



## COVID 19 Immunization Entry eForm Documentation (COVID 19 E-form)

eForm website: <https://www.eforms.phsaehealth.ca/appdash/>

Frequently Asked Questions – Updated January 28, 2021

Additional Questions? Please contact [Panorama@fnha.ca](mailto:Panorama@fnha.ca)

[QUESTIONS \(Click on a question to direct you to the answer\)](#)

### ACCESS TO THE PHSA eFORM WEBSITE

Q. Our community will be providing COVID 19 vaccine to our members. How do we start the process to access the PHSA eForm site to document vaccines given?

Q. Which web browser should I use when accessing the eForm website?

Q. What is the Enrolment Form?

Q. Should I Install the BC Services Card App on my personal cell phone or work cell phone?

Q. Can only nurses have access to the PHSA eForm website?

Q. I have a nurse from the Health Authority helping out with vaccines in the clinic. How will they access the eForm?

Q. (NEW) I am a FNHA agency nurse supporting vaccine administration in the clinic. How can I access the eForm?

Q. I am a First Nation Health Service Organization (FNHSO) agency nurse supporting vaccine administration in the clinic. How can I access the eForm?

Q. I do not have a current BC Services Card, or I am an out-of-province Agency Nurse and I am not able to access the BC Services Card App. What do I Do?

Q. (UPDATED) When I try to log on to the eForm site I get an error message: *"Your BC Services Profile is not linked to your eForms profile due to a name or email mismatch"*. Why?

### DOCUMENTING COVID 19 VACCINE INTO E-FORM

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Q. (NEW) I noticed that the C19 eForm fields includes updates and new fields. What are these changes for?

Q. I searched for a client and the client information populated on the eForm is not correct or not up to date. What do I do?

Q. I am immunizing a client who is not in the client search tool, or is from out-of-province. How do I enter their information?

Q. I can't find my provider in the provider search tool. Can I still submit an eForm?

Q. I can't find my community clinic listed in the *Service Delivery Location* (SDL) field on the eForm. How can I have my site added?

Q. How do I discard a form, because I did NOT end up giving a vaccine?

Q. Why are there forms in my DRAFTS folder?

Q. (NEW) I created a Draft C19 form. How can I find this form in the DRAFTS folder when there are many forms listed?



Q. (NEW) I created a Draft C19 form and I no longer need it. Can I delete this draft?

Q. (UPDATED) How do I document when the PHSA E-Form web application is experiencing a Downtime?

Q. When do I log out of the eForm application?

Q. (NEW) How do I document a client who has experienced an adverse reaction (AEFI) following the C19 vaccine?

Q. (NEW) I have entered my immunizations into the eForm application. Do I still need to fax these entered immunization records over to FNHA or to my Health Authority unit?

## SUBMITTING COVID 19 VACCINE Eforms

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Q. What should I do if I don't receive a confirmation message after I submit my form?

Q. I submitted an eForm for a client immunization and I realized after I made a documentation error. How do I fix this?

Q. I am unable to enter immunizations during our community immunization clinic. Can I chart my COVID vaccines later on into the eForm?

Q. I will be vaccinating clients at community sites without internet access. Can I fax records to Panorama for data entry?

## OTHER COMMUNITY DOCUMENTATION (EG. ALTERNATE EMR, PAPER CHARTING)

Q. How is the Daily Report for COVID Vaccine form different from the COVID Vaccine eForm?

Q. Does the eForm enter information into Panorama?

Q. Our community charts into paper charts. How do we document COVID 19 immunizations into the client's paper chart?

Q. Our community enters our immunization information into an alternate electronic medical record – EMR (eg. Mustimhw, Telus, cMOIS, etc.). How do we document COVID 19 immunizations into our EMR system?

Q. (NEW) Our community will be running shared immunization clinics with local Health Authority (HA) staff. How do we ensure that appropriate documentation is maintained?

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**PLEASE NOTE: As information is changing frequently with regards to the rollout and documentation of COVID-19, please refer to the FNHA COVID 19 Vaccine Resources [Gathering Space](#) site or the [FNHA COVID 19 Information for Health Professionals Webpage](#)**

### Related Resources:

- Template eForms Enrolment – COVID Forms.xlsx
- FNHAeForms External Access BC ServiceAppSetup\_2021Jan15.pdf
- (NEW) PHSA COVID-19 Immunization Entry Downtime eForm\_15Jan2021.pdf
- (NEW) PHSA COVID 19 Immunization Reasons.pdf

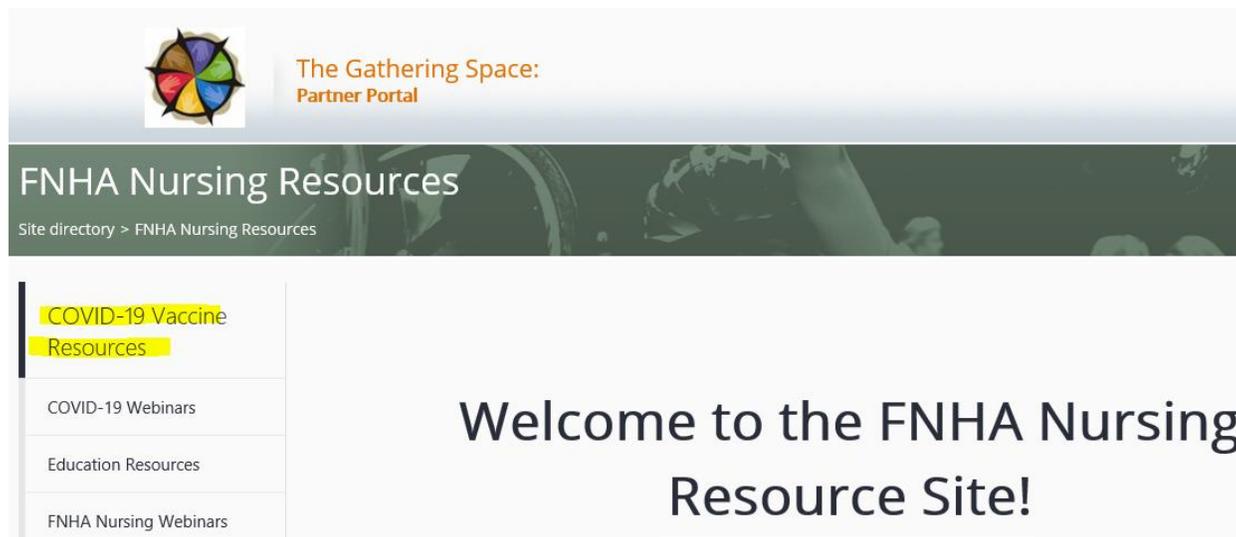


## **ACCESS TO THE PHSa eFORM WEBSITE**

### **Q. Our community will be providing COVID 19 vaccine to our members. How do we start the process to access the PHSa eForm site to document vaccines given?**

It is mandatory that all COVID 19 vaccines administered in BC will be documented on the PHSa eForm. This is because Covid-19 vaccine administration is being tracked provincially using the online Eform. Additionally, future allocation of vaccine will be based on data entered into the Eforms.

This initial memo was sent out to all nurses on December 31, 2020. For the resources with enrollment instructions to access eForm, please go to the FNHA Gathering Space site [COVID 19 Vaccine Resources folder](#) (see screenshot below). This site requires access and login.



### **Q. Which web browser should I use when accessing the eForm website?**

It is recommended that the Chrome browser is used when accessing the eForm site. Please see the *FNHAFNHSOeForms External Access BC Services Card PRIME Setup.pdf* sent to all nurses or please go to the FNHA Gathering Space site [COVID 19 Vaccine Resources folder](#) for details on how to correctly set up the Chrome browser settings (ie. turn off *Auto-populate* and turn off *Save and fill addresses*)

### **Q. What is the Enrolment Form?**

The enrolment forms grants users access to the eForm. We recommend all nurses and clerical staff on site supporting with documentation enter their names and contact information for enrolment. Please ensure that the name you provide on the Excel enrolment form matches the name you are using with your BC Services Card. Send this enrollment form to [panorama@fnha.ca](mailto:panorama@fnha.ca).

### **Q. Should I Install the BC Services Card App on my personal cell phone or work cell phone?**

The BC Services Card App is an app that can prove who you are when you logon to online services. Enhanced levels of security make using a mobile card more secure and help protect your privacy. This means you must verify your identity to set up your mobile card.



The App is a means of accessing the eForms. You can choose to use either your work cell phone or your personal cell phone. If you intend to use the BC Services app for purposes other than accessing the eForms, you may choose to use your personal cell phone.

**Q. Can only nurses have access to the PHSA eForm website?**

No. Administration or clerical staff that will be helping out with community immunization clinics can also request access to the eForm. They will need to follow the same process that nurses use to enroll.

**Q. I have a nurse from the Health Authority helping out with vaccines in the clinic. How will they access the eForm?**

If Health Authority nurses are assisting with your community COVID-19 immunization clinics, they can log in to the eForm site through their own Health Authority credentials. Please communicate and review with the visiting nurse that they must select your community as the Service Delivery Location (SDL) to have the vaccination counted in your community report.

**Q. (NEW) I am a FNHA agency nurse supporting vaccine administration in the clinic. How can I access the eForm?**

As of January 27, 2021, agency nurses contracted through FNHA will be able to login the eForm site using their FNHA credentials.

**Q. I am a First Nation Health Service Organization (FNHSO) agency nurse supporting vaccine administration in the clinic. How can I access the eForm?**

If you are an agency nurse and are a resident of BC (and have a current BC Services Card), you can follow the same application process for access to the eForm. Please see the first question on this document for more details.

**Q. I do not have a current BC Services Card, or I am an out-of-province Agency Nurse and I am not able to access the BC Services Card App. What do I Do?**

Unfortunately at this time, individuals without a BC Services Card App will be unable to access the online eForm. If there are other CHNs or clerks on site with access to the eForms, please provide them with your paper downtime forms for entry. If no one else on site can document on your behalf, please send your downtime forms to the Panorama Team (Fax number: 604-693-3199).

The FNHA Panorama team is actively working with PHSA to find alternatives to allow out-of-province nurses access to the e-Form.

**Q. (UPDATED) When I try to log on to the eForm site I get an error message: "Your BC Services Profile is not linked to your eForms profile due to a name or email mismatch". Why?**

I get an error message saying **Warning: Your BC Services profile is not linked to your eForms profile due to a email or preferredName mismatch: [null] [obqyrdqggwnbd7ekfprig62g3tuh7b5t]**  
To resolve the issue, please send this error message to the eForms team at [eFormsEnrolment@phsa.ca](mailto:eFormsEnrolment@phsa.ca)

**Warning: Your BC Services profile is not linked to your eForms profile due to a name or email mismatch: j2nndlqkequa4cq1vklf164zcmi7qic6a**



There may be two reasons why you get this error message:

- 1) The Excel enrolment submission was not sent to the Panorama team. Please ensure you submit the enrollment form (excel form) with the list of staff that will need access to the eForm.
- 2) Your legal name used in the BC Services app does not match with the name you provided in the eForm enrollment submission. Please contact [eFormsEnrolment@phsa.ca](mailto:eFormsEnrolment@phsa.ca) and attach a screenshot of your error message.

## **DOCUMENTING COVID 19 VACCINE INTO E-FORM**

### **Q. Are all the fields in the COVID 19 eForm required?**

Although some fields within the eForm are required in order to submit, please ensure that all relevant fields in the eForm or downtime form are complete and legible. This includes all current client demographic information (Name, phone number, address). This will reduce the need for you to remediate incomplete forms. If you are faxing downtime forms for transcription, check that all eForm fields are completed to reduce the amount of call backs from the transcribers requesting form clarification.

Having the client's current address and phone number are especially important to generate accurate immunization coverage reports. Please do not fill in using your community health centre/clinic address or clinic postal code.

### **Q. (NEW) I noticed that the C19 eForm fields includes updates and new fields. What are these changes for?**

As the C19 vaccine rollout continues and expands, the eForm documentation will update to reflect these changes. Some new/updated fields that are now available in the eForm include:

- *COVID-19 Immunization History*
  - This Field has been added to help users see client C19 immunization history (ie. dates and immunization product client has previously received; Whether previous C19 vaccine doses are valid/invalid)
  - This field will only be populated if a client has had previous C19 vaccine doses entered in the eForm application
- *Client Consent Readiness*
  - Added option for **Mature Minor** or **Substitute Decision Maker**
- *Reason for Immunization*
  - The selections in this field are constantly updated as new groups become eligible for the C19 vaccine. Please see the [COVID Reason for Immunization and Definitions](#) document for definitions. As of January 28, most clients coming to your community vaccine clinics would fall under '**Z\_C19 Staff - Pandemic Support**' or '**Z\_C19 Pandemic Priority Population**'



**Q. I searched for a client and the client information populated on the eForm is not correct or not up to date. What do I do?**

If client information (client address, postal code, phone number) on the eForm is not correct, please confirm client contact information and enter the most current information. This will update the client demographics in the Provincial system.

**Q. I am immunizing a client who is not in the client search tool, or is from out-of-province. How do I enter their information?**

If your client cannot be found in the client search tool, or is from out-of-province, please print a draft record or complete a downtime eForm (Ensure all fields on form are complete) and fax them over to the Panorama team at 604-693-3199. We can then create a PHN for the client and enter their vaccine into the eForm on your behalf with their newly created PHN.

**Q. I can't find my provider in the provider search tool. Can I still submit an eForm?**

If after doing a thorough search of your provider and no results appear, you can still manually enter the provider name in the appropriate fields. You can add the provider's profession/designation into the **Comments** section.

**Q. I can't find my community clinic listed in the *Service Delivery Location* (SDL) field on the eForm. How can I have my site added?**

All community health centres and nursing stations have been submitted and populated into the eForm. Please contact [panorama@fnha.ca](mailto:panorama@fnha.ca) if your site is not listed so we can add your site to the form as soon as possible. Some suggestions for searching for your SDL: Search by community traditional name, search by name of health centre building, or search by various spellings.

If after an exhaustive search and your SDL is still not present, type and select "*Other-FNHA*". Enter your clinic name and location on the **Comments** section of the form and notify [panorama@fnha.ca](mailto:panorama@fnha.ca) to rectify this.

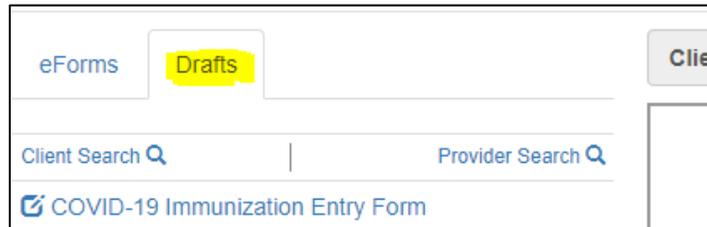
**Q. How do I discard a form, because I did NOT end up giving a vaccine?**

If a vaccine was not administered, do not submit the form. Simply start the documentation process for the next patient by clicking **Client Search** and entering their PHN – then click "*Covid-19 Immunization Entry Form*" to open a new form. Verify the new client's information in the entry form. The unsubmitted form is discarded.

**Q. Why are there forms in my DRAFTS folder?**

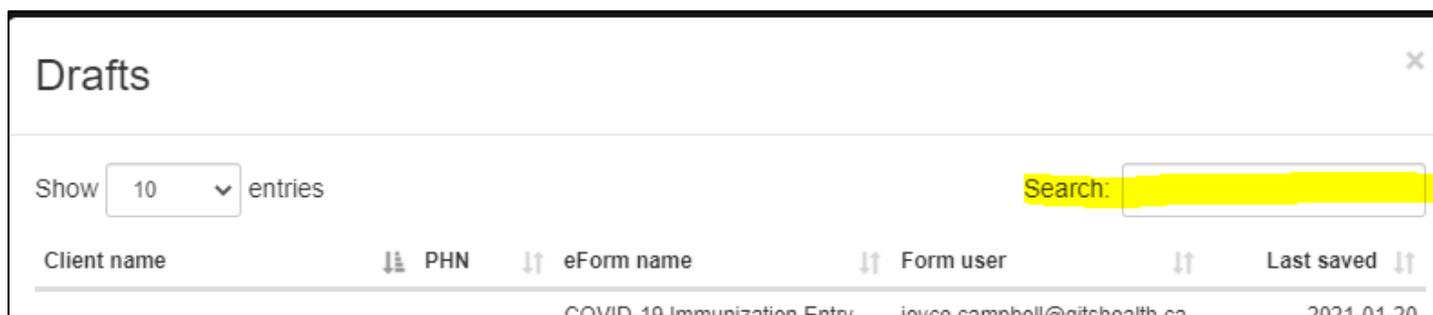
Forms found in the **Drafts** folder have not been submitted. Complete the submission process as soon as possible. If a computer error prevented successful submission of a form, it may be found in the **Drafts** folder. If a form was only partially completed and saved, the form can be found in the **Drafts** folder.

Review your **Drafts** folder at the beginning and end of a shift to ensure all forms have been submitted. (Please see the *COVID 19 Immunization Entry form Training and User Guide* and [YouTube training video](#) for details)



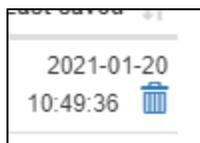
**Q. (NEW) I created a Draft C19 form. How can I find this form in the DRAFTS folder when there are many forms listed?**

When you open the DRAFTS folder, you will see a list of drafts completed by yourself as well as forms completed by other users working in FNHA/FNHSO community locations. You can use the **Search** field to either search by Client Name, PHN, or Form user to locate the draft you wish to open.



**Q. (NEW) I created a Draft C19 form and I no longer need it. Can I delete this draft?**

If you have a draft form that you no longer need, you can select the trash icon next to the form to delete the draft. Please note: only the creator of the draft can delete the form.



**Q. (UPDATED) How do I document when the PHSA E-Form web application is experiencing a Downtime?**

Please use the Downtime form provided by PHSA. You can find the latest form in the [PHSA website](#) or the [FNHA Gathering Space](#) site.

**Q. When do I log out of the eForm application?**

Any time you leave your workstation you should log out of the PHSA application AND log out of your windows account on your computer. This will prevent documentation by another provider under your name. (ie. Break relief, education)

At the end of a shift, ensure all users are logged out of all computers.



First Nations Health Authority  
Health through wellness

**Q. (NEW) How do I document a client who has experienced an adverse reaction (AEFI) following the C19 vaccine?**

Ensure that the client's vaccine has been entered into the eForm application. Notification and documentation of an AEFI remains the same process as any other AEFIs related to another agent. Please notify the FNHA Immunization team of any AEFI [immunize@fnha.ca](mailto:immunize@fnha.ca)

**Q. (NEW) I have entered my immunizations into the eForm application. Do I still need to fax these entered immunization records over to FNHA or to my Health Authority unit?**

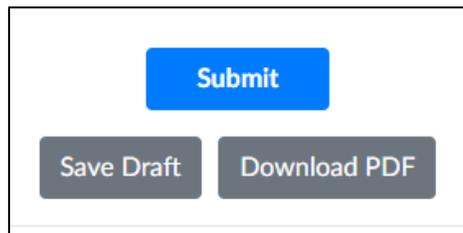
Communities don't need to fax copies of form to health Authority if already entered themselves into eForm. Please review your agreed processes between your community and the Health Authority during shared C19 immunization clinics.



## **SUBMITTING COVID 19 VACCINE Eforms**

### **Q. How will I know that my form was submitted successfully?**

After filling out the form online and selecting **Submit**, a confirmation message will display that reads 'Submission Successful'. Before you select **Submit**, You can first select **Download PDF** and then print a paper copy for your client records.



### **Q. What should I do if I don't receive a confirmation message after I submit my form?**

The entry form may not have been submitted successfully due to computer error. Return to the client's completed eform and **Submit** again. Check your **Drafts** folder for any forms that have not been submitted. If the submission is not successful, information will not be entered into the eForm system

### **Q. I submitted an eForm for a client immunization and I realized after I made a documentation error. How do I fix this?**

An eForm can't be modified after it is submitted. If you realized that you made an error on a submitted eForm, resubmit the eForm with the correct information. In the **Comments** field, specify what corrections have been made. PHSA has a remediation team that will correct eForm errors.

### **Q. I am unable to enter immunizations during our community immunization clinic. Can I chart my COVID vaccines later on into the eForm?**

The Ministry of Health is requesting that all COVID 19 vaccines given be entered into the eForm the same day. You can have admin staff enter eforms on behalf of the nurses. You may also enter your vaccines at the end of the clinic or at the end of the day if immediate entry is not possible. Please do not delay documentation entry for the COVID 19 vaccine. Allocation of vaccine is based on the information submitted through the eForms.

The Panorama team is doing its best to support CHNs in community. However, given the volume of records being received by all communities in BC, we strongly encourage strategies to ensure same day entry by the CHN or clerical staff on site. This can include:

- Allotting time at the end of the clinic day to return to a main office with internet to enter vaccines.
- Ensuring your admin/clerical staff have access to the eForm platform to support community immunization entries.
- Using the eForm DRAFT feature prior to holding a vaccine clinic to ease vaccine entries the day of the clinic (Please see the *COVID 19 Immunization Entry form Training and User Guide* and [YouTube training video](#) for details)

If the above strategies are not possible, please email [panorama@fnha.ca](mailto:panorama@fnha.ca) and we will offer alternatives for documentation entry support.



**Q. I will be vaccinating clients at community sites without internet access. Can I fax records to Panorama for data entry?**

The Panorama team is doing its best to support CHNs in community. However, given the volume of records being received by all communities in BC, we strongly encourage strategies to ensure same day entry by the CHN or clerical staff on site. This can include:

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If the above strategies are not possible, please email [panorama@fnha.ca](mailto:panorama@fnha.ca) and we will offer alternatives for documentation entry support.

**OTHER COMMUNITY DOCUMENTATION (EG. ALTERNATE EMR, PAPER CHARTING)**

**Q. How is the Daily Report for COVID Vaccine form different from the COVID Vaccine eForm?**

Both forms are equally important. The Daily Report for COVID Vaccine allows us to track the daily amount of vaccine being used and total number community members being vaccinated. The COVID Vaccine eForms is the official provincial tracking system and enables data analysis (age group breakdown, geographical area, reason for immunization, etc.).

<u>Daily Report for COVID Vaccine</u>	<u>COVID Vaccine eForms</u>																																
<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>DAILY REPORT FOR COVID 19 Vaccine due</b> <b>DAILY at end of clinic</b></p> <p style="text-align: right; font-size: small;">Please print clearly Thank you!</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; text-align: right;">Date:</td> <td></td> </tr> <tr> <td style="text-align: right;">Community/Location:</td> <td></td> </tr> <tr> <td style="text-align: right;">Person completing this form: Email or phone contact</td> <td></td> </tr> <tr> <td style="text-align: right;">Number of vials opened</td> <td></td> </tr> <tr> <td style="text-align: right;">Number of doses given</td> <td></td> </tr> </table> <p style="font-size: small;">Please note anything you need us to know</p> </div>	Date:		Community/Location:		Person completing this form: Email or phone contact		Number of vials opened		Number of doses given		<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Provincial eForms Solution</p> <p style="text-align: center; color: green;"><b>COVID-19 Immunization Entry Form</b></p> <p style="font-size: x-small;">Service Delivery Location *</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p style="font-size: x-small;">Tip: Use type to search to find your location</p> <p style="font-size: x-small;">Client Demographics</p> <table style="width: 100%; font-size: x-small;"> <tr> <td style="width: 20%;">Last Name *</td> <td style="width: 20%;">First Name *</td> <td style="width: 20%;">Middle Name</td> <td style="width: 40%;">BC PHN *</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Date of Birth *</td> <td>Sex *</td> <td colspan="2">Home Phone Number</td> </tr> <tr> <td><input type="text" value="yyyy-MM-dd"/></td> <td> <input type="radio"/> Male <input type="radio"/> Female  <input type="radio"/> Undifferentiated  <input type="radio"/> Unknown         </td> <td colspan="2"><input type="text"/></td> </tr> </table> <p style="font-size: x-small;">If BC PHN is unknown, a phone number AND address is required to align with provincial client identity standards.</p> <p style="font-size: x-small;">Address</p> <table style="width: 100%; font-size: x-small;"> <tr> <td style="width: 30%;">Country</td> <td style="width: 30%;">Province/Territory</td> <td style="width: 40%;">City/Town</td> </tr> <tr> <td><input type="text" value="Canada"/></td> <td><input type="text" value="British Columbia"/></td> <td><input type="text"/></td> </tr> </table> <p style="font-size: x-small;">Address Line Street Address Line Postal Code</p> </div>	Last Name *	First Name *	Middle Name	BC PHN *	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Date of Birth *	Sex *	Home Phone Number		<input type="text" value="yyyy-MM-dd"/>	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Undifferentiated <input type="radio"/> Unknown	<input type="text"/>		Country	Province/Territory	City/Town	<input type="text" value="Canada"/>	<input type="text" value="British Columbia"/>	<input type="text"/>
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<p>Completed Daily Reports can be faxed to <b>1-604-666-2029</b> or email <b><a href="mailto:covidvaccinereporting@fnha.ca">covidvaccinereporting@fnha.ca</a></b></p>	<p>COVID Vaccine eForms are submitted online through the eForm site <u>or</u> Downtime forms are faxed to <b>1-604-693-3199</b></p>																																



**Q. Does the eForm enter information into Panorama?**

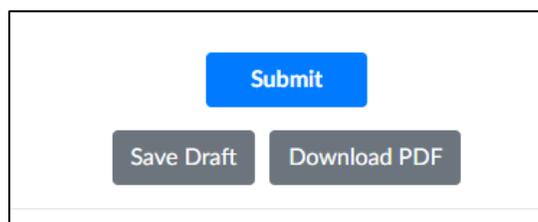
All documentation in the COVID 19 eForm will automatically be entered (uploaded) into Panorama.

For users with access to Panorama please do not directly enter COVID vaccines into the client chart. Please use the eForm to directly enter all COVID 19 vaccines.

**Q. Our community charts into paper charts. How do we document COVID 19 immunizations into the client’s paper chart?**

Many communities are using the paper downtime form to initially enter the vaccines given in clinic and then entering the information into the eForm system afterward. You can file these paper records into the client chart once completed.

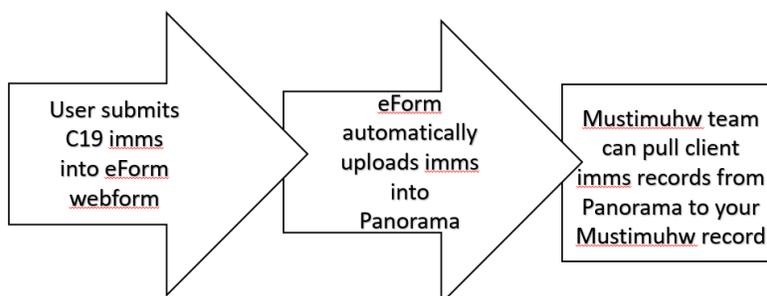
Alternately, please enter all COVID 19 vaccines into the eForm. Prior to submitting the eForm, you can select the “Download PDF” button to print a copy of the record. This record can be printed and filed in the client paper chart, or retained as per your community internal clinic documentation standards.



**Q. Our community enters our immunization information into an alternate electronic medical record – EMR (eg. Mustimuhw, Telus, cMOIS, etc.). How do we document COVID 19 immunizations into our EMR system?**

Enter your COVID 19 vaccinations into the eForm. Prior to submitting the eForm, you can select the **Download PDF** button to print a copy of the record. This record can be uploaded to your community EMR, or retained as per your community internal clinic documentation standards.

Mustimuhw cEMR users that have direct access to Panorama, and have signed up for the weekly transfers, will have their client records imported from Panorama to Mustimuhw on a weekly basis, no further action is required. Please connect with the Mustimuhw team to see how they can support you or if you have any questions: [helpdesk@mustimuhw.solutions](mailto:helpdesk@mustimuhw.solutions)





**Q. (NEW) Our community will be running shared immunization clinics with local Health Authority (HA) staff. How do we ensure that appropriate documentation is maintained?**

To prevent the risk of missed C19 documentation, ensure that there is a clear agreed process in place on how C19 immunizations will be documented. Prior to holding your shared clinics with the Health Authority, Some points to discuss and confirm agreement on are:

- Ensure that all eForm users agree which Service Delivery Location (SDL) to select for the immunization clinic(s)
- If Downtime forms are to be used during clinic, which groups need a copy of the immunizations given? For example, the HA nurses may keep a copy of all the downtime records completed during that clinic to take back to enter into their EMR system (PARIS, cMOIS), and the CHN may keep the original downtime forms to keep in community to enter into the eForm application and file away in their client paper charts.
- Note that C19 Downtime forms may be different based on the Health Authority you reside under. Ensure that their downtime form satisfies all the eForm entries required (ie. compare the PHSA downtime form with the HA form to ensure all fields match).