LHD ONLY: Transition to Request Vaccine Administrative Support from CCNC Directly Through ServiceNow

• Effective immediately, request CCNC staff for vaccination administrative support directly through ServiceNow.

• At this time ServiceNow cannot accept requests for vaccination clinical/medical support.

• Requests through ServiceNow can be for both transfer from existing case investigation/contact tracing duties to vaccination administrative duties AND new requests for vaccination administrative support.
  • For transfer requests, please specifically indicate in your ServiceNow request that this request is a transfer.
  • If the LHD has an existing CCNC request in WebEOC and you are transferring, please update your WebEOC request to note that you will request via Service Now and reduce the quantity of staff in your request by the amount you are requesting in ServiceNow OR withdraw the WebEOC request.

• Vaccination medical support and all other support you cannot resource locally should continue to be placed via WebEOC working with local Emergency Management.
CCNC Administrative Scope of Work

• Non-Clinical Administrative Support available only to LHDs
  • Answering telephone lines on-site at LHD or in remote settings as agreed
  • Scheduling vaccination appointments
  • Collate and distribute registration packets, patient education or other forms
  • Scan and/or enter forms into DHHS or LHD systems, including CVMS
  • Support clinic logistics: collecting information, site set-up/breakdown, etc.
  • Direct individuals onsite to different stations

• CCNC staff cannot provide clinical support as vaccinators nor handle any vaccine materials, contaminated areas or waste products, at this time
LHD ServiceNow Process

• Vaccine Surge Requests
  • To request transfer or new CCNC requests for vaccine support, use current ServiceNow request process
  • Link: Contact Tracing Surge Request
  • You can also reach out to your Regional Supervisor for assistance

• Vaccine Specifics: add as “Additional Details” in ServiceNow
  • Choose Contact Tracer Request (for now – we will update to include vaccine)
  • Additional Details: indicate non-clinical vaccine support is needed
  • Be Descriptive – we will work to quickly match the request with available staff

Additional Details

Shift preferences, equipment needs, etc.

Vaccine Support. Need 5 non-clinical staff to be transferred from Contact Tracing. Three staff members to answer phones and schedule and two staff members to enter forms into CVMS. Work is Monday-Friday from 8 am-5 pm.