

## FAQ: COVaxON Aggregate Primary Care Vaccination Reports Family Physicians in Payment Enrolment Models

### **What is the COVaxON Aggregate Primary Care Vaccination Report?**

As of July 15, 2021, Ontario Health's COVaxON Aggregate Primary Care Vaccination Report can be accessed through an online platform similar to how physicians access the Screening Activity Report (SAR). The report will be delivered to physicians practicing in a PEM model and will include enrolled patients who have been vaccinated by July 15 and whose vaccinations have been entered into COVaxON. An updated report will be delivered monthly.

If you are a family physician in a PEM model, the report will help you to identify your patients who have been vaccinated with one or two doses and will help you to identify your patients who have not yet been vaccinated.

This report includes all information from COVaxON including your patient's name, OHIP number, date of vaccination(s), indicates whether dose 1 of 2 or 2 of 2 have been completed, location of vaccination(s), and any symptoms recorded immediately after vaccination.

Reports can be accessed using your ONE® ID. More information on ONE ID is included below.

### **Who will/will not get the Report?**

Family Physicians in Patient Enrollment Models, i.e., Comprehensive Care Model (CCM), Family Health Group (FHG), Family Health Network (FHN), Family Health Organization (FHO), will have access to the COVaxON Aggregate Primary Care Vaccination Report. This constitutes approximately 9,000 Family Physicians in Ontario. We recognize that this leaves family physicians (who are in non-PEM models) and all pediatricians without information on which of your patients have/have not been vaccinated (at this time) and we have been working with our partners and decision-makers to try to find solutions.

It is important to note that 20% of those who are not vaccinated may not have a primary care provider, so we are also advocating for other solutions to reach this group.

## **What do I do with this Report?**

Currently TELUS, OSCAR, or Accuro® EMRs can reconcile the report to identify which of your patients have not yet been vaccinated. Further information on how to do this is outlined below in the resource section. In addition, please update your records for those who have been vaccinated so that patient records are up to date.

We suggest that for those who have not been vaccinated, please reach out and encourage them to get the vaccine. Special attention may need to be paid to target youth and their families to explain the importance of vaccination.

Patients may require some assistance with booking their vaccine, whether it be in your office (if you're offering it in your office), or at a different location (e.g. mass vaccination clinic). Information on the relevant billing codes is outlined below.

If you're not administering the vaccine in your office and are interested in receiving information on how to do this, [please contact your local Public Health Unit](#).

## **Health Report Manager (HRM®):**

OMD's HRM is another way that physicians (both those who practice in a PEM model and those who do not) are receiving information on their vaccinated patients. Since May 18, 2021, physicians with HRM have been receiving vaccination reports for their patients where the family physician name has been entered into the provincial COVaxON vaccine management system. In mid-July, vaccination reports using the PEM physician matching will also begin flowing through HRM. In early August, OMD, OH and MOH will have a plan for historical vaccination data from COVaxON.

## **Combatting vaccine hesitancy:**

We know reaching out to patients who are vaccine hesitant and/or who have questions is time consuming and often required multiple discussions. We also know a conversation with their family doctor is one of the most important factors for patients choosing to be vaccinated. Here are some resources to assist you in this process:

- [OMA's COVID-19 vaccine hesitancy resource page](#), which contains many resources to address fear of vaccination including in youth populations, and culturally sensitive resources for Indigenous, Black and South Asian communities
- [OMA's vaccine hesitancy toolkit](#), which includes a section on conversation approaches to talk with vaccine-hesitant individuals
- [Centre for Effective Practice supports and clinical guidance on vaccines](#)
- For youth specifically, the [Children's COVID19 Vaccine Table has healthcare provider and patient information](#)

## **IMPORTANT: Technical Support & Resources:**

### a) Technical Support & Resources:

- [Please sign up for one of the Ontario Health Community of Practice webinars](#) to learn more about these reports.
- Developed by OMD and Ontario Health: [Guide to help physicians reconcile Ontario Health's COVaxON Aggregate Primary Care Vaccination Report](#) (also known as the eReport Practice Level COVID-19 Vaccination Report) with their EMRs. The toolkits are for the three most commonly used EMRs – TELUS, OSCAR, or Accuro® EMR and requires access to Microsoft Excel.

### **How to register for ONE ID to access the Report:**

A ONE ID account is required to access the report:

1. [Log in to your ONE® ID account here](#)
2. If you have forgotten your password, click the “Forgot Password” link on the login screen to reset your password.
3. If you do not have a ONE® ID account, physicians need to [log in to the CPSO Members Portal to self-register for a ONE® ID account here](#)

For instructions on completing a ONE® ID self-registration, refer to the [ONE ID CPSO Registration Guide](#).

If you require further assistance with accessing your ONE® ID account, please call the Ontario Health Digital Support Desk at 1-866-250-1554 or email [OH-DS\\_servicedesk@ontariohealth.ca](mailto:OH-DS_servicedesk@ontariohealth.ca) for assistance.

### **What is ONE ID?**

- [Understanding ONE ID and other ONE Products](#)

A ONE ID is made up of a login ID and password. It provides easy and secure access to provincial digital health services. Physicians must register for a ONE ID account and a ONE ID account is required to access the Aggregate Primary Care Vaccination Reports online. See above for information on how to get a ONE ID account if you do not already have one.

### **Billing Information:**

Family physicians in PEM models should consider the Ontario Health memo a formal request to contact as many of your patients as possible to provide them with assistance in the registration and/or booking of their COVID-19 vaccinations. The Q007 code can be used for this purpose. For further details, please see [OMA's COVID-19 Vaccine Billing Summary here](#).

## **Vaccinating in Primary Care**

If you want to vaccinate and are not currently involved, please contact your local public health unit to request more information regarding how to become involved. We encourage you to attend a [training session hosted by OntarioMD on COVaxON as soon as possible if you are notified that you will be vaccinating in your office](#). Ontario Health has also been leading a Community of Practice for vaccinating in primary care and has gathered many valuable lessons learned from across the province. [You can find the recorded sessions here](#).

We will continue to advocate, with our partners, for a coordinated approach for a co-designed plan with family physicians at the table. We have multiple priorities to tackle in primary care and we need to do this in a planned and phased way, and one that recognizes primary care capacity and local context.

Thank you to the Ontario Health and Ministry of Health for the ongoing collaboration.