

Ministry of Health

COVID-19 Vaccine Program: Transition to Panorama Guided Workflow (PGW)

Updated June 1, 2026

This information sheet contains important information about changes to the COVID-19 vaccine program following the decommissioning of COVaxON.

As part of the Ministry of Health's work to develop and implement a consolidated immunization record system, COVaxON was decommissioned effective March 13, 2026.

To support ongoing COVID-19 vaccine inventory management and dose administration reporting, the Ministry has developed the Panorama Guided Workflow (PGW):

The new go-live date for PGW is **September 14, 2026**. Starting on this date, PGW must be used by all providers to manage COVID-19 vaccine inventory and to record administered doses. All onboarding activities must be completed before organizations and providers may access PGW (see Access to PGW through ONE Health Portal on page 3 for instructions).

COVID-19 Vaccination Reporting

Until PGW go-live (Transition period)

- Access to COVaxON and PGW is unavailable
- Any COVID-19 doses administered during this time must be documented in the administering provider's local documentation systems (e.g., EMRs, pharmacy management systems) per professional documentation standards
- **COVID-19 Immunization Provider Support Line (CIPSL):**
 - Assists health care providers in confirming a client's last COVID-19 immunization date when dose spacing is unclear. CIPSL is available **Monday to Friday, 8:00 a.m. to 5:00 p.m. at 416-849-9998 or 1-888-333-0640**; providers must have a valid, up-to-date professional registration number to access support

Effective September 14, 2026

All COVID-19 vaccine providers must:

- Use PGW to record patient information and vaccine product details
- Manage COVID-19 vaccine inventory within PGW
- Note that providers that have not yet fully onboarded to PGW may not be able to receive COVID-19 vaccines

Client Records

The transition of the publicly funded COVID-19 vaccine program to Panorama and PGW includes the secure migration of all patient records from COVaxON to Panorama for access through PGW.

About Panorama and Panorama Guided Workflow (PGW)

Panorama has been used in Ontario since 2014. It is currently used by public health units for vaccine inventory management and recording immunizations specified in the *Immunization for School Pupils Act* and other immunizations such as school-based vaccines (e.g., hepatitis B).

Panorama Guided Workflow (PGW), is a new, streamlined workflow that provides a simplified access point and workflow for inventory management and immunization administration reporting.

To gain access to PGW, eligible organizations will require Ontario Health agreements and ONE ID to enable their users to get access to the ONE Health portal.

Once PGW goes live, non-public health unit organizations (including pharmacies) will be required to use PGW to record COVID-19 vaccine administration and for inventory management.

Access to PGW through ONE Health Portal

COVaxON Agreements have been terminated. To gain access to PGW, participating organizations must:

- Be onboarded to ONE ID and have valid ONE ID agreements with Ontario Health (OH)
- Complete the Ministry of Health/Health Care Provider Panorama Guided Workflow Interface System and Services Agreement (formerly the PGW User and Access Agreement)
- Register users for ONE ID credentials
- Enroll registered users in PGW by submitting the PGW user template

For more information on onboarding steps for your organization, please refer to your welcome email or contact PanoramaGuidedWorkflow@ontario.ca.

Ministry of Health/Health Care Provider Panorama Guided Workflow Interface System and Services Agreement and PGW User Enrollment

The Ministry of Health/Health Care Provider Panorama Guided Workflow Interface System and Services Agreement must be completed before access to PGW is granted.

Starting Summer 2026, the Ministry of Health/Health Care Provider Panorama Guided Workflow Interface System and Services Agreement will be shared for signing with organizations that have completed the Ontario Health intake process for PGW, including required agreements and ONE ID registration.

Organizations must submit their completed agreement and PGW User Template by August 14, 2026, to guarantee PGW access starting September 14, 2026, and ensure readiness for Fall 2026 vaccine administration.

After August 14, 2026, submitted PGW User Templates will no longer be accepted and organizations will be required to complete their PGW user enrollment through ONE ID through their Local Registration Authority (LRA). An updated guide for LRAs will be posted on the ONE ID portal with more information.

PGW Training

To support the transition to PGW, the Ministry will provide:

- Job aids and recorded demos (week of August 24)
- Optional virtual live training sessions (week of September 7)
- Recordings of the live training sessions (week of September 14)
- Supporting reference materials
- Post go-live support sessions

Invitations and details regarding PGW training will be shared during the summer.

Communications

Initial communications regarding PGW Onboarding and COVaxON decommissioning were shared with the primary contact for participating organizations in early January 2026.

The same primary contact will continue to receive updates related to pre-launch activities such as drop-in sessions, training details, Ministry of Health/Health Care Provider Panorama Guided Workflow Interface System and Services Agreement, PGW launch, and other key information.

If you are the designated primary contact and did not receive initial communications, please contact PanoramaGuidedWorkflow@ontario.ca.

For Pharmacies Only: About the 2026-2027 Pharmacy Vaccine Programs

For the 2026-2027 season, pharmacies are invited to apply through a single **User Agreement**, which includes participation in the following programs:

- **Universal Influenza Immunization Program (UIIP)**
- **COVID-19 vaccine program**
- **Pharmacy Adult Vaccine Bundle** (*new for the 2026-2027 season*)

The Pharmacy Adult Vaccine Bundle is a new initiative aimed at expanding access to publicly funded adult vaccines through community pharmacies. This includes vaccines that protect against tetanus, diphtheria, pertussis, pneumococcal disease, shingles and RSV. Additional program details will be shared in advance of program launch.

The application deadline date is June 30, 2026 (11:59 pm EDT).

The application can be found at:

- EN: <https://forms.mgcs.gov.on.ca/en/dataset/014-4871-64>
- FR: <https://forms.mgcs.gov.on.ca/fr/dataset/014-4871-64>

Important Information for COVID-19 Vaccine Participation

While the pharmacy User Agreement includes the COVID-19 vaccine program, for participation in this program pharmacies must:

- Have a **valid Ministry of Health/Health Care Provider Panorama Guided Workflow Interface System and Services Agreement (“PGW Agreement”)**
- Successfully complete onboarding to PGW

COVID-19 Vaccination Starting Fall 2026

Full details on the COVID-19 vaccination program starting Fall 2026 will be provided to organizations separately closer to the Fall through the implementation package which will include information on products and ordering.