



# Accessing the COVaxON Aggregate Primary Care Vaccination Report

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## Frequently Asked Questions

### What is the report?

Ontario Health’s COVaxON Aggregate Primary Care Vaccination Report can be accessed through an online platform similar to how physicians access the screening activity report (SAR). The report will be updated monthly for physicians practising in a PEM model of **enrolled patients who have been vaccinated by July 15** and whose vaccinations have been entered into COVaxON.

The report will include all information in COVaxON, including: name, OHIP, vaccine type (Pfizer, Moderna or AstraZeneca), date of vaccinations, dose one of two or dose two of two, location of vaccination(s), symptoms immediately after vaccination.

This report can be accessed using your ONE® ID. More information on ONE ID is included below.

### Who will/will not receive the report?

Family physicians practising in patient enrolment models, for example, Comprehensive Care Model (CCM), Family Health Group (FHG), Family Health Network (FHN), Family Health Organization (FHO), or Family Health Team (FHT), currently have access to these reports. This constitutes approximately 9,000 family physicians in Ontario. We recognize that this leaves family physicians (who are in non-PEM models) and all pediatricians without information on which of their patients have/have not been vaccinated (at this time) and we have been working with our partners and decision-makers to try to find solutions.

It is important to note that 20 per cent of those who are not vaccinated may not have a primary care provider, so we are also advocating for other solutions to reach this group.

### What do I do with this report?

TELUS, OSCAR, or Accuro® EMRs may currently reconcile the report to identify which of your patients have not yet been vaccinated. Further information on how to do this is outlined in the resource section. In addition, please update your records for those who have been vaccinated so that records are up to date.

Please reach out to your unvaccinated patients and encourage them to get the vaccine. Special attention may need to be paid to target youth and their families to explain the importance of vaccination.

Patients may require some assistance with booking their vaccine, whether it be in your office (if you are offering it in your office) or at a different location (for example, a mass vaccination clinic). Information on the relevant billing codes is outlined in the resource section.

If you're not administering the vaccine in your office and are interested in receiving information on how to do this, please [contact your local public health unit](#).

### Can I bill for contacting patients to assist in booking their COVID-19 vaccination?

As you will recall, a tracking code, Q007, was established at a value of \$6 which is payable only if physicians receive a **formal request from a public health unit or the province** to contact identified groups of patients to assist in the registering and/or booking of their COVID-19

vaccinations or to provide direct assistance in completing patient consent or other documentation related to COVID-19 vaccination. [Access the InfoBulletin for more information.](#)

The Ontario Health memo to family physicians working in a Patient Enrolment Model (for example, FHG, FHN, FHO, CCM) constitutes a formal request to contact as many of these patients as possible to provide them with assistance in the registering and/or booking of their COVID-19 vaccinations, and thus garners the one-time payment of \$6 per patient.

As a reminder, Q007 is a tracking code for each patient for whom this service is rendered and the Ministry will make a one-time lump sum payment for all eligible claims submitted. We are still waiting further details on the mechanics of this payment.

This payment is not intended for situations where physicians only provide general information regarding how to access or register for a vaccination, or in situations where the physician or their employee administers the vaccine to the patient and bills for the vaccination service outside of an assessment centre.

### [Does HRM® have vaccination information on my patients?](#)

OntarioMD's Health Report Manager (HRM) is another way that physicians (both those who practice in a PEM model and those who do not) receive information on their vaccinated patients. Since May 18, 2021, physicians with HRM have been receiving vaccination reports for their patients where the family physician name has been entered into the provincial COVaxON vaccine management system. In mid-July, vaccination reports using the PEM physician matching will also begin flowing through HRM. In early August, OMD, Ontario Health and the Ministry of Health will have a plan for historical vaccination data from COVaxON.

### [How do I register for ONE ID to access the report?](#)

A ONE ID account is required to access the report:

1. Log in to your ONE® ID account here: <https://oneid.ehealthontario.ca/login>
2. If you have forgotten your password, click the "forgot password" link on the login screen to reset your password.
3. If you do not have a ONE® ID account, physicians need to log in to the [CPSO Members Portal](#) to self-register for a ONE® ID account.

For instructions on completing a ONE® ID self-registration, refer to the [ONE® ID CPSO Registration Guide](#).

If you require further assistance with accessing your ONE® ID account, please call the Ontario Health Digital Support Desk at 1-866-250-1554 or email [OH-DS\\_servicedesk@ontariohealth.ca](mailto:OH-DS_servicedesk@ontariohealth.ca) for assistance.

## What is ONE ID?

A ONE ID is made up of a login ID and password. It provides easy and secure access to provincial digital health services. Physicians must register for a ONE ID account and a ONE ID account is required to access the Aggregate Primary Care Vaccination Reports online. [Access OMD's bulletin on ONE products](#) for information on how to get a ONE ID account if you do not already have one.

### a) If you want to vaccinate in your office

- [How to register/learn the COVaxON system](#) (if interested in administering the COVID-19 vaccine)
- To administer vaccines in your office, contact your local [public health unit](#).

### b) Billing

- Access the OMA's [COVID-19 vaccine billing codes summary](#).

## Resources

- Information on how to use the report is available in the eReport upon login. [Access the Ontario Health memo for more details](#).
- OntarioMD has developed a summary of which vaccination reports are available to PEM and non-PEM practices. [Access the summary](#).
- OMD and Ontario Health have developed a [toolkit](#) to help physicians reconcile Ontario Health's COVaxON Aggregate Primary Care Vaccination Report (also known as the eReport Practice Level COVID-19 Vaccination Report) with their EMRs.
  - The toolkits are for the three most commonly used EMRs (TELUS, OSCAR, or Accuro® EMR) and requires access to Microsoft Excel.
- To support physicians with using the toolkits, **OMD and Ontario Health will hold webinars at 8 to 9 a.m. on July 21, 22 and 29.** [Learn more and register](#).

## Combating vaccine hesitancy

- The OMA's [COVID-19 vaccine hesitancy resource page](#) contains many resources to address fear of vaccination including in youth populations, and culturally sensitive resources for Indigenous, Black and South Asian communities.
- The OMA's [vaccine hesitancy toolkit](#) includes a section on conversation approaches to talk with vaccine-hesitant individuals.
- Centre for Effective Practice [supports and clinical guidance on vaccines](#).
- For youth specifically, the Children's COVID-19 Vaccine Table has [health-care provider and patient information](#).