COVID-19 FAQs for UCSF Health Providers
Updated March 17, 2021

Vaccine Scheduling & Access

Does a patient who meets eligibility criteria for the vaccine need to wait for an invitation?
Eligible patients no longer need to wait to receive an invitation. Instead, patients can schedule online via MyTurn.ca.gov or by calling our Vaccine Scheduling Help Line at 415-476-3307.
- Scheduling your second dose
  - After completing the first dose, patients will receive a ticket to schedule their second dose.
  - Patients who do not use MyChart can call the Vaccine Scheduling Help Line (415-476-3307) to schedule the second dose.
  - Some second doses may be slightly delayed. With our limited supply, we are prioritizing second doses to ensure that we offer an appointment within the six-week window designated by the Centers for Disease Control and Prevention (CDC).

What instructions can I provide to my patients trying to schedule a vaccine?
- You can support your eligible patients with scheduling through the following:
- Guide them to sign up through the state's MyTurn system, where they will have many options of vaccination sites to choose from. If vaccines are available at UCSF sites, the site will appear on the list and allow people to schedule.
- They can also check their county's vaccine web site to see if there are any public vaccination sites or pharmacy vaccinations available near their home. In San Francisco, the site is sf.gov/getvaccinated.
- If they need help scheduling, please call our Vaccine Scheduling Help Line at 415-476-3307.
- Due to our limited vaccine supply, they may not see any available appointments at UCSF. If no appointments are listed, please check MyTurn regularly to see additional options.
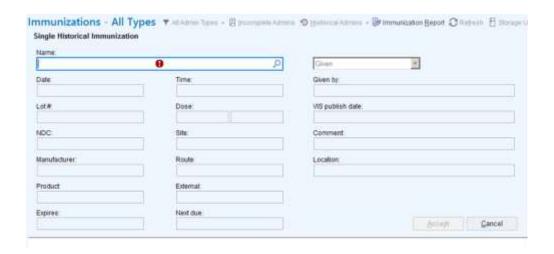
How do patients schedule at City College?
The City has partnered with UCSF to vaccinate eligible people at City College of San Francisco. CA residents age 65 and over are eligible to book an appointment and do not need insurance. Please visit, https://sf.gov/getvaccinated to book an appointment.

If patients went to City College for their initial shot but do not have a second appointment, what should they do?
By now, all individuals who received their first dose appointment at City College have been scheduled for their second dose on our new registration platform Primary Health. If your patient has not received an appointment confirmation email from Primary Health, please email COVID2ndDose@ucsf.edu and we will schedule their appointment. Please also ask your patients to check their spam filter as the appointment confirmation may have landed there.

Where should I document in APeX if my patient has received their COVID vaccination outside of UCSF?
You can use the historical immunization function & manually enter it in the Health Maintenance tab, under document past immunizations.

How can health care workers who are not UCSF employees get immunized?
UCSF vaccinated over 2000 health care workers who live or work in San Francisco and are not UCSF employees or patients. Moving forward this population should visit the https://sf.gov/get-vaccinated-against-covid-19 website for additional information.

Patients and employees are also able to seek appointments at other locations closer to their homes offered by county health departments, mass vaccine sites, and in coming days, by pharmacies and community centers. These alternative locations will become increasingly available as distribution broadens. They can search for these locations on the various county web sites (below).

- SF DPH
- CA DPH
- Alameda County DPH
- Contra Costa Health Services
- County of Sonoma
- Marin Health & Human Services

Vaccine Outreach and Equity

What is our outreach plan for patients and employees who are not on MyChart, Limited English Proficiency (LEP) populations, and patients disproportionately impacted by COVID?
We recently launched a broad population health outreach intervention using Cipher to call patients disproportionately impacted by COVID to help schedule appointments and address vaccine questions. We are continuing outreach efforts to patients by sending emails and letters through the mail translated into Spanish, Russian, and Chinese. Primary care practices have been doing targeted outreach via phone, and we are beginning to expand this effort in partnership with our cancer and specialty practices. Similar to other institutions nationwide, UCSF Health is experiencing insufficient and unpredictable vaccine supplies that are not keeping pace with our expansion of populations and capacity. We are modulating our outreach efforts frequently based on current vaccine supply.

How are we promoting vaccine confidence in the community?
UCSF has several interventions underway to build confidence in the safety and efficacy of COVID-19 vaccines. We are featuring members of our community from diverse multi-lingual backgrounds in a series of public service announcements (PSAs) to build confidence in the safety and efficacy of COVID-19 vaccines. The PSAs are currently available in English and Spanish, and will be followed by additional

videos for speakers of Cantonese, Mandarin, Russian, Tagalog and Vietnamese. We are working with multiple alliances on campus and in our community to share these. Please help us promote vaccine confidence by sharing these PSAs with your family, friends and colleagues and through social media. We are also actively planning town halls for patients, hosted by diverse, multi-lingual faculty. Lastly, our patient-facing website and messages are also translated into several languages.

What interpreting services do we offer to LEP patients at the vaccine site?
We have video interpreters available onsite and documents are provided in multiple languages including English, Spanish, Russian, and Chinese.

What interpreting services do we offer to LEP patients on the Vaccine Scheduling Help Line?
The operators can access an interpreter in real time. We are working on a multilingual phone tree.

How can I help as a provider? Can I get a list of patients in need of vaccine who live in my neighborhood (e.g. to do outreach or help with transportation)?
We are exploring this approach on a small scale and we will provide updates as we learn more through our pilot efforts.

How can we help our homebound patients?
The UCSF Housecalls program is testing a workflow for home immunization for the patients in their program. UCSF Health is evaluating how we might provide home vaccine delivery for other homebound patients.

COVID Clinical Vaccine Questions

Where can I learn more about clinical vaccine guidelines?
Please see [Vaccine Clinical Guidelines for Immunocompromised and Other Special Populations (PDF)](#).

COVID Treatment Questions

When and how should I refer patients to Monoclonal Antibody Treatment?
Results for patients who are positive for COVID at UCSF are automatically included on an Apex report for review by CRISM Team RN. The CRISM RN will assess if the patient is symptomatic, within 10 days from their disease onset and has [certain comorbidities](#). If eligible, they will route their assessment to the MB Respiratory Screening Clinic pool.

UCSF patients tested elsewhere must be referred via inbasket pool P Respiratory Screening Clinic (RSC) MB (preferred) or via secure email to COVIDOutpatientTreatment@ucsf.edu. In your communication, please include the following:
- Pt Name
- MRN/ DOB
- Pt Contact info
- COVID symptom onset date
- COVID positive test date
- One-liner about history/ co-morbidities including age
- Please upload the external result into apex so a COVID confirmed flag appears. This flag will automatically update to COVID recovered after 20 days from date of onset. (Instructions attached)

Since Feb 22nd, UCSF Health affiliate and non-UCSF patients are also able to receive mAb treatment via referral form (UCSF External Provider Referral for COVID-19 Monoclonal Antibody Outpatient Treatment (PDF)) centrally faxed to 415.514.4785

- PLEASE DO NOT USE the Ambulatory referral COVID testing order (REF 778) to refer to the RSC for bamlanivimab or other mAb treatment at this time.

COVID Testing Questions

What is the new process for pre-surgical testing for adult and pediatric patients going through Prepare?
Starting March 16th providers in surgical-based clinics began ordering COVID testing & surgery clinic schedulers began directly scheduling COVID test appointments at the time of the surgery appointment booking. For more information on these workflows please see the surgeon's tip sheet and the surgery schedulers tipsheet on the APeX knowledge bank. Please note that this new workflow will not impact procedural areas that are serviced by the COVID Assessment, Testing, and Coordination Hub (CATCH) team.
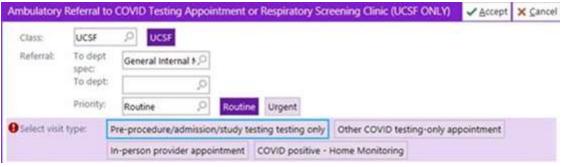
What is the scheduling process for all other patients that require COVID testing?
Recently there has been a change to the process by which patients schedule COVID tests. This impacts patients for whom we use the "COVID Testing Only Appointment" button on the COVID referral (i.e. asymptomatic, mild symptoms, and exposures).

> Until recently, a COVID test referral led to a phone call from the scheduling team, often several hours later. Now the test referral and accompanying test order will generate a scheduling ticket which enables the patient to immediately schedule the test on MyChart. There are two benefits: 1) patients who utilize the ticket will no longer need to wait for a call back, and 2) self-scheduling by some patients will offload the call center and improve response times.

This workflow affects two visit types on the scheduling referral (REF778): 'Pre-procedure' and 'Other COVID testing'

What happens if the patient does not complete the scheduling ticket on MyChart to schedule their test appointment?
If the patient has an active MyChart account but does not act upon the ticket, the scheduling team will call the patient within 24 hours if the requested date of the test is within the next 5 days (the scheduling team will call after 48 hours for testing dates greater than 5 days out to allow patients further time to act on the ticket). Finally, the phone number to the scheduling team that you may provide to patients with further questions is 415-502-4066.

What if the patient does not have an active MyChart account?

If the patient does not have an active MyChart account, the referral will go to the scheduling team without delay.

Does the ticketing process apply to pediatric patients?
Yes, pediatric patients will receive tickets.

Do I still need to order the test and the referral for "testing-only"?
Yes, both the test order and referral are still needed for "testing-only" appointments.

Johnson & Johnson (Janssen) Vaccine Information

Where can I find more information about the COVID-19 vaccines that are currently available?
The FDA has developed a website for each COVID-19 vaccine that has been granted Emergency Use Authorization. The websites below include fact sheets, FAQs, common side effects, and more:
- Pfizer
- Moderna
- Johnson and Johnson NOTE: This site includes a fact sheet about the Johnson & Johnson vaccine and an FAQ for vaccine recipients.

You can also find more information about the Johnson and Johnson vaccine at the SFDPH/Communicable Disease Prevention & Control Website at https://www.sfcdcp.org/wp-content/uploads/2021/03/Advisory-Janssen-COVID19-Vaccination-2021.03.09r.pdf.

How should I advise my patients who do not want the Johnson & Johnson vaccine?
The Moderna, Pfizer and Johnson & Johnson (Janssen) vaccines are some of the most effective vaccines ever produced, including against current COVID-19 variants. All three vaccines are overwhelmingly effective at significantly reducing severe illness, hospitalization, and death.
Comparing effectiveness rates of the three vaccines is like comparing apples to oranges. Each was tested in different clinical settings, time of year, and places where there were or were not variants. The best vaccine is the one that is available to you.

How are we ensuring equitable access to all three vaccines, not just J&J, among vulnerable and under resourced populations?
We are making all of our vaccine supplies available to all populations, based on vaccine availability. At the current time, we are only receiving enough Pfizer and Moderna vaccines to fulfill the second doses for patients who have already received their first dose at UCSF and have received very limited quantities of the Johnson and Johnson vaccine. As vaccine supplies increase, we expect to be able to offer either the two-dose or one-dose vaccine regimen to all patients in our clinics.