Site Go-Live

Onboarding Guide
June 2021

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Health
REPUBLIC OF SOUTH AFRICA

Welcome to the site go-live onboarding guide. This guide provides you with an overview of each step of the site go-live process and timelines required for completion of each step. This will help you to complete each step of the process ahead of the go-live date.

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When to use the onboarding guide

Use it understand the site go-live process – including the six core steps, the timelines for completion of each step and the key roles responsible at each step of the process

Use it as a guide for the activities that need to be completed –instructions per step of the process to ensure each stage is completed according to the required timelines

Contact details – where to submit the required information/access forms per step and who to contact for additional support

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Site Go-Live Process

Steps to complete ahead of site go-live

Site Go-Live Process – Summary

Step 1 and Step 2A can occur in parallel

Steps 3, 4, 5 and 6 can only occur once Step 1 and 2 have been fully completed

Start

Go-live

1 Area based planning & Site Selection

This step kicks off the go-live process – once sites are selected and approved at this step, this will be locked in with no further additions until the next go-live cycle

2 Facility Registration & Site Curation on MFL

2A Site Curation on MFL

2B Application for Section 22 A 15 Permit

The application for the Section 22A 15 Permit will occur once the site has been registered and approved on MFL

3 SVS Implementation*

4 EVDS Implementation

4A Site Activation

4B Scheduling Administrator Access

4C On-site EVDS

5 Supply Vaccine

5A Supply Vaccine

5B Reporting

6 Training

Go-live

Go-live

Note: * This is required only for sites requiring permits

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Site Go-Live – Detailed

1 **Area based planning**
- Provincial Leads plan and provide list of permitted sites, MFL code, catchment districts, users and scheduler
- Site selection signed off by NDoH

Gaurang Tanna

Complete site lists loaded

2A **Facility registration and Site Curation on MFL**
Provincial Leads to confirm MFL loading:
- Check on MFL
- Clean/add and reupload corrected data to MFL
- Primary sites linked to outreach services
- Approve sites on MFL

Petro Rousseau

Sites approved on MFL

2B **Application for Section 22 A 15 Permit**
- Electronic token/link sent by Pharmacy Council (SAPC) to facilities with primary vaccination site or fixed outreach service active on MFL
- Facility representative complete application
- SAPC and NDoH review and approve/reject
- NDoH issues the permit

Marione Schonfeldt

Permits issued

3 **SVS implementation**
- Site details confirmed and verified against the MFL
- Confirm site has a Section 22A(15) permit if it is storing vaccine **and** providing vaccination services and/or outreach services*
- Confirm updating method and designated persons to enrol the new SVS Covid-19 app and submit stock levels – by site
- Train end-users on the reporting procedure and requirements
- Site loaded and enrolled on SVS

Sithembele Jara

Loaded on SVS and activated

4A **EVDS implementation - Site Activation**
- Link MFL approved sites to EVDS (enrolment, scheduling, catchment)
- Bulk upload or individual upload for site activation

Kevin Naicker & Cyprian Lucas

Sites activated

4B **EVDS implementation - Scheduling Administrator Access**
- Scheduling administrator accounts created and assigned to facilities
- Scheduling templates working

Kevin Naicker & Cyprian Lucas

Sites activated

4C **EVDS implementation - On-site EVDS**
- EVDS set up (users identified, documentation submitted and accounts created and approved)
- Check users have activated their accounts (Patient Administrator , Vaccinators, Report Administrator and Back Capturing Administrator)
- Back-capturing forms delivered to site

Pierre Fabe

Users accounts activated and schedules working

5A **Supply vaccine**
Supply of Vaccine

Rob Botha

Vaccines delivered and administered

5B **Reporting**
Monitor Vaccine

Sithembele Jara

Sites routinely report vaccine stock levels

6 **Training:**
- EVDS on-site users
- Scheduling administrators
- Vaccinator (on knowledge hub as required)

EVDS training
Harsha Desai
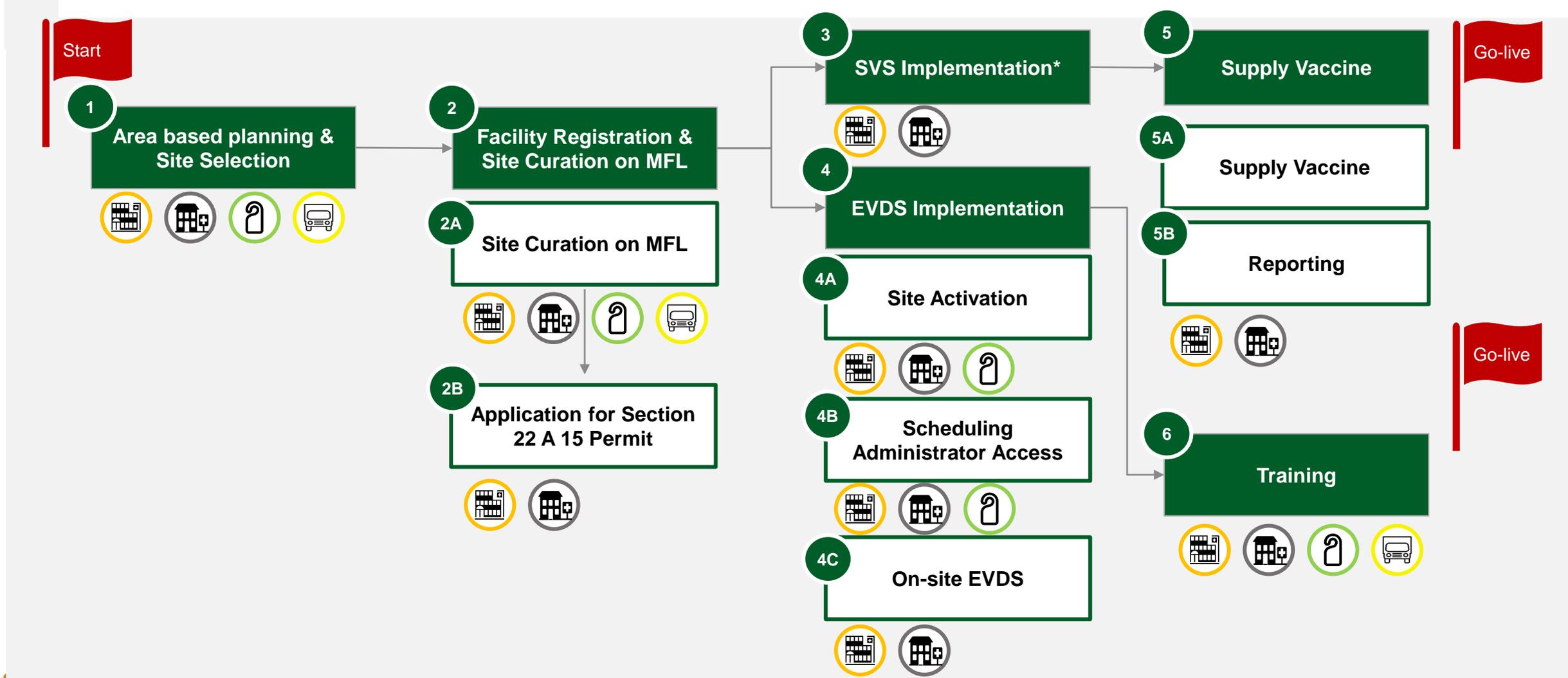**Vaccinator training**
Marione Schonfeldt

EDVS users trained

Note: * *Sites operating as primary distribution sites only without any vaccination and/or outreach services do not need a permit.*

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Site Go-Live Process – Summary (Type of vaccination site)

Start

1 Area based planning & Site Selection

2 Facility Registration & Site Curation on MFL

2A Site Curation on MFL

2B Application for Section 22 A 15 Permit

3 SVS Implementation*

4 EVDS Implementation

4A Site Activation

4B Scheduling Administrator Access

4C On-site EVDS

5 Supply Vaccine

5A Supply Vaccine

5B Reporting

6 Training

Go-live

Note: * This is required only for sites requiring permits

Key : Primary Vaccination site | Fixed Outreach site | Temporary Outreach site | Mobile site

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Go-live steps required per site

Step		Primary Vaccination Site	Secondary Vaccination Site		
			Fixed Outreach	Temporary Outreach	Mobile Outreach
1.	Area Based Planning & Site Selection	✓	✓	✓	✓
2. Facility Registration & Site Curation on MFL	A. Site Curation on MFL	✓	✓	✓	
	B. Application for Section 22 A 15 Permit	✓	✓		
3.	SVS Implementation	✓	✓	✓	
4 EVDS Implementation	A. Site Activation	✓	✓	✓	
	B. Scheduling Administrator Access	✓	✓	✓	
	C. On-Site EVDS	✓	✓		
5.	Supply of Vaccine	✓	✓	✓	✓
6.	Training	✓	✓	✓	✓

Outreach sites will be linked to a primary vaccination site

Temporary Outreach and Mobile Outreach are not required to submit POs – supply of vaccine is provided by the primary vaccination site

Temporary outreach site – the requirement for on-site EVDS will depend on the decision to use on-site EVDS users from the primary site or whether additional users will be required

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Key :
Primary Vaccination site
Fixed Outreach site
Temporary Outreach site
Mobile site

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Step			Activity	Role Responsible	Document	Submission Channel
1.	**Area Based Planning & Site Selection**		1. Submit list of site for go-live	Provincial Lead	NDoH Site Template	Covid 19 Vaccine Roll Out Sharepoint (link here)
2.	**Facility Registration & Site Curation on MFL**	*A. Site Curation on MFL*	1. Submit list MFL Facility Representatives 2. Submit list MFL Curators 3. Submit or update facility information on MFL	1. Provincial Lead 2. Provincial Lead 3. MFL Facility Representative	1. Request list 2. Request list 3. MFL platform	1. Hissupport@health.gov.za 2. Hissupport@health.gov.za 3. MFL - Master Facility List (csir.co.za)
		B. Application for Section 22 A 15 Permit	1. Complete and submit Section 22 A 15 permit application	MFL Facility Representative	Online application	Link sent via email
3.	**SVS Implementation**		1. Load site details on the SVS system	District Lead	SVS access form	Via email
4	**EVDS Implementation**	*A. Site Activation*	1. Submit list of MFL compliant sites requiring activation	Provincial Lead	SOP 001 form	sop@health.gov.za
		B. Scheduling Administrator Access	1. Submit list of Scheduling Administrators	Provincial Lead	SOP 002 form	sop@health.gov.za
		C. On-Site EVDS	1. Submit list of EVDS Account Creators and Approvers 2. Submit list of vaccinators, patient admin and back cap.	1. Provincial Lead 2. Facility representative	1. EVDS Access Control form, ID and Letter of Accountability 2. Province dependent	1. Hissupport@health.gov.za 2. Directly to Account Creator
5.	**Supply of Vaccine**		1. Submit purchase order	Provincial Lead	Bulk PO	Via email to ACTA team
6.	**Training**		1. Send training request	Provincial Lead	Email	Training-schedule@health.gov.za

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Incorrect submissions will cause delays in the process and jumping submissions will not be tolerated

There has been a notice that 600 000 doses of vaccines will arrive, there is a need to select sites and complete the site go-live process to be able to administer these vaccines to the target population

1. Area based planning

✓ Engage with the sub-districts within the province to determine which sites should be selected and go through the site go-live process

NDOH

✓ Communicate this selection to the NDoH by completing the site readiness sheet

Thembi
Prov lead

Sub-district lead

Thembi
Prov lead

2A. Site curation on MFL

Sipho will now check if the facility is registered. He confirms that it is registered and updates any information that needs updating on MFL

Sipho
MFL Facility repr

She confirms that all is correct and up to date and submits the request to the MFL Approval

Priya
MFL Curator

The MFL Approver confirms the information on MFL, all the information is in the right format and approves

Link to MFL

4. EVDS implementation

✓ At the same time, Thembi and the rest of the team consults the Site Go-Live tracker to assess progress of the process – she sees that MFL is linked to EVDS and user accounts can now be created

Thembi
Prov lead

✓ Sipho submits the request for Site Activation to the SOP email

✓ Sizwe, the scheduling administrator completes the access control form and gets this signed off by his supervisor/facility representative

Sizwe
Scheduling admin.

3. SVS implementation

NDOH

✓ Thembi checks if the site has SVS access, she sees it does not so she submits the SVS access form with the site details

✓ The site details are confirmed and verified against the MFL

Thembi
Prov lead

2B. S22A permit application

✓ Sipho receives a link for the SAPC to apply for a Section 22A 15 permit. He completes the application and submits for review and approval

Sipho
MFL Facility repr

The permit is issued by the NDoH

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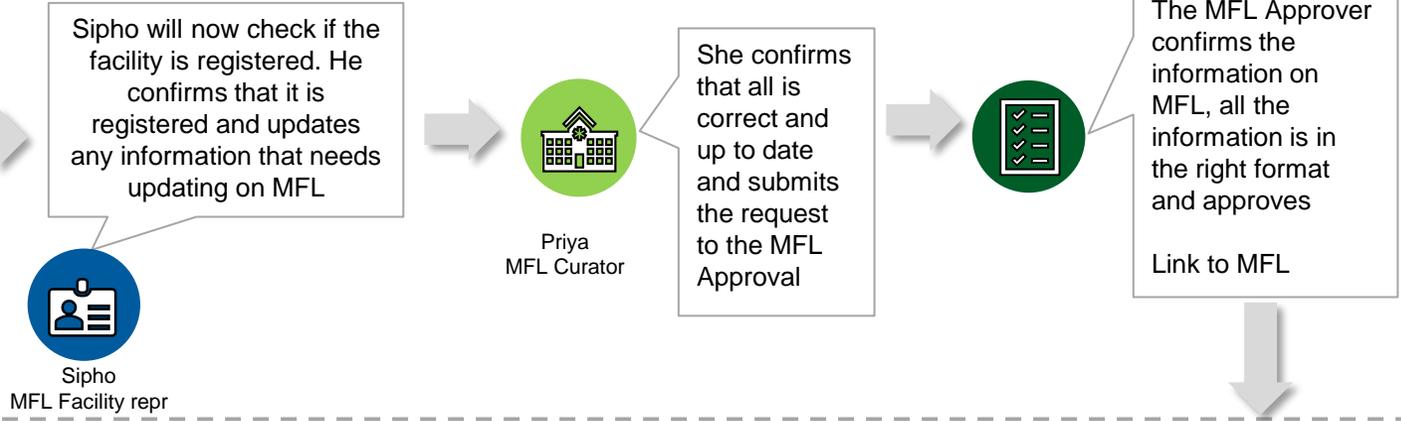
Proceed to Step 5. Vaccine Supply

There has been a notice that 600 000 doses of vaccines will arrive, there is a need to select sites and complete the site go-live process to be able to administer these vaccines to the target population
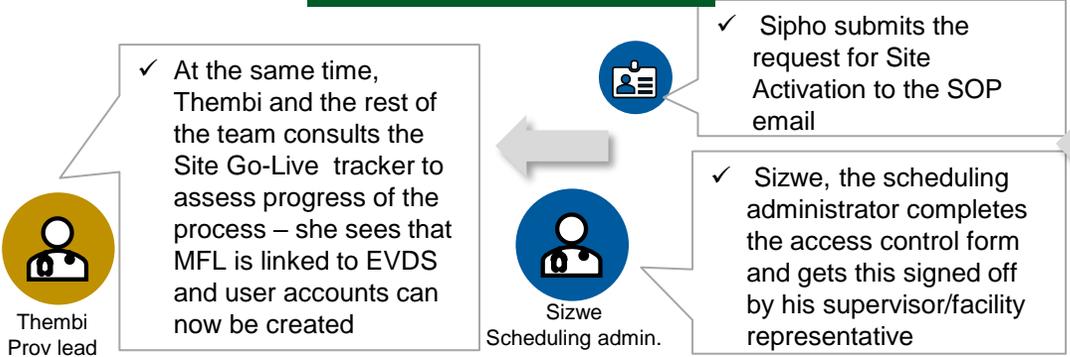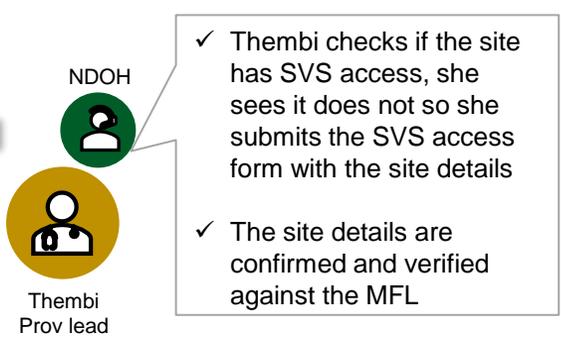
5. Vaccine supply

✓ Sipho submits a bulk purchase order for the vaccines required for the week at the primary site and outreach site and communicates this with the Provincial team

Sipho
Facility repr.

4. EVDS implementation

✓ Sipho submits Matt's control form to the SOP email
✓ He gathers the information for the Vaccinators and the Patient Administrator and submits this to the account creator

Sipho
Facility repr.

The Account Creator creates the On-site EVDS user accounts

✓ Thembi consults the tracker and sees that all steps 1 – 4C have been completed and that vaccine supply has been scheduled
✓ She also organises for back-capturing forms to be delivered to the facility

Thembi
Prov lead

6. Training

✓ At end of day, unused stock is stored overnight at the facility

✓ The Vaccine Controller submits daily reports on vaccine stock on SVS

Primary Healthcare Facility Go-Live

✓ Thembi consults with her team on training needs, she requests On-site EVDS 'Train the Trainer' training and sends out the invites

Thembi
Prov lead

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There has been a notice that 480 000 doses of vaccines will arrive, there is a need to select sites and complete the site go-live process to be able to administer these vaccines to the target population
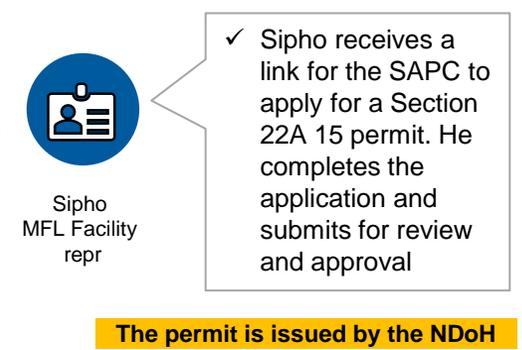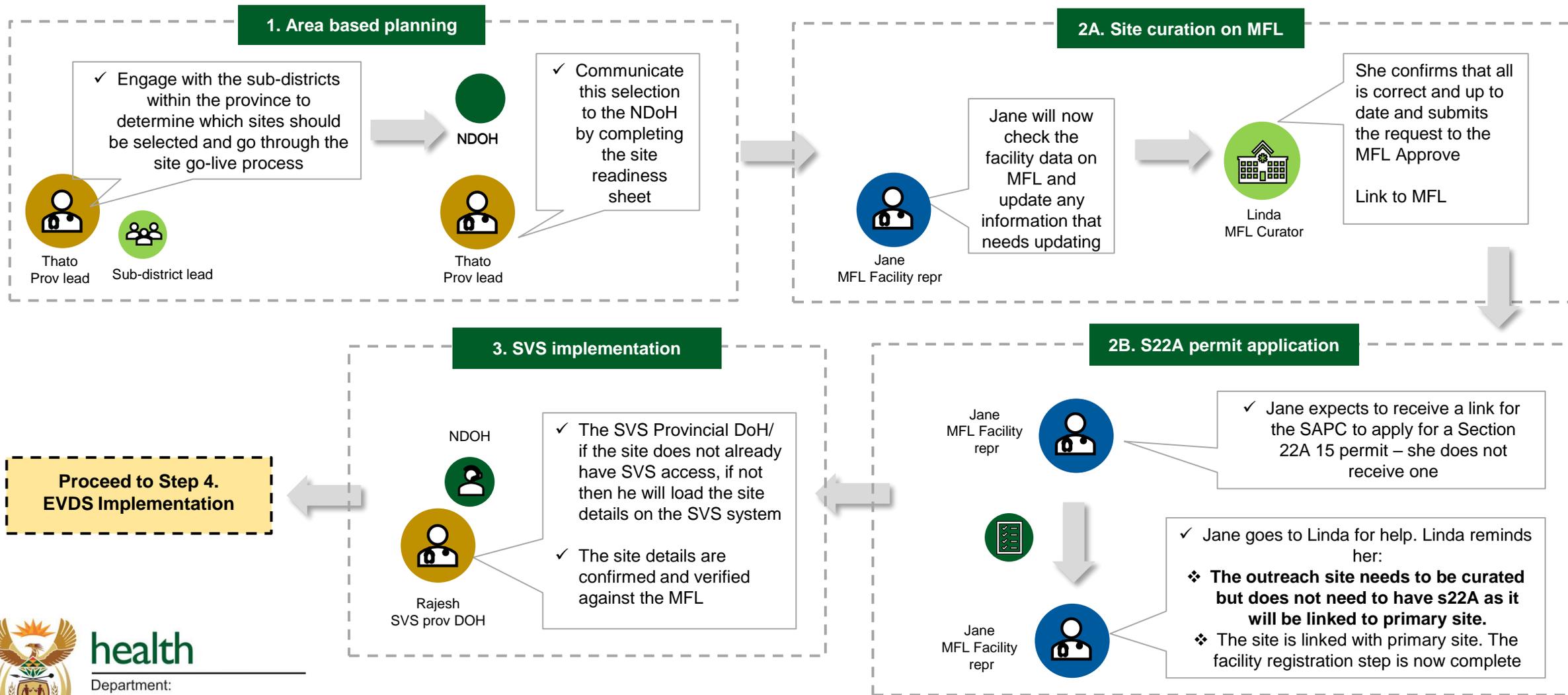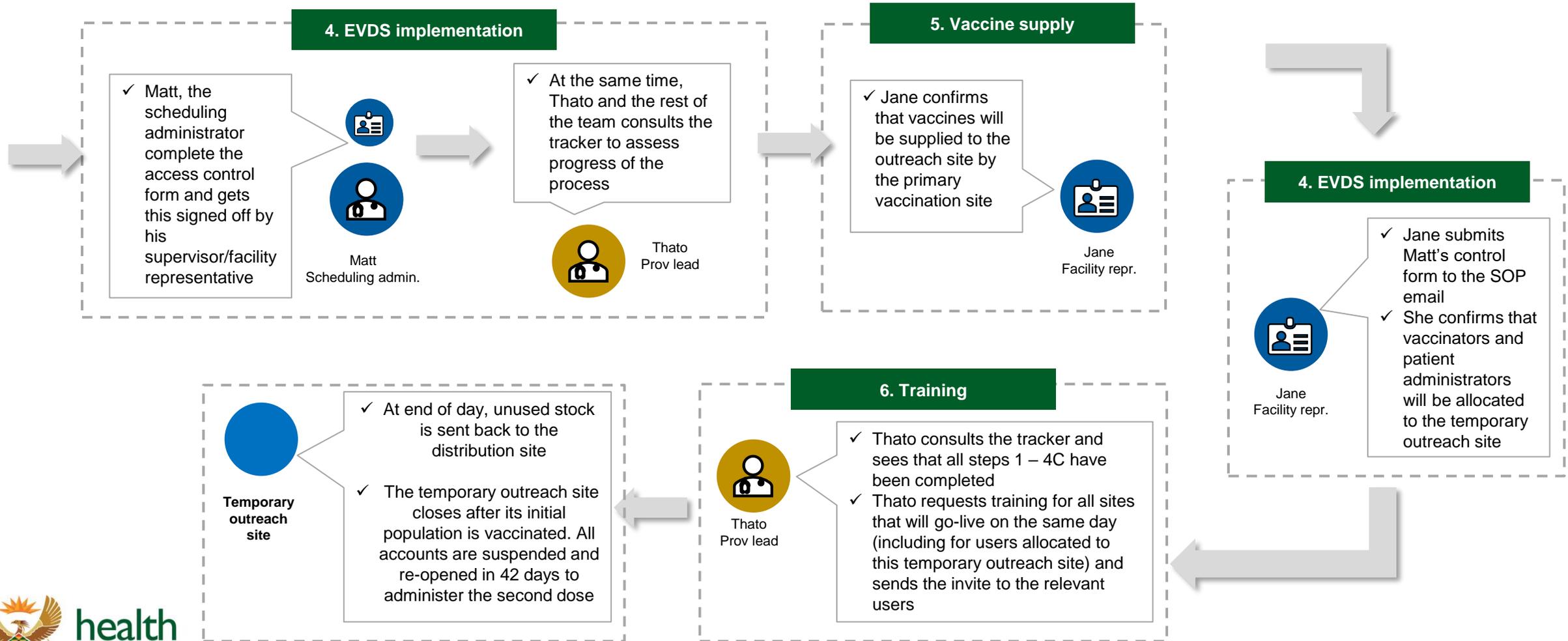
1. Area based planning

✓ Engage with the sub-districts within the province to determine which sites should be selected and go through the site go-live process

NDOH

✓ Communicate this selection to the NDoH by completing the site readiness sheet

Thato
Prov lead

Sub-district lead

Thato
Prov lead

2A. Site curation on MFL

Jane will now check the facility data on MFL and update any information that needs updating

Jane
MFL Facility repr

She confirms that all is correct and up to date and submits the request to the MFL Approve

Link to MFL

Linda
MFL Curator

3. SVS implementation

NDOH

Proceed to Step 4. EVDS Implementation

✓ The SVS Provincial DoH/ if the site does not already have SVS access, if not then he will load the site details on the SVS system

✓ The site details are confirmed and verified against the MFL

Rajesh
SVS prov DOH

2B. S22A permit application

Jane
MFL Facility repr

✓ Jane expects to receive a link for the SAPC to apply for a Section 22A 15 permit – she does not receive one

✓ Jane goes to Linda for help. Linda reminds her:
❖ **The outreach site needs to be curated but does not need to have s22A as it will be linked to primary site.**
❖ The site is linked with primary site. The facility registration step is now complete

Jane
MFL Facility repr

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There has been a notice that 480 000 doses of vaccines will arrive, there is a need to select sites and complete the site go-live process to be able to administer these vaccines to the target population
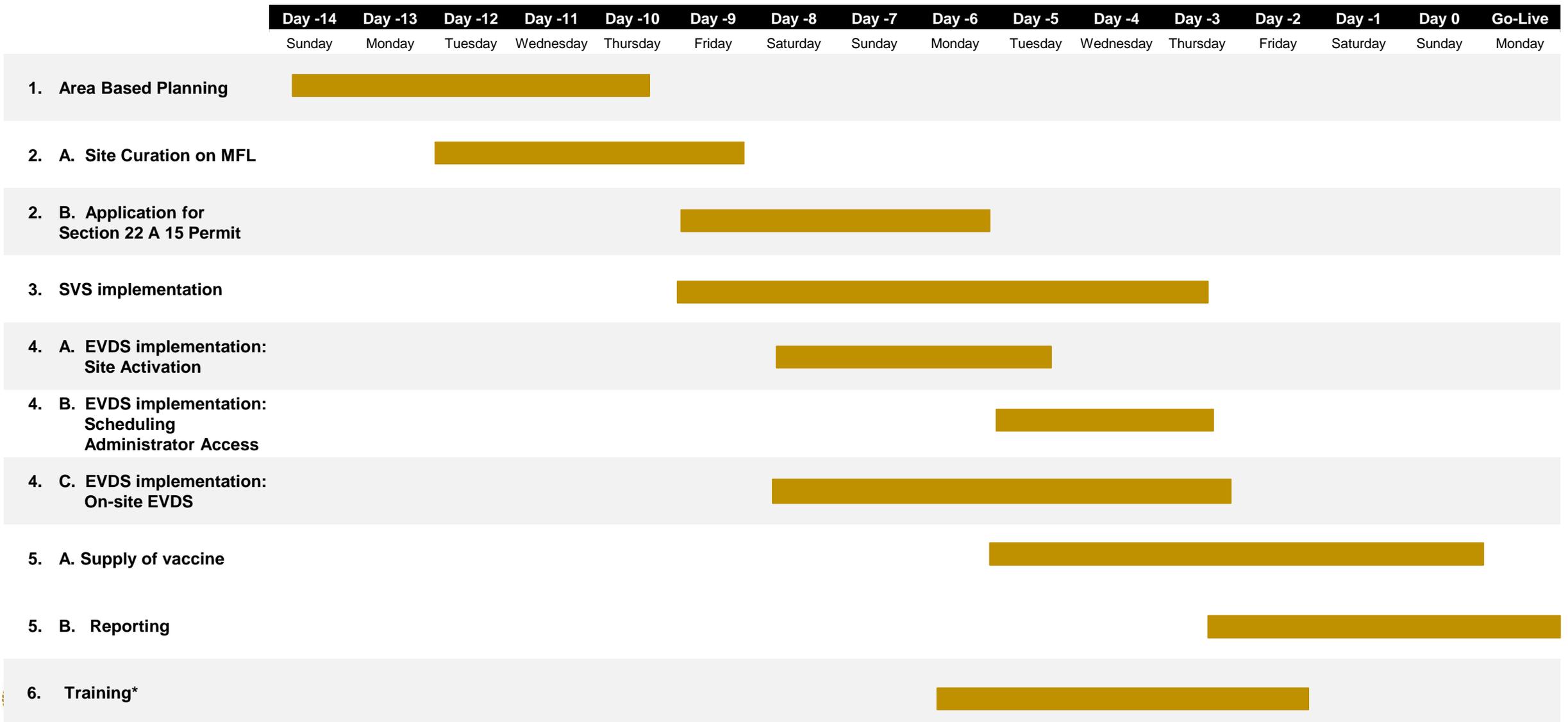
4. EVDS implementation

✓ Matt, the scheduling administrator complete the access control form and gets this signed off by his supervisor/facility representative

Matt
Scheduling admin.

✓ At the same time, Thato and the rest of the team consults the tracker to assess progress of the process

Thato
Prov lead

5. Vaccine supply

✓ Jane confirms that vaccines will be supplied to the outreach site by the primary vaccination site

Jane
Facility repr.

4. EVDS implementation

✓ Jane submits Matt's control form to the SOP email
✓ She confirms that vaccinators and patient administrators will be allocated to the temporary outreach site

Jane
Facility repr.

Temporary outreach site

✓ At end of day, unused stock is sent back to the distribution site

✓ The temporary outreach site closes after its initial population is vaccinated. All accounts are suspended and re-opened in 42 days to administer the second dose

6. Training

✓ Thato consults the tracker and sees that all steps 1 – 4C have been completed
✓ Thato requests training for all sites that will go-live on the same day (including for users allocated to this temporary outreach site) and sends the invite to the relevant users

Thato
Prov lead

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Site Go-Live Timelines

14 day time horizon

Go-live schedule overview

	Day -14	Day -13	Day -12	Day -11	Day -10	Day -9	Day -8	Day -7	Day -6	Day -5	Day -4	Day -3	Day -2	Day -1	Day 0	Go-Live
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday

1. **Area Based Planning**

2. **A. Site Curation on MFL**

2. **B. Application for Section 22 A 15 Permit**

3. **SVS implementation**

4. **A. EVDS implementation: Site Activation**

4. **B. EVDS implementation: Scheduling Administrator Access**

4. **C. EVDS implementation: On-site EVDS**

5. **A. Supply of vaccine**

5. **B. Reporting**

6. **Training***

Note: *EVDS on-site user training, Scheduling Administrator training & Vaccinator Training*

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Go-Live schedule (steps 1 & 2A)

Steps	Day -14	Day -13	Day -12	Day -11	Day -10	Day -9	Day -8	Day -7	Day -6	Day -5	Day - 4	Day - 3	Day - 2	Day - 1	Day 0	Go-live
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
1. Area Based Planning and Site Selection	▓	▓	▓	▓	▓											
Identify the vaccination need in the area	░															
Quantify the need	░	░														
Determine the number of sites required	░	░														
Identify appropriate sites & required capacity			░													
Determine the type of site			░	▍												
Sign off by province			░			▍										
Sign off and approval by NDoH				░	░											
2A. Facility Registration and Site Curation on MFL					▓	▓										
Determine whether site is registered on MFL					░											
If facility is not on MFL then register facility on MFL					░		▍									
Curate (Review and confirm) updated data						░	▍									
Approve updates to MFL						░										
Link outreach site to vaccination site on MFL						░										

▍ Lock in date for completion of each step. Those sites not completed by this date may not be activated on the estimated Go-Live date

NOTE: Steps run can run in parallel

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Go-Live schedule (steps 2B & 3)

Steps	Day -14	Day -13	Day -12	Day -11	Day -10	Day -9	Day -8	Day -7	Day -6	Day -5	Day -4	Day -3	Day -2	Day -1	Day 0	Go-live
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
2B. Application for Section 22 A 15 Permit						▓	▓	▓	▓							
Electronic token/link sent by SAPC to facilities with vaccine site on MFL						░										
Facility Representative completes application							░									
SAPC reviews application								░	░							
NDoH reviews and approves/reject										█						
NDoH issues permit									░							
3. SVS Implementation						▓	▓	▓	▓	▓	▓	▓				
Site details confirmed and verified against the MFL						░	░									
Train end-users on the reporting procedure and requirements							░	░	█							
Site loaded and enrolled on SVS							░									
Clarify the end-user support process									░							
Customise site formularies as relevant (i.e. load the relevant vaccine(s), ancillary items and diluent used by the site							░	░	░							
Ongoing monitoring and evaluation											░	░	░	░	░	░

█ **Lock in date for completion of each step. Those sites not completed by this date may not be activated on the estimated Go-Live date**

NOTE: Steps run can run in parallel

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Go-Live schedule (step 4 – A, B and C)

Steps	Day -14	Day -13	Day -12	Day -11	Day -10	Day -9	Day -8	Day -7	Day -6	Day -5	Day - 4	Day - 3	Day - 2	Day - 1	Day 0	Go-live
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
4A. EVDS Implementation: Site Activation																
Link MFL Approved sited to EVDS																
Provinces to indicate catchment site ID per site																
Bulk upload or individual upload for site activation											▮					
4B. EVDS Implementation: Scheduling Administrator Access																
Scheduling administrators confirmed by sites											▮					
Scheduling administrator accounts created													▮			
Scheduling templates setup													▮			
4C. EVDS Implementation: On-site EVDS																
Determine Account Creators and Account Approvers and Users with Super User functionality																
Facility assigned to on-site EVDS account creator										▮						
Identify onsite EVDS users (vaccinators, patient administrators) provide details for user accounts											▮					
Account creators create EVDS accounts for administrators, vaccinators, and back capturers													▮			
Account Approvers approve account created													▮			
Users must activate accounts by changing their password														▮		
Back capturing forms delivered to facility																

▮ Lock in date for completion of each step. Those sites not completed by this date may not be activated on the estimated Go-Live date

NOTE: Steps run can run in parallel

Steps	Day -14	Day -13	Day -12	Day -11	Day -10	Day -9	Day -8	Day -7	Day -6	Day -5	Day -4	Day -3	Day -2	Day -1	Day 0	Go-live
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
5. Supply of Vaccine																
Demand quantified for sites												▮				
Distribution schedule developed for all sites																
Place orders for vaccine																
Place orders for vaccine (National to Distributor)																
Place orders for ancillary items														▮		
NATJOINTs approval																
Delivery																
Re-distribution of vaccine to the site																
6. Training											▮					
Request training													▮			
Train Scheduling Administrators													▮			
Train On-site EVDS Users																
Vaccinator training on Knowledge Hub (as required)																

▮ **Lock in date for completion of each step. Those sites not completed by this date may not be activated on the estimated Go-Live date**

NOTE: Steps run can run in parallel

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Site Go-live Tracking

Tracking sites through the process

Site Go-Live Tracker

Tracker Purpose

The purpose of the tracker is to:

- Provide an overview of the site Go-Live process
- Track where sites are relevant to each step in the process according to envisaged timelines
- Be the one source of truth for the Go-Live and assist with flagging where focus should be given along the journey (for example, if we notice that training sessions have not been requested/completed)
- Be used during status meetings (governance) to communicate progress

Tracker Updates

Monday	Tuesday	Wednesday	Thursday	Friday
Sites on tracker updated *(14 days prior to go live)*	**Tracker updates**	**Tracker can be assessed**	**Tracker updates**	**Tracker can be assessed**
		Site Go-Live Highlight sent via email	**Site lists for go-live confirmed and submitted** *(14 days prior to go live)*	**Site Go-Live Highlight sent via email**
				Site lists approved *(14 days prior to go live)*
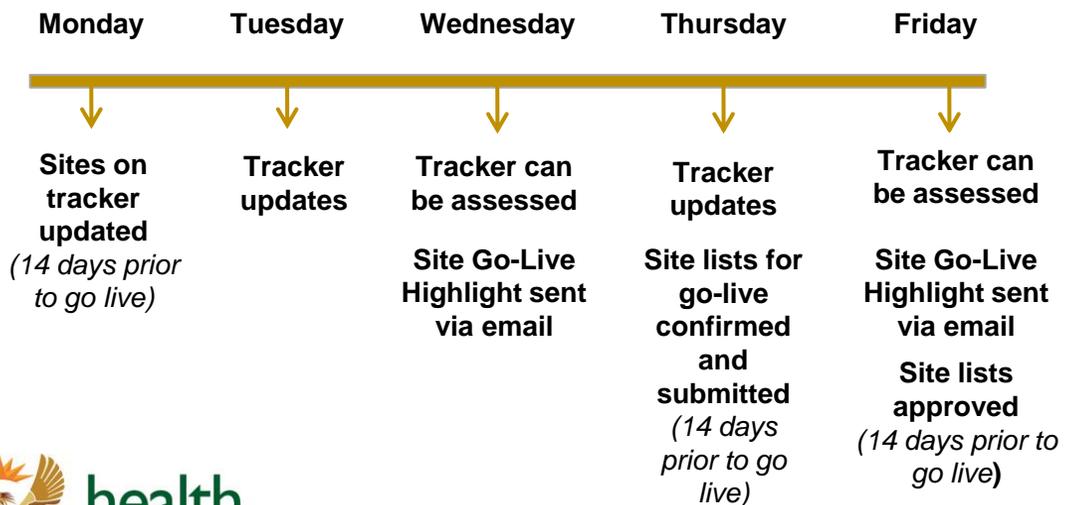
Tracker will be available on the Public Sector sharepoint

Step	Metric
Site list	Provincial: District, Sub-district, Facility Type of facility
	Estimated go-live date
Site Curation on MFL	MFL ID
	Site Registered on MFL
	Site Curated
	MFL Approval Status
	MFL API
Permit Status	Permit status
Stock Availability	Stock availability for go-live confirmed
	Confirmed delivery date
SVS Implementation	SVS loaded and activated for reporting
EVDS Implementation	MFL Link to EVDS
	Scheduling Administrator accounts created
	Scheduling templates set up
	Facility assigned to on-site EVDS Account Creator
	Patient Administrator accounts created
	Vaccinator accounts created
	Back Capturing Administrator accounts created
	Back Capturing Forms delivered
Training	Scheduling Administrators Trained
	Vaccinator & Patient Administrators Trained

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Key Roles

Roles involved in the process

Key roles for completion of go-live process

Which roles need to fulfil which step?

1. Area Based Planning and Site Selection *(Gaurang Tanna)*

- Provincial Leads
- District and / or Sub-district leads

2, Facility Registration & Site Curation on MFL

2A. Site Curation on MFL *(Petro Rousseau)*

- MFL Facility Representative
- MFL Curator
- MFL System Administrator
- MFL Approver

2B. Application for Section 22 A 15 Permit *(Petro Rousseau / Marione Schonfeldt)*

- Facility Representative/ Designated contact person
- Permit approver

3. SVS Loading *(Sithembele Jara)*

- SVS Administrator
- Vaccine Controller
- SVS Provincial DoH/ Group points of contact

4. EVDS Implementation *(Pierre Fabe)*

4A. Site Activation

- Provincial Lead

4B. Scheduling Administrator Access

- Provincial Lead

4C. On-site EVDS

- Provincial Lead
- Facility Representative
- Account Creators
- Account Approvers

5A. Supply Vaccine *(Rob Botha)*

Provincial:

- Provincial Lead
- Vaccine Controller
- Facility Representative
- Group point of contact

5B. Reporting *(Sithembele Jara)*

Training *(Harsha Desai)*

- Provincial Leads

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Key :
- *Provincial*
- *NDoH*
- *Sub-district*
- *Facility level*

Roles: Overall

User Profile	Definition

Provincial lead	The provincial lead is responsible for providing oversight and guidance for the site go-live process for their designated province. They also assist and are accountable for specific responsibilities in the process such as:
	 1. Area based planning – Communication link between sub-district leads and NDOH on the sites identified to go-live
	 2. MFL - Provide oversight to the facility registration and MFL activation process, ensuring completeness/accuracy of data and progression through the process according to required timelines
	 3. MFL - Oversee that sites have applied for and have been issued the Section 22A 15 permit
	 4. EVDS implementation - Request a list of MFL compliant sites to be activated and submit the list of site requiring activation
	     • Identify Scheduling Administrators for access to the system
	     • Collate required user access information and nominate through email submission
	 5. Training – Identify and manage training requirements
	 6. Vaccine supply - Submit bulk PO for vaccine supply and attend weekly meeting to discuss weekly supply
	
	 Note: The private sector lead's role is similar to that of the provincial lead with the main difference being the vaccine supply process. The private sector lead submits a PO every time stock is required.

Sub-district lead	The sub-district lead is responsible to support the Provincial Lead to manage sub-district challenges and issues. They are accountable for specific responsibilities in the process such as: 1. Area based planning - Identifies the sites that need to go-live and provides list of sites with MFL code, catchment districts, users and scheduler to the Provincial leads

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Roles: Facility Registration & Site Go-Live on MFL

User Profile	Definition
MFL Facility Representative	*This is an individual designated by an institution/facility/ company to serve as contact person on EVDS matters (e.g. Facility manager).* They are responsible and accountable for: 1. Creating requests to add details of a new vaccine site or edit facility data on MFL 2. Creating user access requests and require authentication. 3. Viewing all facility data.
MFL Systems Administrator	*Central role at the National Department of Health authenticated to review and approve online requests.* Review user access requests. Review external systems requests Requires authentication.
MFL Curator	*The Curator is someone who understands the facility well enough to review and confirm that the data captured by the vaccination site is correct. They are accountable to complete the following:* 1. A new (or edit) request is sent to the Curator on the MFL for review and is either reviewed successfully or rejected. The approval confirms that the vaccine site is compliant with the requirements. This person requires authentication
MFL Approver	*This person is responsible for final approval so that a facility site is registered on the system and is a national system role.* 1. Approves user access requests, and facility requests. 2. Approves external systems

health
Department:
Health
REPUBLIC OF SOUTH AFRICA

Roles: Application for Section 22 A 15 Permit

User Profile	Definition
Facility Representative	*This is an individual designated by an institution/facility/ company to serve as contact person on EVDS and vaccination related matters (e.g. Facility manager). They are responsible for:* 1. Completing the application for Section 22A 15 permit by following a link/electronic token that is sent by the SAPC 2. Ensuring that the application is submitted timeously based on the site go-live process timelines

Roles: SVS Implementation

User Profile	Definition
Vaccine Controller	*This is an individual who has sight of the vaccine supply at the facility and is able to provide daily reports on vaccine stock. They are responsible to:* 1. Download SVS COVID-19 app 2. Upload stock data daily including reporting lost, damaged stock
SVS Administrator	*This is an individual who ensure SVS access requests by the facility are checked and access is granted. They are responsible to:* 1. Check for completion of the SVS access control form 2. Assesses the access control form and grants access to SVS users

health
Department:
Health
REPUBLIC OF SOUTH AFRICA

Roles: EVDS Implementation

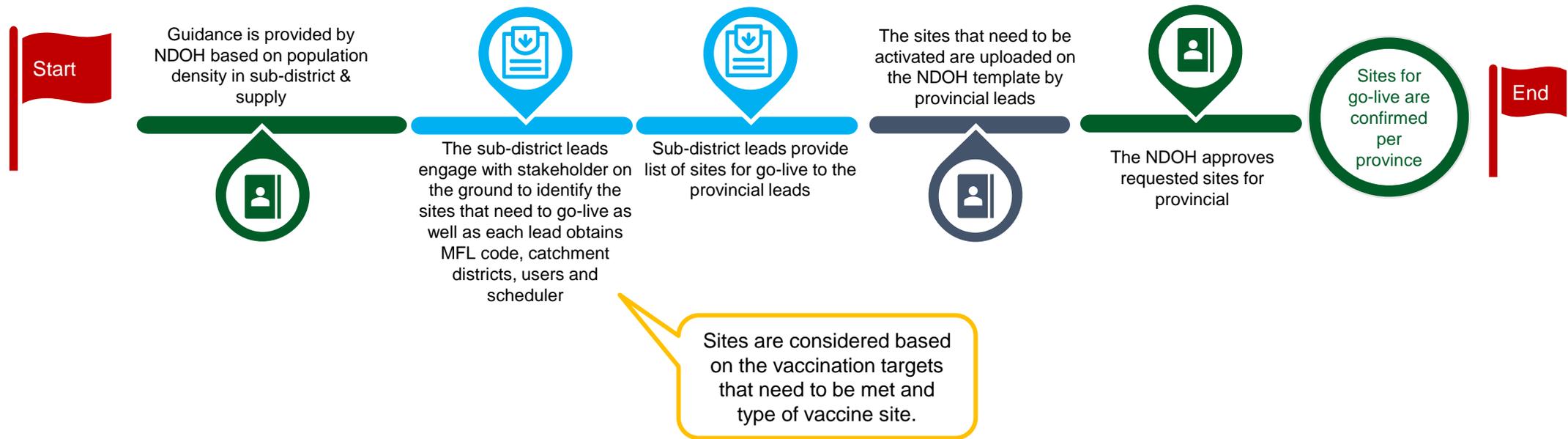| User Profile	Definition
Account Creator	*This is an authorised system user that's responsible for creating users on behalf of other system users such as the vaccinator and the patient administrator. They are responsible for:* 1. Creating new accounts (or edit exiting ones) for the vaccinator, patient administrator, back-capturing administrator users, account creator and account approver, depending on the rights the user needs to do their job. 2. Assigning a user to one or more organisational units. 3. Resetting account passwords, deactivate and reactivate accounts. 4. Registering the facility and vaccine site
Account Approver	*An Account Approver is mainly responsible for reviewing, approving and activating user accounts created. They are responsible for:* 1. Reviewing account request and approve or decline newly created accounts and reset account passwords. 2. Viewing and finding accounts that need to be activated.

health
Department:
Health
REPUBLIC OF SOUTH AFRICA

Step by Step Guide

Process & Reference Cards

Key
- Provincial/private sector lead
- NDOH
- Provincial/private sub-leads

Start

Guidance is provided by NDOH based on population density in sub-district & supply

The sub-district leads engage with stakeholder on the ground to identify the sites that need to go-live as well as each lead obtains MFL code, catchment districts, users and scheduler

Sub-district leads provide list of sites for go-live to the provincial leads

The sites that need to be activated are uploaded on the NDOH template by provincial leads

The NDOH approves requested sites for provincial

Sites for go-live are confirmed per province

End

Sites are considered based on the vaccination targets that need to be met and type of vaccine site.

health
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1 Area-based planning – Reference Card – Provincial lead

? What is area based planning?

Provincial/Private sector Leads plan and provide go-live date, list of permitted sites, MFL code, catchment districts, users and scheduler (signed off). The goal is to ensure full coverage without duplicating number of providers in catchment.

Escalation contact person

Gaurang Tanna

🧍 What do I need to do?

Provincial lead

- Responsible for the communication link between sub-leads and NDOH for finalisation of site selection
- Accountable for communicating site selection to NDoH via the relevant template

❖ Refer to:

❑ Site addition template

ℹ Instructions:

Step by step process	Document
1. Engage with NDoH on guidance for site selection based on population density in sub-district & supply of vaccine	
2. Engage with sub-district leads or district leads to receive the site selection lists (Including MFL code, catchment districts, users and schedulers for each site)	
3. Capture the site selection on the template and ensure all information is captured correctly *(Day -12)*	NDOH site addition template
4. The NDOH approves requested provincial sites. If sites are not confirmed/approved on this list then they will not be able to proceed with the site go-live process. Communicate this approval to the Districts and Sub-Districts *(Day -10)*	

📋 Submission process/Check List

❑ Site selection for go-live obtained from sub-district leads
❑ All sites have a go-live date, MFL code, catchment districts, users and scheduler allocated to it
❑ Site approval is obtained from NDOH

⭐ Once completed, proceed to…

Facility registration & MFL activation

health
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? What is area based planning?

Escalation contact person

Provincial/Private sector Leads plan and provide go-live date, list of permitted sites, MFL code, catchment districts, users and scheduler (signed off). The goal is to ensure full coverage without duplicating number of providers in catchment.

Gaurang Tanna

What do I need to do?

Instructions:

Sub-district leads

Step by step process	Document
• Responsible for identifying the sites that need to go-live and providing this list of sites, with MFL code, catchment districts, users and scheduling administrator, to the Provincial leads	1. Engage with the Provincial Leads to obtain guidance on site selection as provided by NDOH (based on population density in sub-district & supply of vaccine) *(Day -14)*	
	2. Engage with stakeholders on the ground to identify the sites that need to go-live *(Day -14)*	
	3. Provide site selection list to the Provincial Lead - this should include the facility name, the MFL code, catchment districts, users and schedulers for each site *(Day -13)*	
	4. Receive feedback from Provincial Leads on sites that have been approved for go-live	

Refer to:

✓ Submission process/Check List

★ Once completed, proceed to…

☐ Obtain sites that need to go-live

☐ Provide list of sites with the estimated go-live date, MFL code, catchment districts, users and scheduler allocated to the Provincial Leads
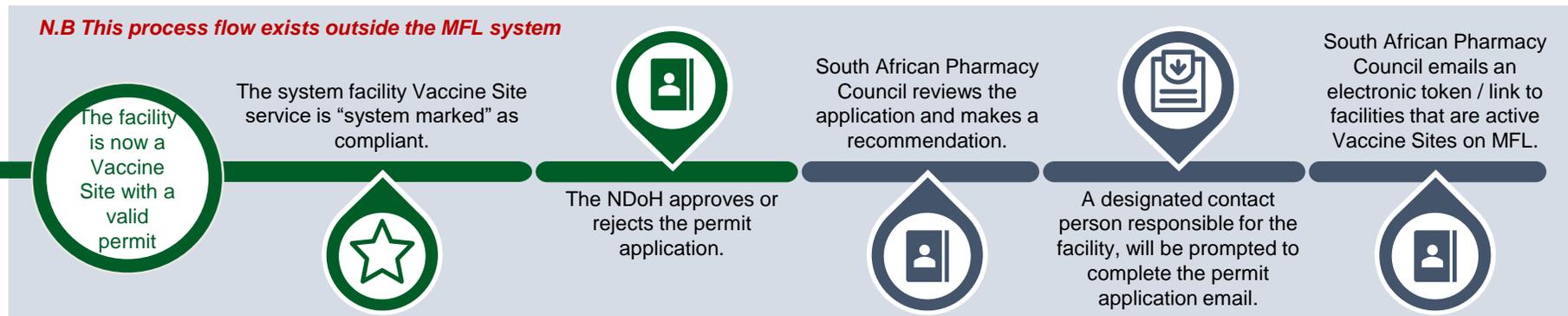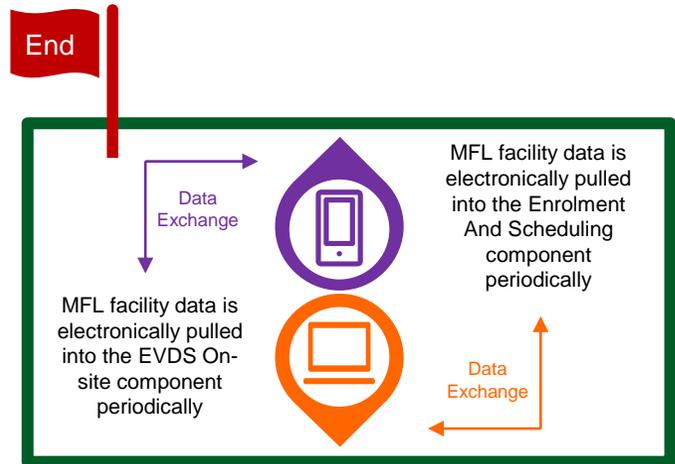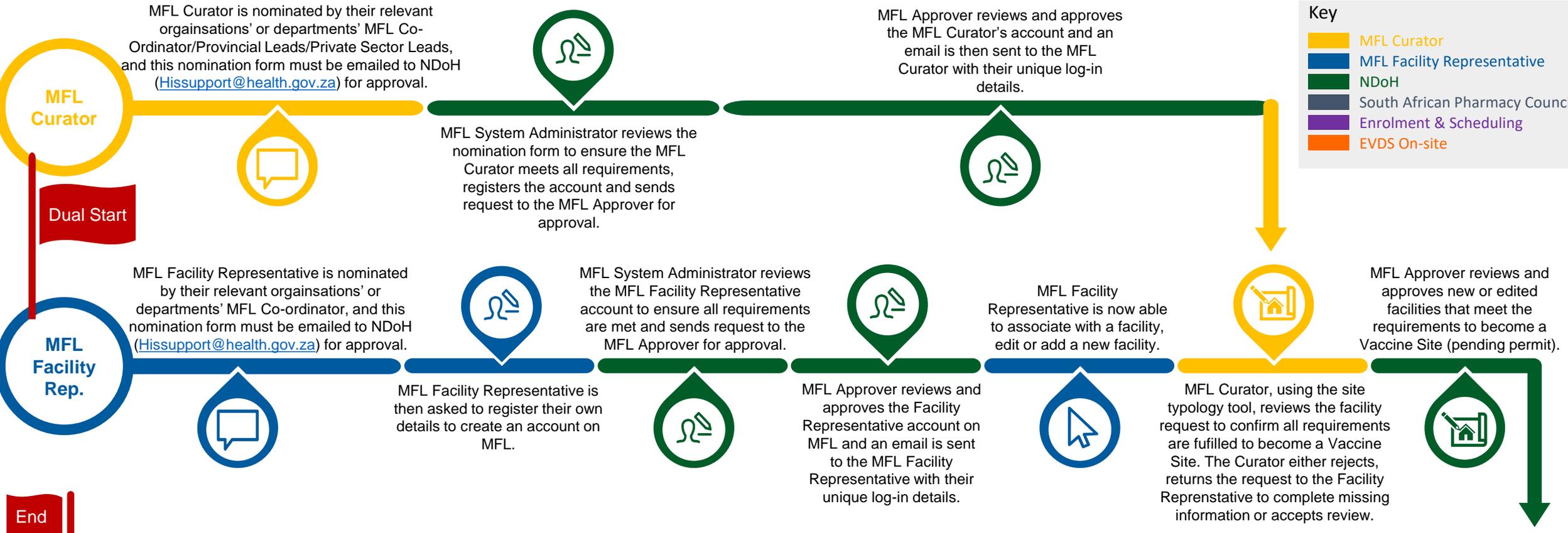
Facility registration & MFL activation

health
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Health
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Key
- MFL Curator
- MFL Facility Representative
- NDoH
- South African Pharmacy Council
- Enrolment & Scheduling
- EVDS On-site

MFL Curator

MFL Curator is nominated by their relevant orgainsations' or departments' MFL Co-Ordinator/Provincial Leads/Private Sector Leads, and this nomination form must be emailed to NDoH (Hissupport@health.gov.za) for approval.

MFL System Administrator reviews the nomination form to ensure the MFL Curator meets all requirements, registers the account and sends request to the MFL Approver for approval.

MFL Approver reviews and approves the MFL Curator's account and an email is then sent to the MFL Curator with their unique log-in details.

Dual Start

MFL Facility Rep.

MFL Facility Representative is nominated by their relevant orgainsations' or departments' MFL Co-ordinator, and this nomination form must be emailed to NDoH (Hissupport@health.gov.za) for approval.

MFL Facility Representative is then asked to register their own details to create an account on MFL.

MFL System Administrator reviews the MFL Facility Representative account to ensure all requirements are met and sends request to the MFL Approver for approval.

MFL Approver reviews and approves the Facility Representative account on MFL and an email is sent to the MFL Facility Representative with their unique log-in details.

MFL Facility Representative is now able to associate with a facility, edit or add a new facility.

MFL Curator, using the site typology tool, reviews the facility request to confirm all requirements are fufilled to become a Vaccine Site. The Curator either rejects, returns the request to the Facility Reprenstative to complete missing information or accepts review.

MFL Approver reviews and approves new or edited facilities that meet the requirements to become a Vaccine Site (pending permit).

End

MFL facility data is electronically pulled into the EVDS On-site component periodically

Data Exchange

MFL facility data is electronically pulled into the Enrolment And Scheduling component periodically

Data Exchange

The facility is now a Vaccine Site with a valid permit

N.B This process flow exists outside the MFL system

The system facility Vaccine Site service is "system marked" as compliant.

The NDoH approves or rejects the permit application.

South African Pharmacy Council reviews the application and makes a recommendation.

A designated contact person responsible for the facility, will be prompted to complete the permit application email.

South African Pharmacy Council emails an electronic token / link to facilities that are active Vaccine Sites on MFL.

N.B This process flow is ONLY for Primary and Fixed Outreach Sites - For Temporary Outreach or Mobile sites permits are not required

? What is facility registration and activation on MFL?

The Master Facilities List (MFL) captures and manages approved vaccination site details and permitting status. Sites have to be activated on MFL and be associated to the API in order to complete this go-live step

Escalation contact person

Petro Rousseau

👤 What do I need to do?

Provincial Lead/Sub-District Lead

- Responsible to provide oversight to the facility registration and MFL activation process, ensuring completeness/accuracy of data and progression through the process according to required timelines

✱ Refer to:

☐ FAQs

ℹ Instructions:

Step by step process	Document
1. Nominate MFL Curators by completing a form and sending to Hissupport@health.gov.za	Request form
2. Nominate MFL Facility Representatives by completing a form and sending to Hissupport@health.gov.za	Request form
3. Request MFL training for MFL Facility Representatives and MFL Curators	
4. Ensure MFL Facility Representatives have applied for user access on the MFL site	
5. Provide guidance to Facility representatives and MFL Curators for completion of MFL information	
6. Check MFL data for accuracy, completeness as required	
7. Ensure Facility Representatives submit permit application	Application form via PHC
8. Track/Confirm approvals of permits	

✅ Submission process/Check List

☐ Submitted MFL Curators Nominations

☐ Submitted MFL Facility Representatives Nominations

☐ Permit application (oversight only)

★ Once completed, proceed to…

EVDS Implementation

SVS Loading

health
Department: Health
REPUBLIC OF SOUTH AFRICA

? What is facility registration and activation on MFL?

The Master Facilities List (MFL) captures and manages approved vaccination site details and permitting status. Sites have to be activated on MFL and be associated to the API in order to complete this go-live step

Escalation contact person

Petro Rousseau

What do I need to do?

MFL Facility Representative

- Responsible for reviewing information for facilities already on MFL (update as required) or add new facilities to MFL

Instructions:

Step by step process	Document
1. Activate account using unique log in details	
2. MFL Facility Representative to edit or add facility on MFL (ensure accuracy and completeness of information) and submit facility request to MFL Curator **(Day -10)**	

Things to look out for:

- **GPS coordinates**
- **Correct site typology allocation**
- **Site name (full and short name) are spelt correctly**
- **Correct allocation of facility to district and/or sub-district**

Refer to:

- ❑ MFL Quick Reference Guide
- ❑ FAQs
- ❑ Cheat sheet

Submission process/Check List

- ❑ MFL Facility Request with necessary information accurate and completed
- ❑ MFL Facility Request reviewed

★ Once completed, proceed to…

EVDS Implementation

SVS Loading

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Department: Health
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2A Facility Registration and Site Curation on MFL – Reference Card

? What is facility registration and activation on MFL?

The Master Facilities List (MFL) captures and manages approved vaccination site details and permitting status. Sites have to be activated on MFL and be associated to the API in order to complete this go-live step

Escalation contact person

Petro Rousseau

What do I need to do?

MFL Curator

- Accountable for review of facility information that has been completed by the MFL Facility Representative – either accept or reject for information updates

i Instructions:

Step by step process	Document
1. Activate account using unique log in details	
2. MFL Curator review facility request and confirm requirements are fulfilled *(Day -9)*	
3. MFL Curator to either reject request (Facility Representative to make updates) or accept review and submit to MFL Approver *(Day -9)*	

Things to look out for:
- **GPS coordinates**
- **Correct site typology allocation**
- **Site name (full and short name) are spelt correctly**
- **Correct allocation of facility to district and/or sub-district**

Refer to:

- ☐ MFL Quick Reference Guide
- ☐ FAQs
- ☐ Cheat Sheet
- ☐ Data Definition Document

Submission process/Check List

- ☐ MFL Facility Request with necessary information accurate and completed
- ☐ MFL Facility Request reviewed
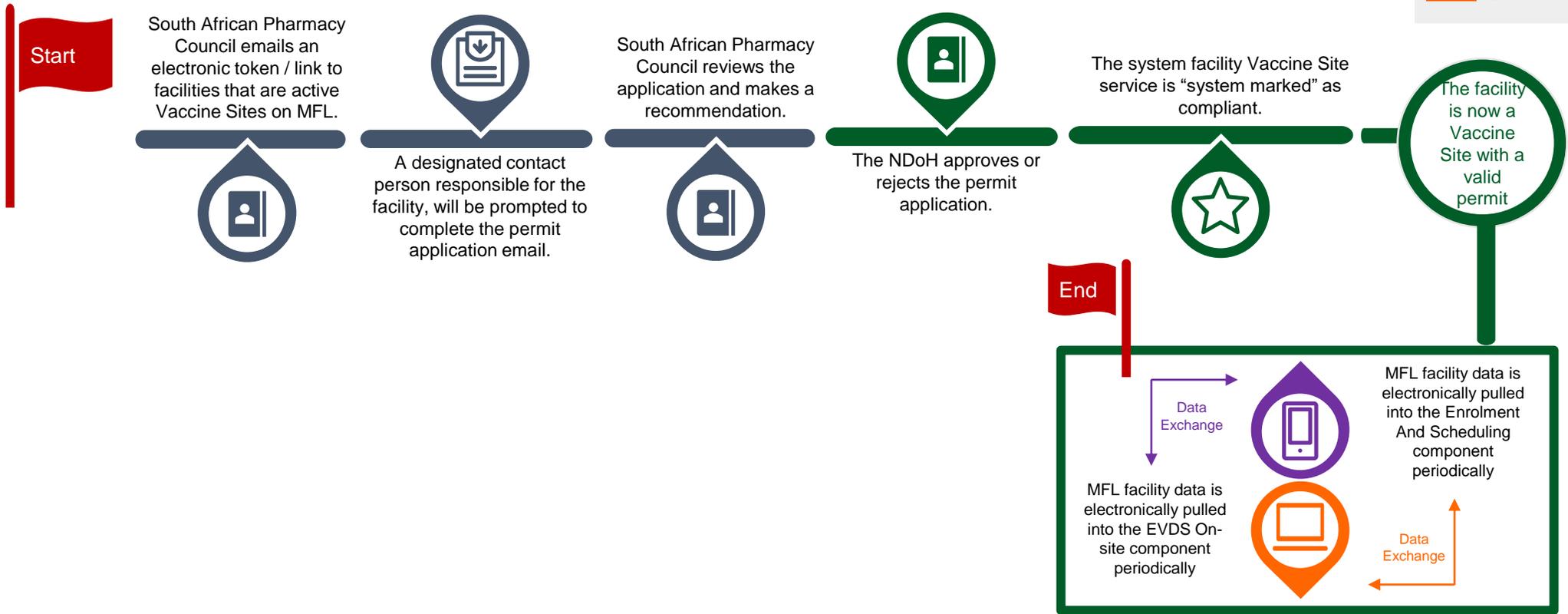
★ Once completed, proceed to…

EVDS Implementation

SVS Loading

health
Department: Health
REPUBLIC OF SOUTH AFRICA

Key
- MFL Curator
- MFL Facility Representative
- NDoH Roles
- South African Pharmacy Council
- Enrolment & Scheduling
- EVDS On-site

Start

South African Pharmacy Council emails an electronic token / link to facilities that are active Vaccine Sites on MFL.

A designated contact person responsible for the facility, will be prompted to complete the permit application email.

South African Pharmacy Council reviews the application and makes a recommendation.

The NDoH approves or rejects the permit application.

The system facility Vaccine Site service is "system marked" as compliant.

The facility is now a Vaccine Site with a valid permit

End

Data Exchange

MFL facility data is electronically pulled into the Enrolment And Scheduling component periodically

MFL facility data is electronically pulled into the EVDS On-site component periodically

Data Exchange

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REPUBLIC OF SOUTH AFRICA

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What is Application for Section 22A 15 permit?

The Section 22A 15 permit issued by the South African Pharmacy Council and the National Department of Health to allow facilities to administer the vaccine

Escalation contact person

Marione Schonfeldt

What do I need to do?

Provincial Lead/Sub-District Lead

- Responsible for overseeing that sites have applied for and have been issued the Section 22A 15 permit

Facility Representative

- Take ownership for completing and submitting the online application for the Section 22A 15 permit

Refer to:

Instructions:

Step by step process	Document
1. Facility representative to follow the link/electronic token provided by SAPC	Electronic token/link
2. Facility representative to complete and submit application for the permit *(Day -8)*	Application/Declaration form via PHC
3. Provincial Lead/Sub-District Lead to follow up to ensure Facility Representatives submit permit application *(Day -7)*	Application/Declaration form via PHC
4. Provincial Lead/Sub-District Lead to track/confirm approvals of permits *(Day -6)*	

Submission process/Check List

- ☐ Permit application (online)
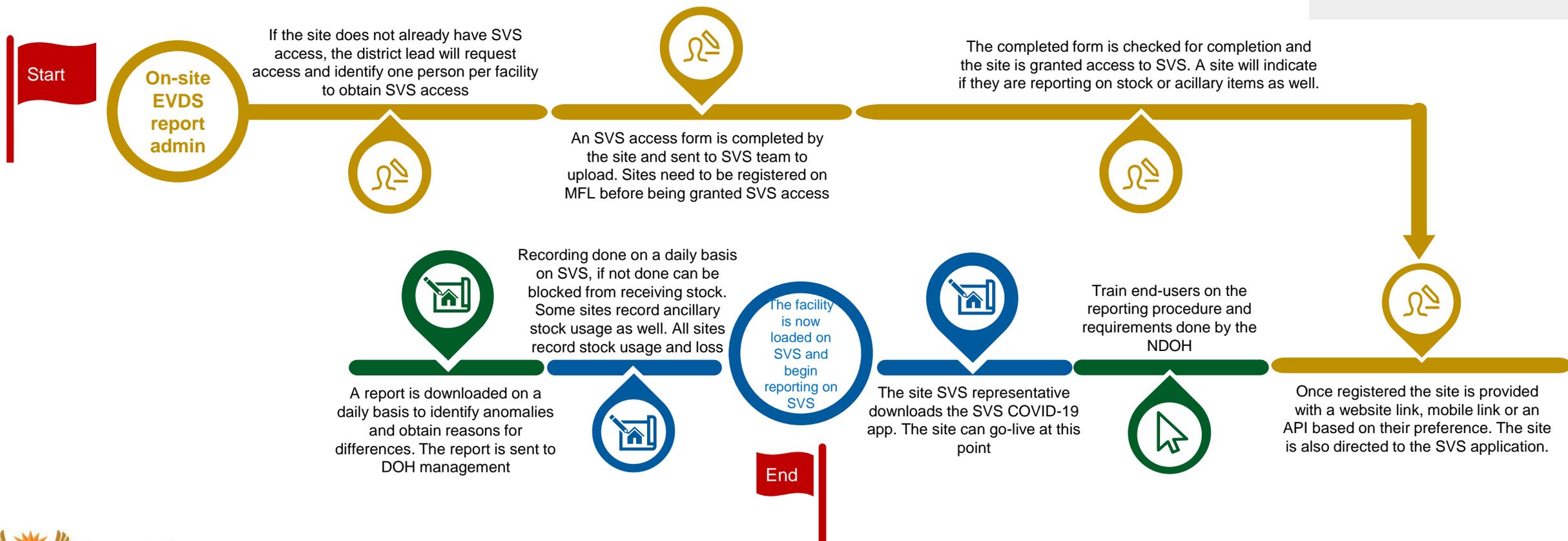- ☐ Confirmation of approval of permits

Once completed, proceed to…

EVDS Implementation

SVS Loading

health
Department: Health
REPUBLIC OF SOUTH AFRICA

Key
- Provincial lead
- Site SVS representative
- NDOH

Start

On-site EVDS report admin

If the site does not already have SVS access, the district lead will request access and identify one person per facility to obtain SVS access

An SVS access form is completed by the site and sent to SVS team to upload. Sites need to be registered on MFL before being granted SVS access

The completed form is checked for completion and the site is granted access to SVS. A site will indicate if they are reporting on stock or acillary items as well.

Recording done on a daily basis on SVS, if not done can be blocked from receiving stock. Some sites record ancillary stock usage as well. All sites record stock usage and loss

A report is downloaded on a daily basis to identify anomalies and obtain reasons for differences. The report is sent to DOH management

The facility is now loaded on SVS and begin reporting on SVS

End

The site SVS representative downloads the SVS COVID-19 app. The site can go-live at this point

Train end-users on the reporting procedure and requirements done by the NDOH

Once registered the site is provided with a website link, mobile link or an API based on their preference. The site is also directed to the SVS application.

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? What is SVS loading and implementation?

⊠ Escalation contact person

SVS is the stock visibility system for each site that provides the scheduler with an understanding of stock availability at each site

Sithembele Jara

🧍 What do I need to do?

ℹ Instructions:

Reporting administrator

- Responsible for loading site details on SVS and identifying site data upload strategy and key personnel

Step by step process	Document
1. The reporting administrator loads site details (name, address, facility representative, etc.) on the SVS system. **(Day -8)**	SVS access form
2. The completed form is checked for completion and the site is granted access to SVS • Once registered the site is provided with a website link, mobile link or an API based on their preference. The site is also directed to the SVS application **(Day -8/ Day-7)**	
3. Train end-users on the reporting procedure and requirements done by the NDOH **(Day -8 or Day -7)**	

✖ Refer to:

☐ SVS access form

📋 Submission process/Check List

☐ Site loaded onto SVS

☐ Data can be uploaded on a daily basis once site goes live – access to data, devices, connectivity, etc.

★ Once completed, proceed to…

Supply of vaccine,

EVDS implementation (in parallel)

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③ SVS implementation – Reference card

❓ What is SVS loading and implementation?

SVS is the stock visibility system for each site that provides the scheduler with an understanding of stock availability at each site

Escalation contact person

Sithembele Jara

🧍 What do I need to do?

Site SVS representative*

- Accountable for uploading stock data daily

Can be either the pharmacist, vaccinator or facility representative. Site to determine user

ℹ️ Instructions:

Step by step process	Document
1. Download the SVS COVID-19 app **(Day -6)**	

2. Record stock on a daily basis on SVS once site is live
   • A report is downloaded on a daily basis to identify anomalies and obtain reasons for differences and is sent to provincial and NDOH teams
   • If this is not done then site can be blocked from receiving stock.	

✖️ Refer to:

☐ SVS access form

📋 Submission process/Check List

☐ SVS COVID-19 app downloaded

☐ Data can be uploaded on a daily basis once site goes live – access to data, devices, connectivity, etc.
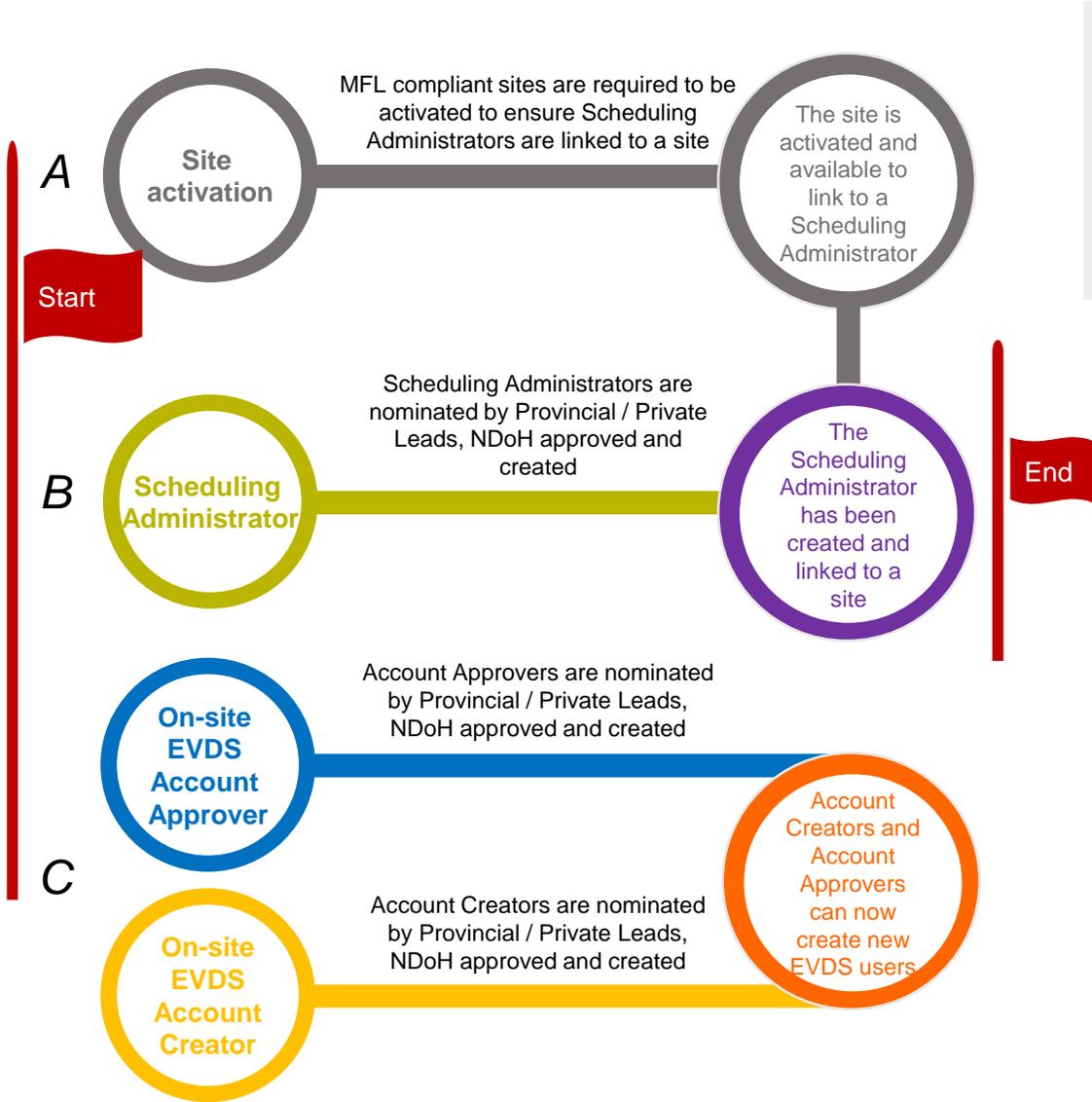
⭐ Once completed, proceed to…

Supply of vaccine,

EVDS implementation (in parallel)

health
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4 EVDS implementation – Site activation, scheduling and On-site EVDS

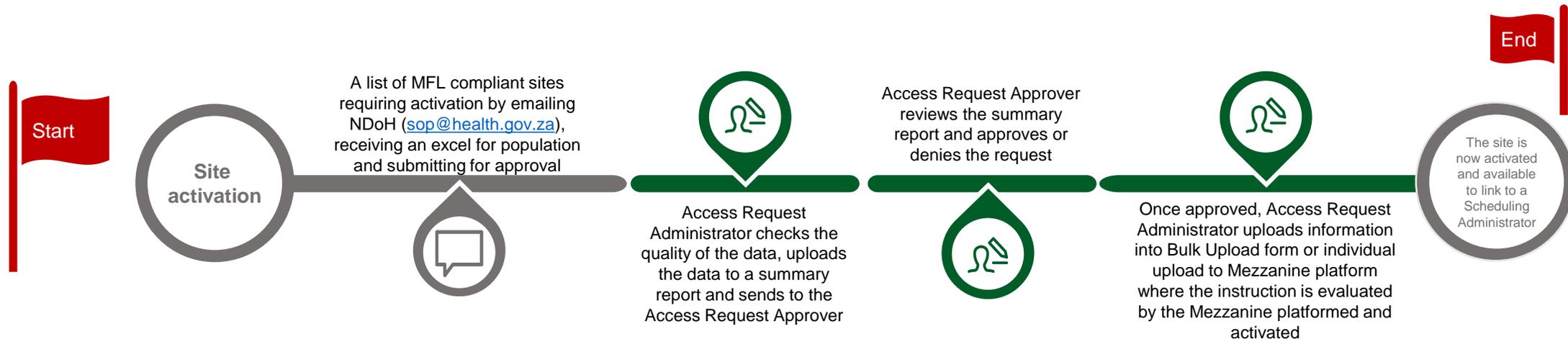**Key**
- Site Activation
- Scheduling Administrator
- EVDS Account Creator
- EVDS Account Approver
- NDoH
- Enrolment & Scheduling
- EVDS On-site

Start

A — Site activation — MFL compliant sites are required to be activated to ensure Scheduling Administrators are linked to a site — The site is activated and available to link to a Scheduling Administrator

B — Scheduling Administrator — Scheduling Administrators are nominated by Provincial / Private Leads, NDoH approved and created — The Scheduling Administrator has been created and linked to a site

End

C — On-site EVDS Account Approver — Account Approvers are nominated by Provincial / Private Leads, NDoH approved and created

On-site EVDS Account Creator — Account Creators are nominated by Provincial / Private Leads, NDoH approved and created — Account Creators and Account Approvers can now create new EVDS users

Data Exchange

MFL facility data is electronically pulled into the Enrolment And Scheduling component periodically

MFL facility data is electronically pulled into the EVDS On-site component periodically

Data Exchange

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Key

▬ Site Activation

▬ NDoH

Start

Site activation

A list of MFL compliant sites requiring activation by emailing NDoH (sop@health.gov.za), receiving an excel for population and submitting for approval

Access Request Administrator checks the quality of the data, uploads the data to a summary report and sends to the Access Request Approver

Access Request Approver reviews the summary report and approves or denies the request

Once approved, Access Request Administrator uploads information into Bulk Upload form or individual upload to Mezzanine platform where the instruction is evaluated by the Mezzanine platformed and activated

End

The site is now activated and available to link to a Scheduling Administrator

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? What is scheduling?

Site activation ensures MFL compliant sites are active for scheduling of vaccinees to a date, time and location

Escalation contact person

Kevin Naicker & Cyprian Lucas

What do I need to do?

Provincial Lead

- Request a list of MFL compliant sites to be activated for the sub-district lead
- Accountable for submitting the list of sites requiring activation

Instructions:

Step by step process	Document
1. Identify the sites required for activation and ensure these sites are MFL compliant **(Day -8)**	
2. Email the list of MFL approved sites in need of activation to sop@health.gov.za using the excel template provided **(Day -7)**	Excel provided by sop@health.gov.za

✱ Refer to:

❑ SOP 002

Submission process/Check List

❑ Activation site excel provided by sop@health.gov.za

★ Once completed, proceed to…
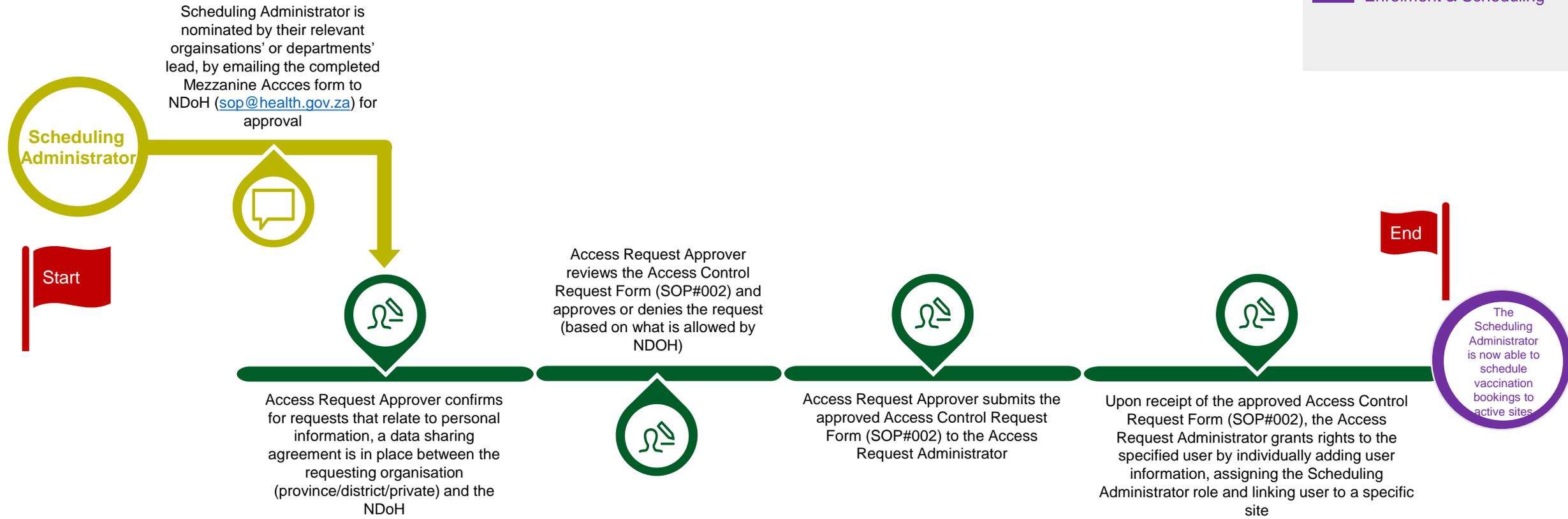
Nominate Scheduling Administrator users

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Department:
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Key
- Scheduling Administrator
- NDoH
- Enrolment & Scheduling

Scheduling Administrator

Scheduling Administrator is nominated by their relevant orgainsations' or departments' lead, by emailing the completed Mezzanine Accces form to NDoH (sop@health.gov.za) for approval

Start

End

Access Request Approver reviews the Access Control Request Form (SOP#002) and approves or denies the request (based on what is allowed by NDOH)

Access Request Approver confirms for requests that relate to personal information, a data sharing agreement is in place between the requesting organisation (province/district/private) and the NDoH

Access Request Approver submits the approved Access Control Request Form (SOP#002) to the Access Request Administrator

Upon receipt of the approved Access Control Request Form (SOP#002), the Access Request Administrator grants rights to the specified user by individually adding user information, assigning the Scheduling Administrator role and linking user to a specific site

The Scheduling Administrator is now able to schedule vaccination bookings to active sites

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? What is scheduling administrator access?

Following the process to grant access to scheduling administrators that will be supporting with scheduling of vaccinees to a facility

Escalation contact person

Kevin Naicker & Cyprian Lucas

What do I need to do?

Provincial Lead

- Engage with sub-district leads for identifying Scheduling Administrators for access to the system
- Collate required user access information and request access for scheduling administrators

Refer to:

☐ SOP 001

Instructions:

Step by step process	Document
1. Identify the required Scheduling Administrators per site that require access to the system **(Day -5)**	

2. Provide guidance to Scheduling Administrators on the requirements needed for access requests:**(Day -5)**
  • Complete the access control form, specifying admin function access for scheduling administrator users.
  • Additionally, in this step, the provincial/district/private user specifies the specific reporting requirements needed as below:
    • Domain (Public or Private Sector)
    • Access to specific platforms (Helium or Tableu)
    • Access to specific report(s) – specify names
	Mezzanine Access Control Form

3. Ensure all required documentation has been submitted by these Administrators	
4. Email the Mezzanine Access form with MFL UID to sop@health.gov.za **(Day -4)**	

Submission process/Check List

☐ Mezzanine Access Control Form
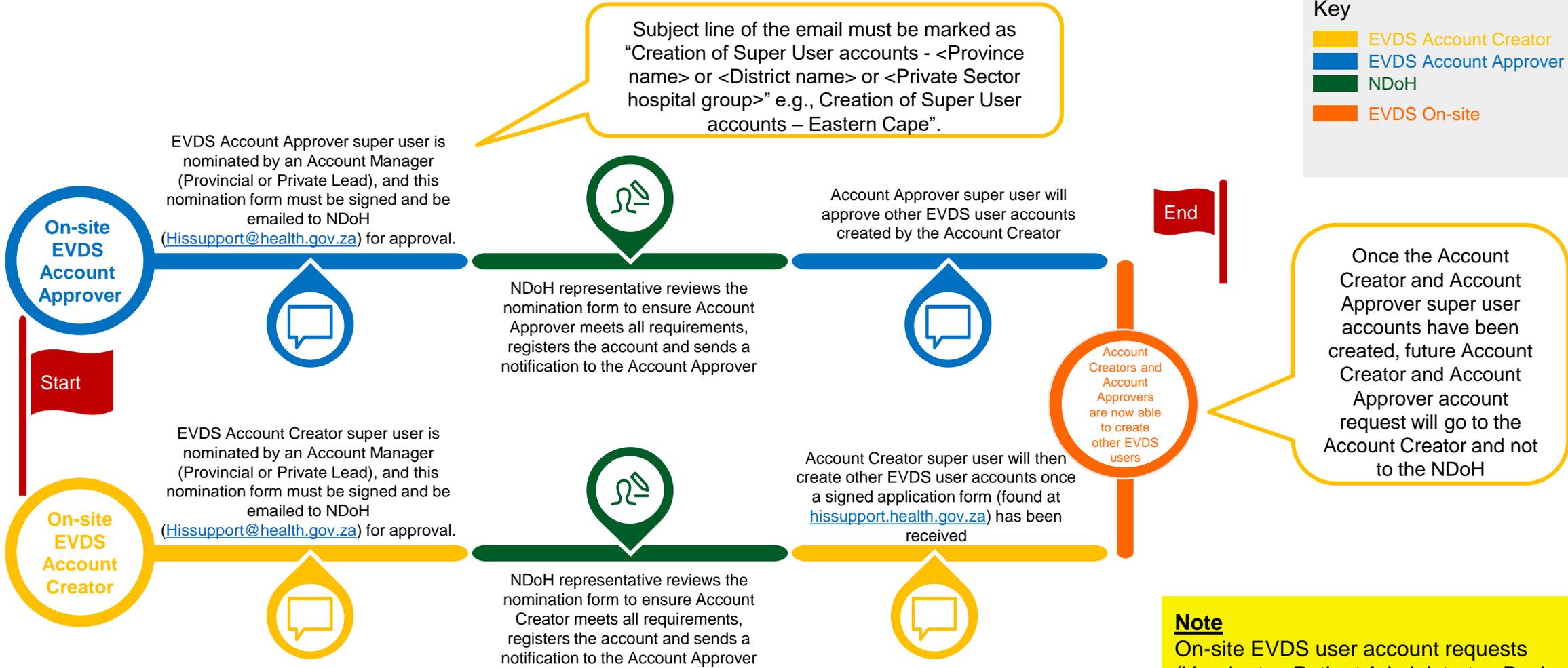
★ Once completed, proceed to…

Initiating On-site EVDS super user account creation

health
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Health
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Key
- EVDS Account Creator
- EVDS Account Approver
- NDoH
- EVDS On-site

Subject line of the email must be marked as "Creation of Super User accounts - <Province name> or <District name> or <Private Sector hospital group>" e.g., Creation of Super User accounts – Eastern Cape".

EVDS Account Approver super user is nominated by an Account Manager (Provincial or Private Lead), and this nomination form must be signed and be emailed to NDoH (Hissupport@health.gov.za) for approval.

Account Approver super user will approve other EVDS user accounts created by the Account Creator

End

On-site EVDS Account Approver

NDoH representative reviews the nomination form to ensure Account Approver meets all requirements, registers the account and sends a notification to the Account Approver

Start

Once the Account Creator and Account Approver super user accounts have been created, future Account Creator and Account Approver account request will go to the Account Creator and not to the NDoH

EVDS Account Creator super user is nominated by an Account Manager (Provincial or Private Lead), and this nomination form must be signed and be emailed to NDoH (Hissupport@health.gov.za) for approval.

Account Creator super user will then create other EVDS user accounts once a signed application form (found at hissupport.health.gov.za) has been received

Account Creators and Account Approvers are now able to create other EVDS users

On-site EVDS Account Creator

NDoH representative reviews the nomination form to ensure Account Creator meets all requirements, registers the account and sends a notification to the Account Approver

Note
On-site EVDS user account requests (Vaccinator, Patient Administrator, Back Capturing Administrator) will be sent to the relevant Account Creators for account creation on or before Day -3

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? What is On-site EVDS implementation?

Ensuring that On-site EVDS user accounts are created and that users are able to access EVDS and utilise the system to capture vaccinations at the sites

Escalation contact person

Pierre Fabre

What do I need to do?

Provincial Lead/Sub-District Lead

- Responsible for initiating the creation of the EVDS Account Creators and Account Approver users by identifying users, collating required user information and submitting nomination by email

Refer to:

- ☐ SOP
- ☐ User manual

i Instructions:

Step by step process	Document
1. Identify fist instance of Account Creator and Account Approver with super user functionality, and provide instruction for completion of the EVDS Access Control form (including supervisor sign-off) and attachment of a clear, certified copy of the ID document *(Day -8 and Day -7)*	EVDS Access Control Form Certified ID copy Letter of accountability
2. Email the completed and signed EVDS Access Control and ID document to hissupport@health.gov.za • Mark the subject line of the email as "Account Creators with super-user access - <Province name> or <District name> or <Private Sector group>". Replace "Creators" with "Approvers" in the subject for Account Approvers. • Note: Failure to add the appropriate subject line will result in a delayed response	
3. Ensure new Account Creators and Account Approvers view and/or download the latest EVDS User Manual (pdf) that is available on the On-site EVDS portal	
4. Ensure new Account Creators and Account Approvers are aware of their responsibility to update the provided Excel Spread Sheet Template regularly with the accounts created - this is for user account auditing purposes as the NDOH EVDS team will not take any responsibility if the accounts created are not recorded	Excel Template

Submission process/Check List

☐ EVDS Access Control Form (with relevant certified ID copies)

Once completed, proceed to…

Requesting relevant training session from available slots

health
Department: Health
REPUBLIC OF SOUTH AFRICA

? What is On-site EVDS implementation?

Ensuring that On-site EVDS user accounts are created and that users are able to access EVDS and utilise the system to capture vaccinations at the sites

Escalation contact person

Pierre Fabre

What do I need to do?

Account Creators and Account Approvers

- Responsible for the creation of the EVDS account by completing the required access control steps
- Accountable for creating accounts for On-site EVDS users

Refer to:

❑ SOP

ℹ Instructions:

Step by step process	Document
1. Follow the email sent and follow the instructions to activate your account **(Day -6 and Day -5)**	
2. View and/or download the latest EVDS User Manual (pdf) that is available on the On-site EVDS portal **(Day -6 and Day -5)**	
3. Create accounts for on-site EVDS users **(Day -4)**	
4. Update the provided Excel Spread Sheet Template regularly with the accounts created - this is for user account auditing purposes as the NDOH EVDS team will not take any responsibility if the accounts created are not recorded	Excel spreadsheet

Submission process/Check List

❑ EVDS Access Control Form (with relevant certified ID copies)

★ Once completed, proceed to…

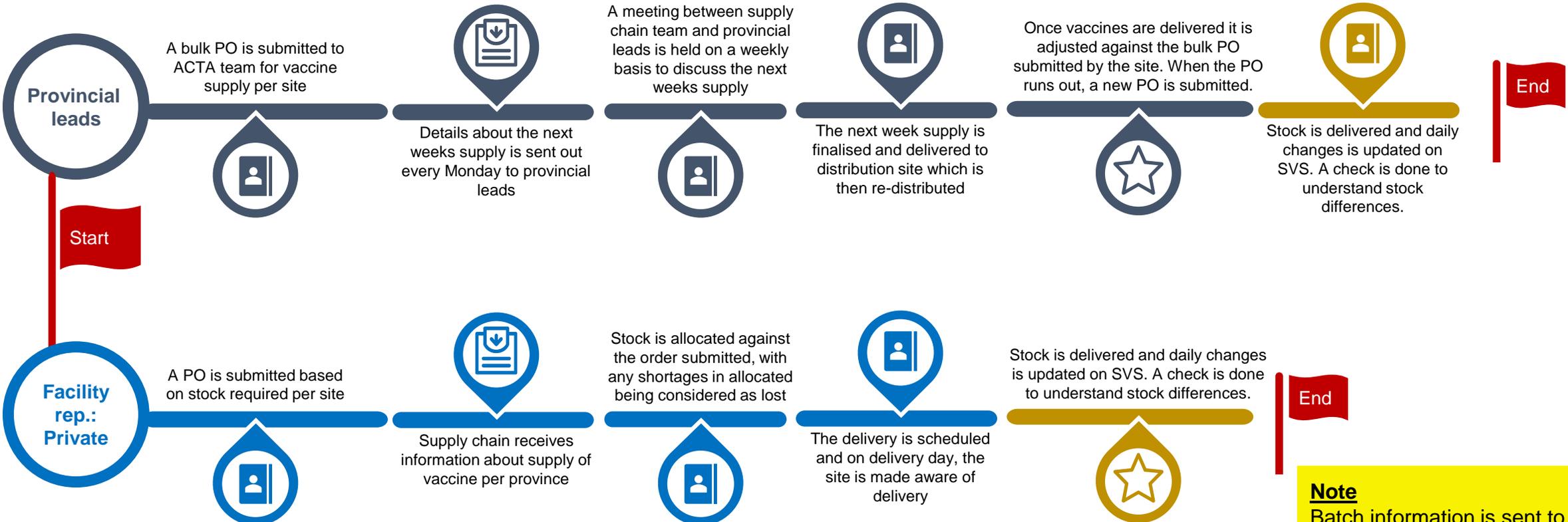Requesting relevant training session from available slots

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Key
- Provincial leads
- SVS data uploader
- Facility representative

Provincial leads

Start

A bulk PO is submitted to ACTA team for vaccine supply per site

Details about the next weeks supply is sent out every Monday to provincial leads

A meeting between supply chain team and provincial leads is held on a weekly basis to discuss the next weeks supply

The next week supply is finalised and delivered to distribution site which is then re-distributed

Once vaccines are delivered it is adjusted against the bulk PO submitted by the site. When the PO runs out, a new PO is submitted.

Stock is delivered and daily changes is updated on SVS. A check is done to understand stock differences.

End

Facility rep.: Private

A PO is submitted based on stock required per site

Supply chain receives information about supply of vaccine per province

Stock is allocated against the order submitted, with any shortages in allocated being considered as lost

The delivery is scheduled and on delivery day, the site is made aware of delivery

Stock is delivered and daily changes is updated on SVS. A check is done to understand stock differences.

End

Note
Batch information is sent to NDoH weekly so that this supply information is loaded onto the system

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❓ What is supply vaccine and reporting?

Supply vaccine and reporting refer to the last step in the go-live process, where sites receive the vaccine supply ordered and report daily on usage.

Escalation contact person

Main: Rob Botha
Support: Stuart Murray, Willem Becker

👤 What do I need to do?

Provincial leads

- Responsible for submitting bulk PO for vaccine supply
- Attend weekly meeting to discuss weekly supply

ℹ️ Instructions:

Step by step process	Document
1. A bulk PO is completed and submitted based on the POs submitted by the facility representative detailing the site information, number of vaccines required for time period. *(Day -3)*	Vaccine PO- bulk for provincial and normal for private
2. Attend weekly meetings to discuss the weekly supply	

✸ Refer to:

☐ SVS site addition form

📋 Submission process/Check List

☐ Bulk PO is submitted for vaccine order

⭐ Once completed, proceed to…

Go-Live

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? What is supply vaccine and reporting?

Supply vaccine and reporting refer to the last step in the go-live process, where sites receive the vaccine supply ordered and report daily on usage..

Escalation contact person

Main: Rob Botha
Support: Stuart Murray, Willem Becker

What do I need to do?

Facility representative

- Submit PO for vaccine supply
- Receive vaccine supply
- Ensure stock is appropriately stored and managed

SVS data uploader

- Download SVS COVID-19 app
- Upload stock data daily

Refer to:

- ☐ SVS site addition form

ⓘ Instructions:

Step by step process	Document
1. A PO is completed and submitted by the facility representative detailing the site information, number of vaccines required for time period. **(Day -4)**	Vaccine PO
2. The order is confirmed and a delivery date is provided, this is communicated with the site go live leads.	
3. Stock is allocated against the order submitted, with any shortages in allocated being considered as lost	
4. On day of delivery, the facility representative checks the stock received, ensuring no damages, correct quantities, etc. and then signs for them before taking receipt.	
5. The stock received is then appropriately stored until used and thereafter discarded as required.	
6. On a daily basis, the SVS data uploaders uploads stock data on SVS.	SVS upload form

Submission process/Check List

- ☐ Bulk PO is submitted for vaccine order and covers future orders
- ☐ Vaccine stock received is not damaged
- ☐ Appropriate stock management and storage processes and tools in place
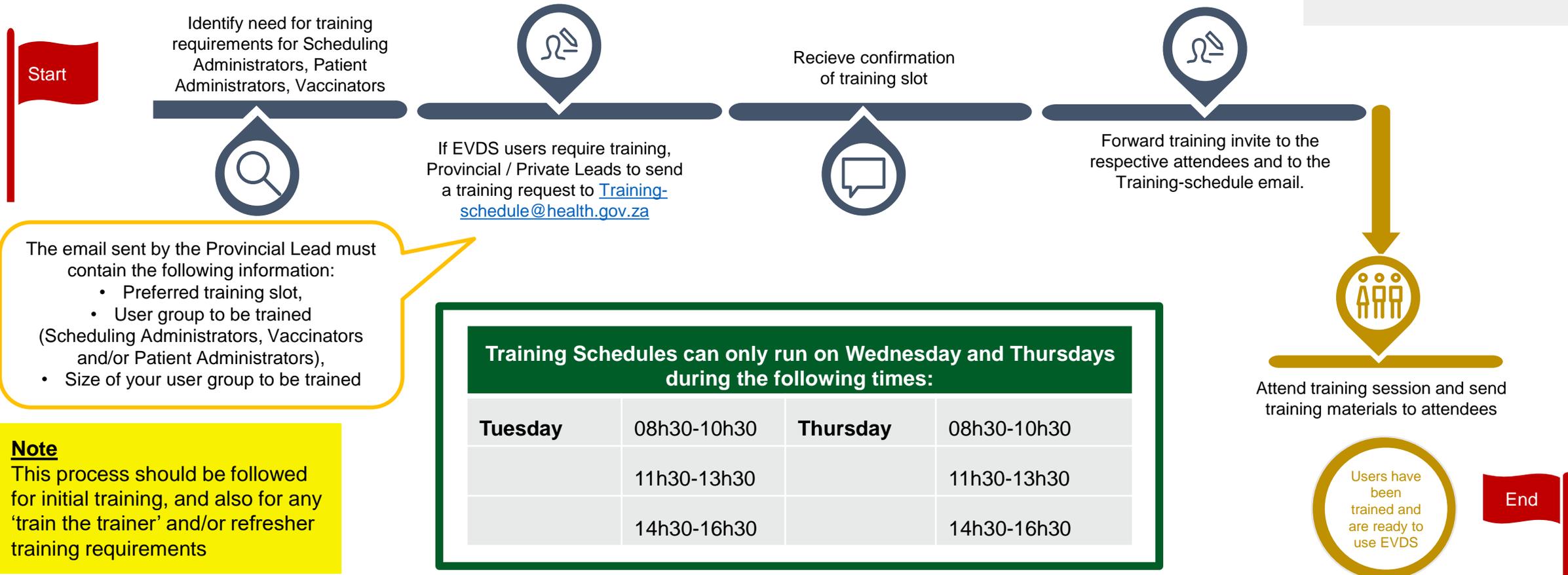- ☐ SVS app is updated on daily basis

★ Once completed, proceed to…

Go-Live

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Key
- EVDS User
- Provincial/Private Lead

Start

Identify need for training requirements for Scheduling Administrators, Patient Administrators, Vaccinators

If EVDS users require training, Provincial / Private Leads to send a training request to Training-schedule@health.gov.za

Recieve confirmation of training slot

Forward training invite to the respective attendees and to the Training-schedule email.

The email sent by the Provincial Lead must contain the following information:
- Preferred training slot,
- User group to be trained (Scheduling Administrators, Vaccinators and/or Patient Administrators),
- Size of your user group to be trained

Note
This process should be followed for initial training, and also for any 'train the trainer' and/or refresher training requirements

Training Schedules can only run on Wednesday and Thursdays during the following times:			
Tuesday	08h30-10h30	**Thursday**	08h30-10h30
	11h30-13h30		11h30-13h30
	14h30-16h30		14h30-16h30

Attend training session and send training materials to attendees

Users have been trained and are ready to use EVDS

End

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6 EVDS User Training – Reference card

? What is training and why is it important?

The EVDS User Training is about empowering EVDS users to use the system, while ensuring all users are upskilled to operate and champion consistency and best practice

Escalation contact person

Harsha Desai (EVDS training)
Marione Schonfeldt (Vaccinator training

👤 What do I need to do?

Provincial Lead

- Identify the training need
- Send a training request email to NDoH
- Email to include key info on personnel to be trained
- Upon confirmation, compile and send invite to all required attendees and Training-Schedule email

Refer to:

☐ Training materials (Chat sheets, Quick reference guides, User Manuals)

Submission process/Check List

☐ Email address for submitting the training request

ℹ Instructions:

Step by step process	Document
1. Identify the training needs – Scheduling Administrators, On-site EVDS Users, MFL	
2. Should users require training, Provincial Lead/Private Sector Lead to send a training request to Training-schedule@health.gov.za *(Day -6 or Day -5)* In the email, the Lead must please provide the following information: • Preferred training slot* • User group to be trained (Scheduling Administrators or Vaccinators and Patient Administrators) – both user types can trained in the same session • The size of group needing to be trained	
3. Upon confirmation of training slot, Provincial/Private Lead to send out invite to the required attendees and the attendance register to the Training-Schedule email	
4. Send out training material to attendees post the training session	

*Time slots for training

Note: Training sessions run on Wednesday or Thursdays with the timetable below

Wednesday	08h30-10h30	Thursday	08h30-10h30
	11h30-13h30		11h30-13h30
	14h30-16h30		14h30-16h30

★ Once completed, proceed to…

Supply vaccine and reporting

Support Channels

Supporting you through the process

Needing Support

Log a request

Would you like to raise an issue for us to address?

Log a request at

https://hissupport.health.gov.za

Email us

Need our help with other issues?

MFL Support and On-site EVDS Support

hissupport@health.gov.za

Site activation & Scheduling Administrator Access Support

sop@health.gov.za

Section 22 A 15 Permit Support

ndohpermit@health.gov.za

Training requests (Scheduling Administrators, Vaccinators, Patient Administrators)

training-schedule@health.gov.za

SVS Set-up

Need to report challenges with successfully activating your SVS device?

Contact our support desk here:

support@mezzanine.zendesk.com

Access training material

Would you like to access our training material library?

Access our knowledge base here

https://hissupport.health.gov.za/kb/index.php

Access the help guide

Are you a user looking for help on the EVDS site?

Download the user guide here

https://evds.health.gov.za

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Support Contacts

Contacts for escalation requests

1. Area based planning & site selection	2. Facility registration and site curation	3. SVS Loading and Implementation	4. EVDS Implementation	5. Supply of vaccine	6. Training
Gaurang Tanna Gaurang.Tanna@health.gov.za	**2A** Petro Rousseau Petro.Rousseau@health.gov.za **2B** Marione Schonfeldt Marione.Schonfeldt@health.gov.za	Sitembele Jara Sithembele.Jara@health.gov.za	**4A and 4B** Kevin Naicker Kevin.Naicker@health.gov.za Cyprian Lucas Cyprian.Lucas@health.gov.za **4C** Pierre Fabe Pierre.Fabe@health.gov.za	Rob Botha rob.botha@za-scta.com	Harsha Desai Training-schedule@health.gov.za

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