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Dear Colleagues and Partners,

We are reaching out to share important updates about the decommissioning of COVaxON and related COVID-19 vaccine program services. To ensure time for planning and to share information about the supports that will be available ahead of the decommission, an additional letter will be shared as work progresses.

As part of the Ministry of Health's work to develop and implement a consolidated immunization record system, the provincial immunization systems, COVaxON and Panorama, will be consolidated.

Effective March 13, 2026, COVaxON will be decommissioned. Panorama will be used to manage COVID-19 vaccine inventory and administration starting in April 2026 (specific date to be confirmed). Doses administered during the transition period following March 13, 2026, must be documented per professional standards of practice by the administering professional.

The transition to Panorama will involve securely migrating patient data from COVaxON. This process will take place over several months, beginning with patients who received a COVID-19 vaccine within the six months prior to data migration, to support clinical service delivery.

Panorama

Panorama has been used in Ontario since 2013. 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).

Following the transition, COVID-19 vaccine providers in Ontario will use Panorama for COVID-19 vaccine inventory management and for recording COVID-19 vaccine administration. Non-public health unit providers will use a guided workflow that connects to Panorama to record COVID-19 vaccine administration and for inventory management. This will provide a simplified access point and workflow for inventory management and administration reporting.

Organizations offering COVID-19 vaccines will receive new agreements enabling access to Panorama and acceptable use of the solution. Agreements will need to be

completed prior to onboarding. Training and supporting materials will be available to organizations and COVID-19 vaccine providers to support them in the transition.

COVID-19 Vaccination Reporting Act

COVID-19 vaccine providers in Ontario must continue recording patient and vaccine product information for COVID-19 vaccines as required by the *COVID-19 Vaccination Reporting Act*.

To support the secure migration of patient records to Panorama, access to COVaxON for vaccine inventory management and recording administration data will end on March 13, 2026, at 5:00pm. All COVID-19 vaccine providers are expected to continue to record COVID-19 vaccines administered in COVaxON until then.

As of early April 2026 (specific date to be confirmed), all COVID-19 vaccine providers must record patient and vaccine product information for COVID-19 vaccines in Panorama, including any doses administered during the transition period.

Service changes

In preparation for the transition, the following services will be changed as of March 13, 2026.

Current	As of March 13, 2026
Enhanced vaccine certificates with QR codes (EVC) and proof of vaccination email notifications	<ul style="list-style-type: none">EVC with QR code and proof of vaccination emails will no longer be available. <p>Additional information on accessing vaccine records:</p> <ul style="list-style-type: none">The ministry will update its public-facing websites in advance of COVaxON decommissioning to provide relevant information to the public, including instructions for downloading proof of vaccination prior to the transition.The ministry will communicate when data migration is complete in summer 2026, and when individuals will be able to access and print their COVID-19 immunization records through their local public health unit's Immunization Connect Ontario (ICON) online portal. This digital copy of the COVID-19 immunization records through ICON will not include a Quick Response (QR) code.Individuals who need support obtaining their COVID-19 immunization records after data migration is complete, for example for those who are not able to print at home or who have difficulty using ICON, can reach out to their local public health unit for assistance.

Current	As of March 13, 2026
The Provincial Vaccine Contact Centre booking service and the COVID-19 online booking portal	<ul style="list-style-type: none"> The PVCC booking service and online booking portal will no longer be available. <p>Additional information on accessing vaccines:</p> <ul style="list-style-type: none"> After March 13, 2026, COVID-19 vaccine appointment booking will need to be done through individual providers and locations (e.g., doctor's offices, pharmacies), per current process with these locations. For assistance with finding access to COVID-19 vaccines, individuals can contact their local public health unit. To find your public health unit, visit the Public Health Unit Locator.
The Provincial Vaccine Contact Centre COVID-19 vaccine information	<ul style="list-style-type: none"> The PVCC will no longer be available to provide COVID-19 vaccine information <p>Additional information on accessing COVID information:</p> <ul style="list-style-type: none"> Health811 will remain available to answer questions about COVID-19 vaccines. Visit Health811 online or call 811 (TTY: 1-866-797-0007 toll free) for health advice and information 24 hours a day, 7 days a week. Additionally, you can contact your local public health unit. To find your public health unit visit the Public Health Unit Locator.

Additional services ending that may not be applicable to all providers include COVaxON data feeds to Hospital Report Manager, Clinical Viewer and Electronic Medical Record applications. Additional communication about these services will be shared by Ontario Health.

Upcoming communications and information

In the coming months, the ministry will be providing additional details on the transition from COVaxON to Panorama. Additionally, the Office of the Chief Medical Officer of Health, Public Health, Ministry of Health will be sharing details directly with service providers currently using COVaxON (e.g., pharmacies, primary care providers, long-term care homes, hospitals) to provide further information about agreements, training and expected timelines.

Please note public health units may also be communicating information locally. We appreciate your continued dedication to immunization service delivery and thank you for supporting Ontario's public health initiatives.

Sincerely,



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Chief Medical Officer of Health and Assistant Deputy Minister, Public Health