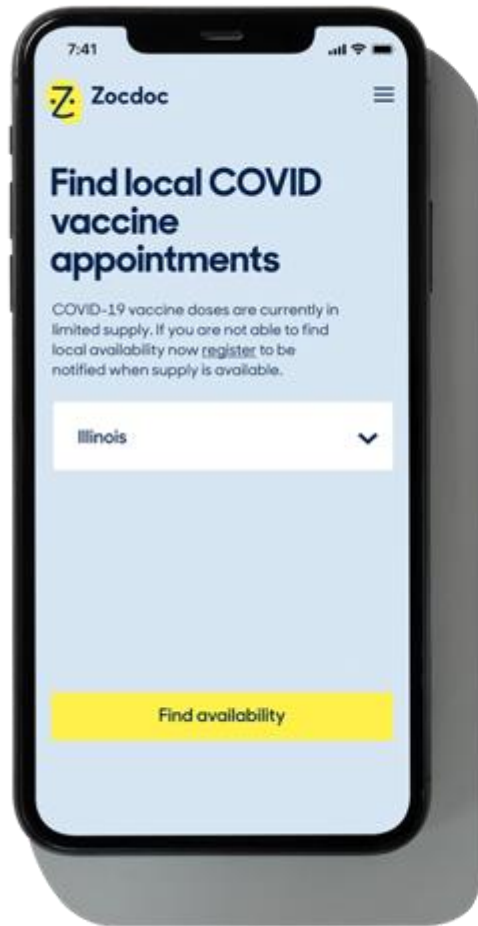
appointments in 48hrs



In the face of overwhelming demand it can enhance your existing tools



Consumer friendly design allows bookings to be made in under a minute



And automatically directs
demand to available supply

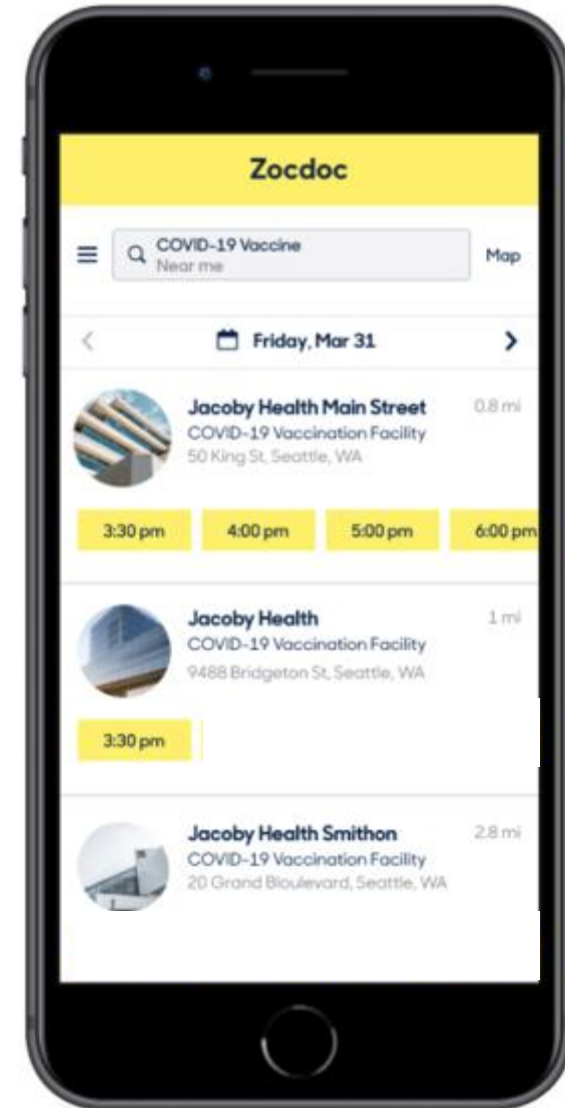
Available Supply



Depleted Supply



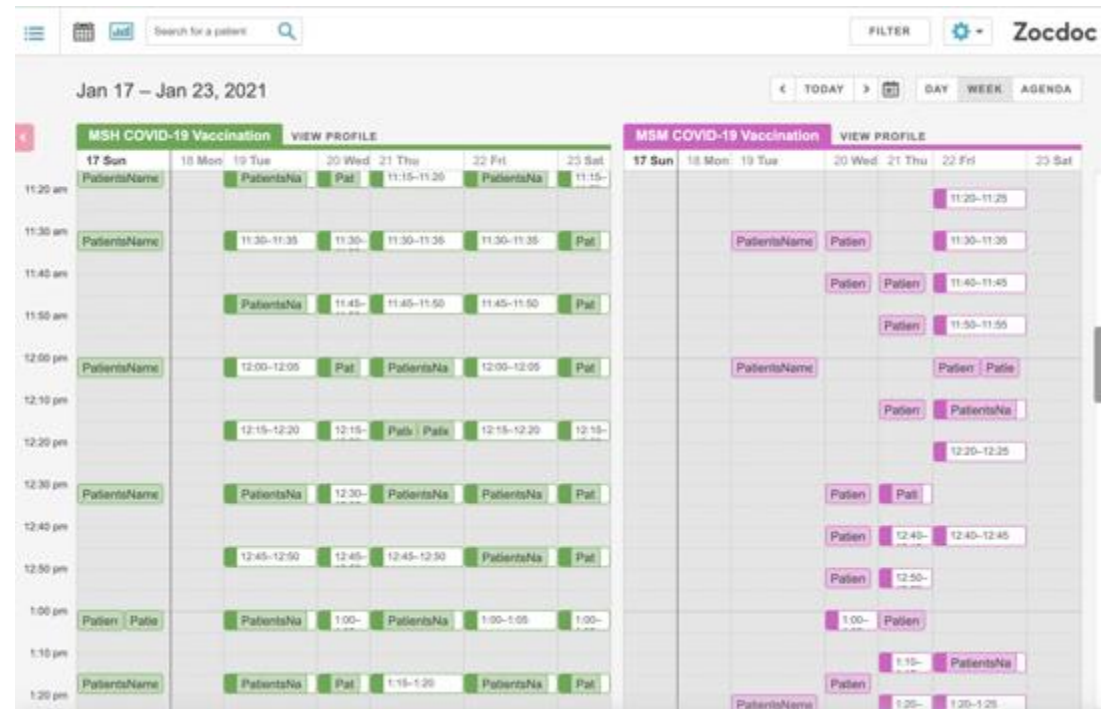
No Supply



It can manage availability two ways

EHR Integration

Dedicated Web Based Calendar



Sign up for free: zocdoc/vaccine/provider

Simplify and scale vaccine scheduling, free of charge

Zocdoc Vaccine Scheduler is a proven solution that helps eligible patients find and book a COVID-19 vaccine appointment. We support the rollout, so you can focus on providing care.



Tell us about your organization

Name

Organization name

Email

Phone optional

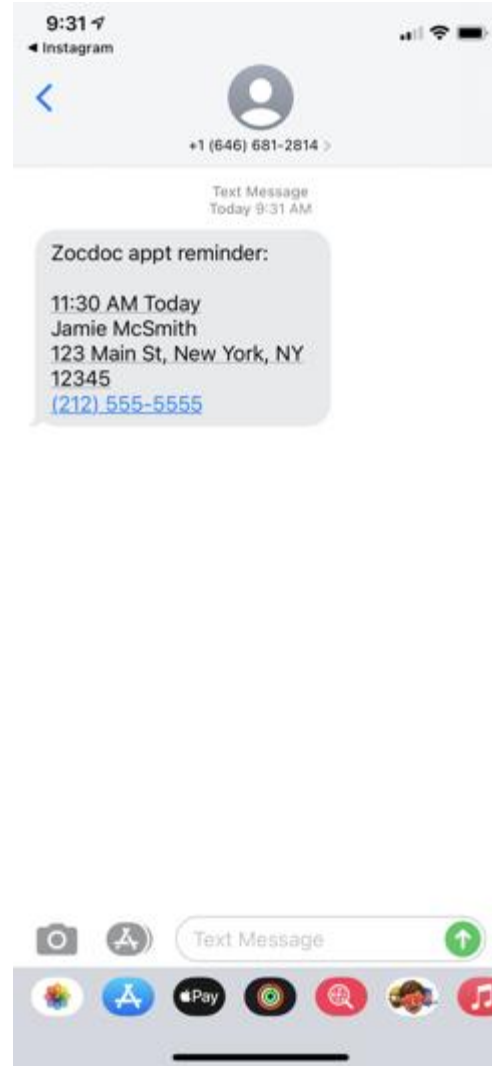
I have read and accept Zocdoc's [Privacy Policy](#).

Are you an individual looking for vaccine information?


[Learn More](#).



90 minute reminder (SMS)



1 day reminder






Reminder: Your appointment is tomorrow, Wed, Jan 23 at 1:30 PM


Jennifer, begin preparing for your appointment with Jacoby Health Vaccine Facility

[Prepare for your appointment](#)


Prepare for this appointment with the Zocdoc app


  


Appointment information



Jacoby Health Vaccine Facility
COVID-19 Vaccination Site

 Wed, Jan 23 at 1:30 PM
[Add to calendar: iCal Google Outlook](#)

 380 Second Avenue, Suite #10022
New York, NY 10010
[Get directions](#)






Can't make this appointment?


[Reschedule appointment](#) [Cancel appointment](#)

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Reminder: Your appointment is tomorrow, Wednesday, July 1 at 11:30AM.




John, begin preparing for your appointment with **Jamie McSmith, MD.**

[Prepare for your appointment](#)

Manage this appointment with the Zocdoc app


  


Appointment details




Jamie McSmith, MD
Primary Care Doctor

Wednesday, July 1 at 11:30AM
[Add to calendar: iCal Google Outlook](#)

 ACME Health Insurance - Claim Advantage

 123 Main St
New York, NY 12345
[Get directions](#)




Can't make this appointment?

We understand life can get in the way, but cancelling or missing your appointment too many times will result in your account being locked.

[Reschedule appointment](#) [Cancel appointment](#)

1 week reminder





Reminder: Your appointment is coming up on Wed, Jan 23 at 1:30 PM


Jennifer, begin preparing for your appointment with **Jacoby Health Vaccine Facility**

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New York, NY 10010
[Get directions](#)




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 ACME Health Insurance - Claim Advantage

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New York, NY 12345
[Get directions](#)



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Questions?



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