

Clinician Update

Jan. 21, 2021

Vaccine Rollout Update

COVID-19 vaccinations continue at both the Barry D. Brown Health Education Center (HEC) and the Burlington County Mega-Site in the former Lord & Taylor department store at the Moorestown Mall. Before today ends, Virtua will have administered more than 20,000 vaccine doses to health care workers, fire and police personnel, individuals age 65 and older, and other members of the state's priority groups. We also hosted successful vaccine clinics at Virtua's long-term care facilities in Berlin and Mt. Holly.

With any initiative of this scope and scale, questions are inevitable and wide-ranging. *To read other FAQs about vaccine distribution, please visit virtua.org/vaccine.* Below are some of the top questions we have received in recent days, followed by additional questions you as a clinician may be receiving in your practice.

How does someone schedule a vaccine appointment at the Burlington County Mega-Site?

Those who are interested in vaccination are invited to complete the form on virtua.org/vaccine to sign up to receive alerts by text or email when vaccine appointments are available at the mega-site. Due to high demand and limited vaccine quantities, appointment availability is limited at this time. Please be patient; we remain hopeful we can add additional appointments to the schedule as vaccination rollout gains momentum statewide. Remember, vaccine appointments are currently limited to those who meet the state's eligibility requirements.

In the meantime, we encourage individuals to [sign up for a MyChart account](#). Through MyChart, you can monitor your vaccine appointments, receive reminders for your second dose, and generally stay connected to your care. This free, secure, online tool enables you to access your medical records and communicate with your health care team, even while you're on the go. To set up your account, please visit [here](#).

Are walk-up appointments an option?

No. Given the operational and logistical considerations, as well as the storage requirements of the vaccines, the mega-site and the HEC can only provide vaccines to individuals with appointments.

Should people schedule two appointments, one for the first dose and one for the second?

Not right away. People should only schedule one appointment in advance. The date of a second-dose appointment will depend upon which version of the vaccine they receive at the first appointment. When people attend their first appointment, the onsite staff will assist them in scheduling/confirming the date and time of their second visit.

Do people need to register for Virtua's appointment database if they are registered on the State's website or elsewhere?

Yes. Virtua's appointment-scheduling system is separate from the state's database and other vaccine-distribution locations in the region. To receive updates and information about the Burlington County Mega-Site, people should sign up using the form on Virtua.org/vaccine.

This [tip sheet](#) and [video](#) will help to navigate the Virtua Health Burlington County Covid Vaccine Registration Form.

What should I do if my family and friends cannot find an appointment in the region?

It is encouraging to see how many people are eager to pursue vaccination. It is important to remember we are still in the early days of the vaccine rollout and that we must endeavor to be patient. Virtua has received assurances that vaccine quantities will grow considerably in the weeks ahead, increasing the availability of appointments, expanding our hours of operation, and growing our capacity to vaccinate the community.

What Your Patients May Be Asking about Vaccine Registration and Scheduling

Last week, we completed a successful soft launch at the Burlington County COVID-19 Vaccine Mega-Site last week. Our teams, working in collaboration with the New Jersey Department of Health and the New Jersey National Guard, have been working behind the scenes to expand our infrastructure to support the volume of calls and web traffic that this initiative is already generating. As you can imagine, with the increase in eligibility for those qualified for the vaccine, the volume of calls and website registrations has been phenomenal and appointment availability has quickly filled.

We know that our Virtua clinicians have been receiving questions from patients, family, and neighbors. The following frequently asked questions (FAQs) are meant to respond to some of these queries. If you have others, please direct them to VirtuaClinician@virtua.org. To support communications around vaccine distribution, we have also created a series of fact sheets and an accompanying video. We have embedded links to these resources within the following FAQs.

Some patients have contacted me to say that they have received notices through MyChart, indicating that another physician has “ordered” vaccine. They do not recognize the physician and are wondering if this means their appointment has been scheduled.

Patients with MyChart accounts who meet current vaccine criteria have received a prompt to say that vaccine has been ordered. This does not mean the patient has an appointment. Rather, it is a message to prompt the patient to register to make an appointment. This can be done within MyChart, if they already have an account, or via the registration form found at virtua.org/vaccine.

Are there tools to help patients navigate the vaccine scheduling process with MyChart?

Yes.

- This [tip sheet](#) and [video](#) will help patients use the Open Scheduling tool. At some point in the process, the user is asked about continuing as a guest or, if they already have a MyChart account, continuing to log in and schedule.
 - Here is a [tip sheet](#) and [video](#) to help them learn what to expect when using Open Scheduling as a guest.
 - Here is a [tip sheet](#) and [video](#) to help them learn what to expect when Continuing to Open Scheduling using MyChart.

My patients report that appointments are now being scheduled through June. As they are currently eligible, is there any way to move them up?

Please advise your patients that there will be times when appointments are full and scheduling is temporarily suspended. We anticipate that the mega-site's vaccine quantities should expand considerably in the weeks ahead and that additional appointment-windows will be added to the scheduling system regularly.

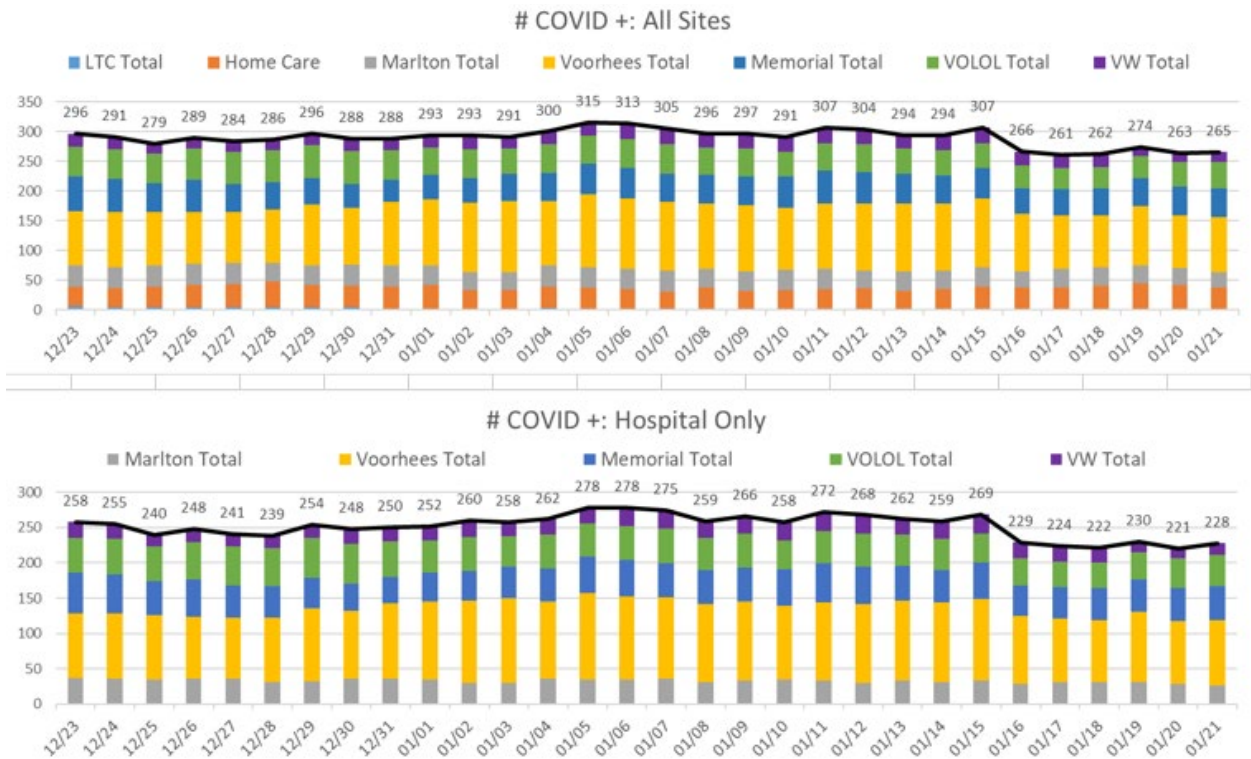
Do my patients need a MyChart account to secure an appointment?

No, but they can expect to be prompted to set one up once their appointment is confirmed. In the course of making an appointment, patients can expect to see a prompt asking them if they wish to continue Open Scheduling as a guest. Here is a [tip sheet](#) and [video](#) to help them with learn what to expect when using Open Scheduling as a guest.

Do you need a computer to make an appointment request?

We are also working with our partners at the National Guard to help stand up a call center to assist people by phone. The best way to direct requests is through the website, but if a patient does not have a computer, smartphone or other mobile device, the Access Center may be reached at 888-VIRTUA-3. Please share that due to high volume, there may be a delay in reaching a navigator.

Virtua COVID-19 Census



Fast Facts

- The rate of transmission in New Jersey is currently at 1.07.
- Locally, in the tri-county area, there have been a total of 1,951 confirmed deaths, as of 1 p.m. today. The state also reports “probable” deaths from COVID-19, with figures shared separately

on the [state dashboard](#). For the three counties, probable deaths would account for an additional 140 fatalities.

- The total number of cases are as follows:
 - Burlington County 26,274
 - Camden County 34,360
 - Gloucester County 17,814
- The Virtua COVID-19 testing team administered more than 140,000 COVID-19 tests. Of those administered, Virtua's lab team processed 55,000 results.

Tune in to a Special Virtual Performance from Musicians on Call

Musicians on Call, who deliver the healing power of music to patients, has moved to a weekly schedule of providing live performances for patients and colleagues at its member hospitals in the Philadelphia region, which includes all Virtua hospitals. As this publication is sent the day after the performances, we will be sending you the previous day's link, to enjoy and share after the event. Yesterday's session, with Mark LeWinter, guided by Sue Berkowitz, can be found [here](#). Enjoy!

Women of Virtua's Heart-to-Heart Session

In recognition of Heart Month, Virtua Women's Cardiology and Women of Virtua will host a special event dedicated to women and heart disease. Virtua experts will share specific heart disease risk factors that women face, as well as the small changes that can be made to mitigate them.

The session will include small group breakout sessions where specific heart health-related questions will be answered by Virtua's female cardiologists. Information will be shared on the long-running WomenHeart support group, which is now meeting monthly virtually.

We invite you to attend this interactive virtual session via Zoom on **Thursday, Feb. 4**, from 5:30 to 7 p.m. Please [view the flyer](#) and [register for the event](#).