

# Welcome to Safely Combating COVID-19 Misinformation on Social Media



**Vaccinate ALL 58**  
Together we can end the pandemic.

November 3, 2022  
12:00PM-1:00PM



# Housekeeping



**For Panelists:** Please remember to mute yourself when not speaking.



**For Attendees:** Please access today's slides through the following link: <https://eziz.org/covid/crucialconversations>

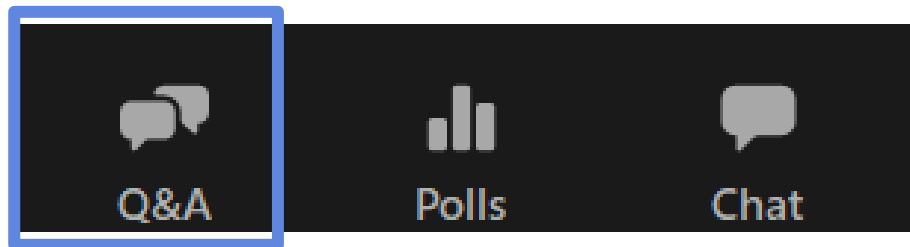


Please use “Q&A” to ask questions.

For post-webinar questions, contact [rachel.jacobs@cdph.ca.gov](mailto:rachel.jacobs@cdph.ca.gov)

# Questions & Answers

**During today's session, please use the Q&A panel to ask your questions.**



**Resource links will be dropped into the “Chat”**

# Webinar Objectives

Participants will learn:

- Current COVID-19 mis-, dis-, and mal-information trends
- How to use social media to build vaccine trust and combat misinformation
- How to navigate and respond to misinformation on social media



# Agenda: Thursday, November 3, 2022

No.	Item	Speaker(s)	Time (PM)
1	Welcome	Rachel Jacobs (CDPH)	12:00 – 12:05
2	COVID-19 Mis-, Dis-, and Mal-Information Trends	Susanna Strothman (CDPH Trust & Safety Team)	12:05 – 12:10
3	Safely Combating COVID-19 Misinformation on Social Media	Vicki Chan, M.D. (#ThisIsOurShot)	12:10 – 12:40
<b>Questions &amp; Answers</b>			12:40 – 12:55
4	Poll, Resources, and Wrap-Up	Rachel Jacobs (CDPH)	12:55 – 1:00

# Poll: CDPH appreciates your feedback!

**How confident are you in your ability to combat misinformation on social media?**

- Very confident
- Confident
- Somewhat confident
- Slightly confident
- Not confident



# COVID-19 Vaccine Mis, Dis, and Mal-Information Trends

Madeline Klaff, CDPH Trust and Safety Team

# VA58 Trust & Safety Team Overview

The Trust & Safety Team has been established to support the success of CDPH's vaccine acceptance program

## OUR MISSION

The VA58 Trust & Safety Team is committed to helping the public get access to **accurate and timely information on COVID-19 vaccination across the state**. We do this by identifying, understanding, and mitigating conflicting information that poses risks to public COVID-19 vaccine acceptance in California.

## OUR METHOD

The Trust & Safety Team is made up of two parts:

- 1 Sensing & Analysis** monitors and analyzes social media and other channels to identify information roadblocks around the COVID-19 vaccines
- 2 Partner Engagement & Mitigation** engages with partners to help mitigate these roadblocks by sharing out current narratives and trusted information that will help address questions from the general public

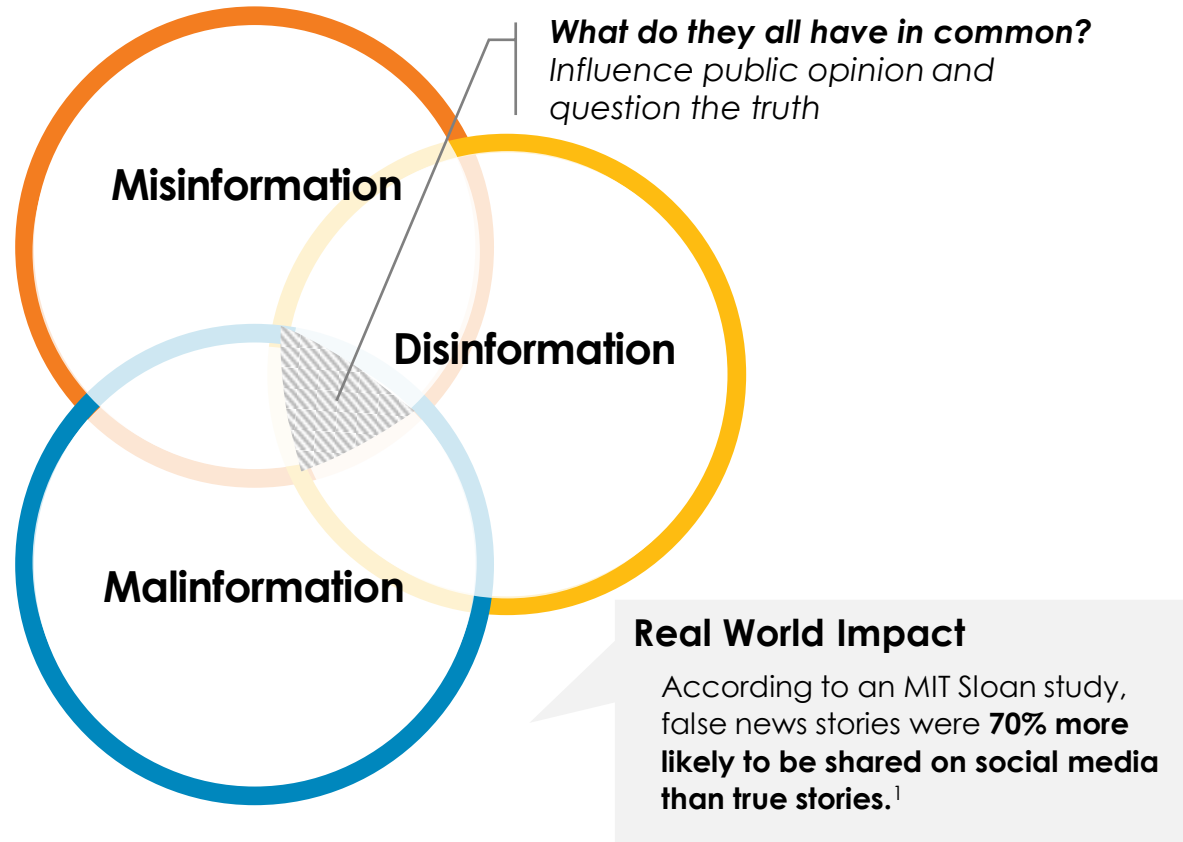
## YOUR ROLE

Our partners play a key role! Help us by sharing potential rumors and inaccurate information around COVID-19 that are circulating in the communities you serve. Send tips to [rumors@cdph.ca.gov](mailto:rumors@cdph.ca.gov).



# Defining Mis-, Dis-, and Malinformation

Having a basic understanding of these terms will help partners effectively combat mis-, dis-, and malinformation in daily operations.



## MISINFORMATION

**Unknowingly false** or misleading information **shared without the intent to harm**, confuse, or trick an audience

## DISINFORMATION

**Deliberately false** or misleading information **shared with the goal to harm**, confuse, or trick an audience

## MALINFORMATION

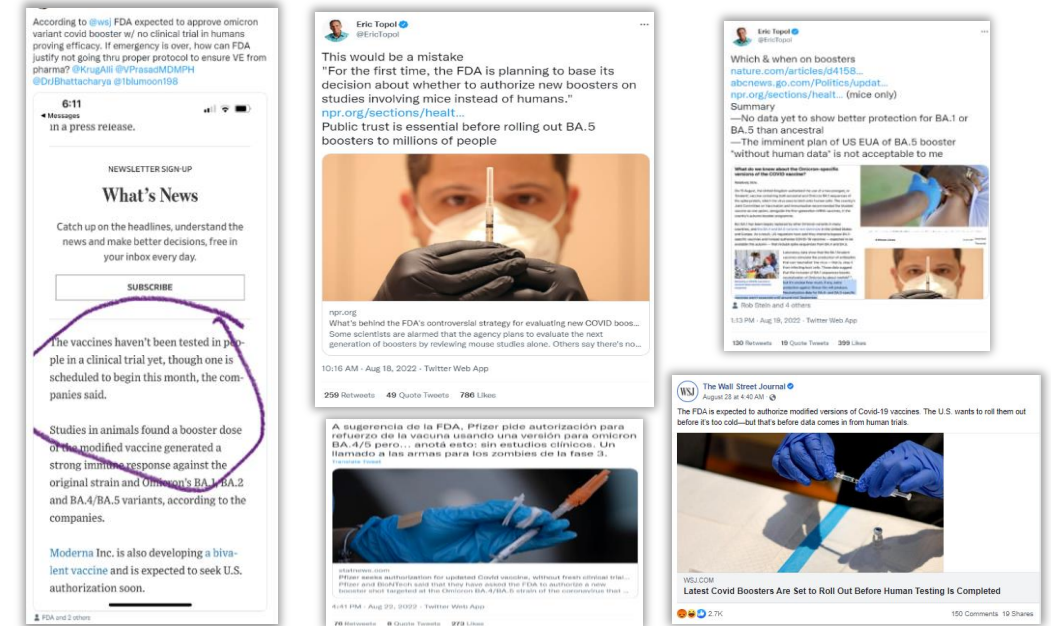
**True information shared out of context to harm**, confuse, or trick an audience

# Topic Alert #1: Booster Shots

Topic that poses a potential risk to COVID-19 vaccine acceptance: **Bivalent vaccines do not have enough clinical data for FDA approval**

Please be on the lookout for false statements, memes, photos, and posts that claim that bivalent vaccines do not have enough clinical data for FDA approval.

<b>Where</b>	Twitter, Facebook
<b>Language</b>	English
<b>Additional Information*</b>	<p>The U.S Food &amp; Drug Administration (FDA) <b>reassures</b> the public that “a great deal of care has been taken by the FDA to ensure that these bivalent COVID-19 vaccines meet our rigorous safety, effectiveness and manufacturing quality standards for emergency use authorization.”</p> <p>The FDA <b>states</b> that “the updated COVID-19 vaccine boosters are designed to give you broad protection against COVID-19, including better protection against the Omicron variant.”</p> <p>FDA Commissioner Robert M. Califf, M.D. <b>recommends that</b> “As we head into fall and begin to spend more time indoors, we strongly encourage anyone who is eligible to consider receiving a booster dose with a bivalent COVID-19 vaccine to provide better protection against currently circulating variants.”</p> <p>According to the <b>Centers for Disease Control and Prevention (CDC)</b>, “COVID-19 vaccines were developed using science that has been around for decades” and “COVID-19 vaccines are monitored by the most intense safety monitoring efforts in U.S. history.”</p>



## Resources & Trusted Information

- CDC:** [Ensuring COVID-19 Vaccine Safety in the US \(Spanish\)](#)  
[Science Brief: COVID-19 Vaccines & Vaccination](#)  
[Developing COVID-19 Vaccines \(Spanish\)](#)  
[CDC Recommends the First Updated COVID-19 Booster](#)
- NIH:** [COVID-19 Clinical Trials](#)
- FDA:** [FDA Authorizes Moderna, Pfizer-BioNTech Bivalent COVID-19 Vaccines for Use as a Booster Dose](#)  
[COVID-19 Bivalent Vaccine Boosters | FDA](#)



\*Additional Information is pulled directly from Resources & Trusted Information links.

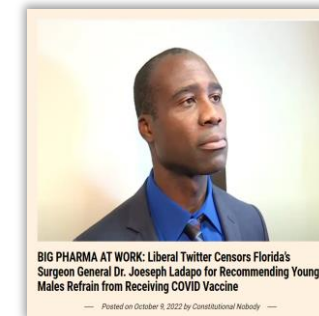
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<https://twitter.com/ernestorr/status/1561815971370770436>

# Topic Alert #2: General Adverse Reactions

Topic that poses a potential risk to COVID-19 vaccine acceptance: **Florida surgeon general warns men about risk of death from mRNA vaccines**

Please be on the lookout for false statements, memes, photos, and posts that claim that men are at risk of death from mRNA vaccines.

<p><b>Where</b></p>	<p>Twitter, Facebook, Instagram</p>
<p><b>Language</b></p>	<p>English</p>
<p><b>Additional Information*</b></p>	<p>The CDC <b>states</b>, “COVID-19 vaccines are safe and meet the Food and Drug Administration’s (FDA’s) rigorous scientific standards for safety, effectiveness, and manufacturing quality.”</p> <p>The CDC continues to <b>emphasize</b> that the “known risks of COVID-19 illness and its related, possibly severe complications, such as long-term health problems, hospitalization, and even death, far outweigh the potential risks of having a rare adverse reaction to vaccination, including the possible risk of myocarditis or pericarditis.”</p> <p>The National Institutes of Health (NIH) <b>underscores</b> that “the risk of myocarditis linked with COVID-19 illness is several times greater than the risk from vaccination, and it is often more serious” and that “the benefits of the COVID-19 vaccines strongly outweigh the very small risk of serious side effects.”</p>



## Resources & Trusted Information

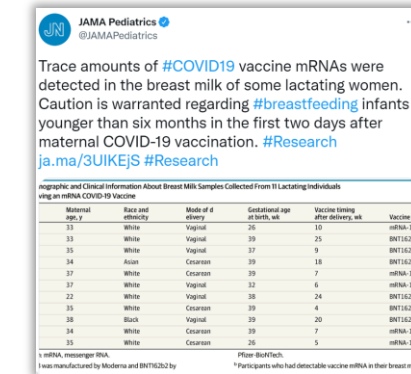
- CDC:** [Safety of COVID-19 Vaccines | CDC](#)  
[Science Brief: COVID-19 Vaccines & Vaccination](#)  
[FAQs about COVID-19 Vaccination \(Spanish\)](#)
- NIH:** [Q&A: COVID-19, Vaccines, and Myocarditis](#)  
[COVID-19 Clinical Trails](#)
- FDA:** [Update on myocarditis following mRNA COVID-19 vaccination](#)

# Topic Alert #3: Reproductive Adverse Reactions

Topic that poses a potential risk to COVID-19 vaccine acceptance: **COVID-19 vaccines affect menstrual cycles, breastmilk**

Please be on the lookout for false statements, memes, photos, and posts that claim that COVID-19 vaccines affect menstrual cycles or breastmilk.

<b>Where</b>	Twitter
<b>Language</b>	Spanish
<b>Additional Information*</b>	<p>An NIH <a href="#">study</a> found, “the length of the menstrual cycle — the time between periods — temporarily increased by an average of less than one day in people who received a dose of the COVID-19 vaccine, compared with unvaccinated people.” However, the same study found the change in the cycle length is temporary and normal.</p> <p>The CDC continues to <a href="#">recommend</a> that “people who are breastfeeding get vaccinated and stay up to date with their COVID-19 vaccines, including getting a COVID-19 booster shot when it’s time to get one.” Additionally, the CDC has conducted studies that report “breastfeeding people who have received mRNA COVID-19 vaccines have antibodies in their breastmilk, which could help protect their babies.”</p> <p>The American College of Obstetricians and Gynecologists (ACOG) <a href="#">states</a> that “Claims linking COVID-19 vaccines to infertility are unfounded and have no scientific evidence supporting them. Given the mechanism of action and the safety profile of the mRNA vaccines in nonpregnant individuals, COVID-19 mRNA vaccines are not a cause of infertility.”</p>



## Resources & Trusted Information

- CDC:** [COVID-19 Vaccines While Pregnant or Breastfeeding \(Spanish\)](#)  
[Pregnant and Recently Pregnant People \(Spanish\)](#)  
[COVID Vaccines for People Who Would Like to Have a Baby \(Spanish\)](#)
- NIH:** [COVID-19 Vaccines and the Menstrual Cycle](#)
- ACOG:** [COVID-19 Vaccines and Pregnancy: Conversation Guide for Clinicians](#)  
[COVID-19 Vaccination Considerations for Ob-Gyn Care](#)

# VA58 Trust & Safety Team



## Trust & Safety Team

Our shared mission is to reduce COVID-19 vaccine hesitancy and increase vaccination across the State of California.



## How You Can Help

As our partners on the ground connecting with communities, you are critical in our effort to provide Californians accurate and timely information around COVID-19 vaccination.



## Monitor Social & Online Media

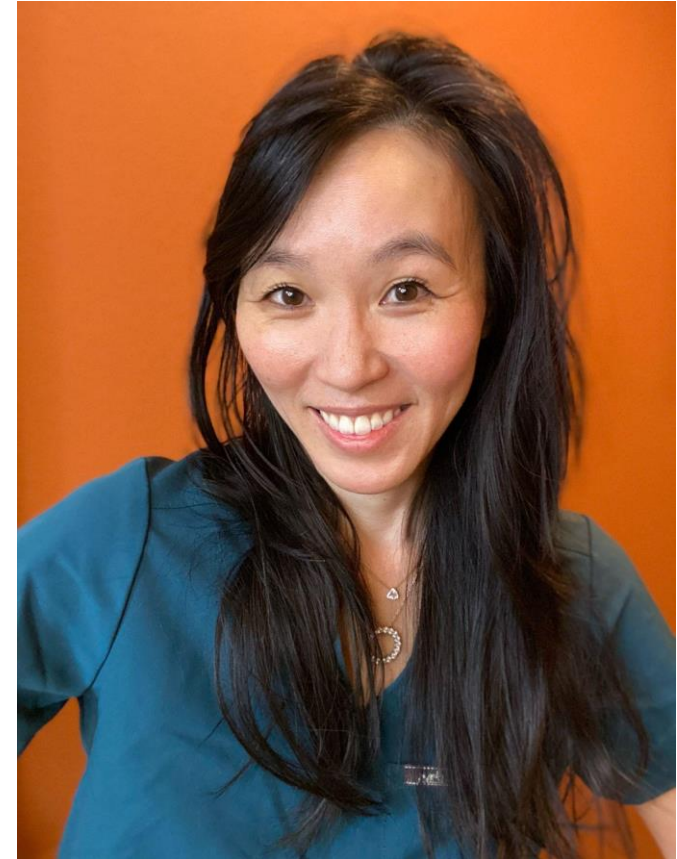
Monitor online media and be on the lookout in your local communities for potential rumors and inaccurate information.

If found, report it to [rumors@cdph.ca.gov](mailto:rumors@cdph.ca.gov)

# Safely Combatting Misinformation on Social Media

Vicki Chan, M.D.

Senior Advisor #ThisIsOurShot



# Why should YOU combat misinformation on social media?

- MANY Americans get their news and health information from social media.

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- MANY Americans get their news and health information from social media.
- There is a LOT of misinformation out there.



# Why should YOU combat misinformation on social media?

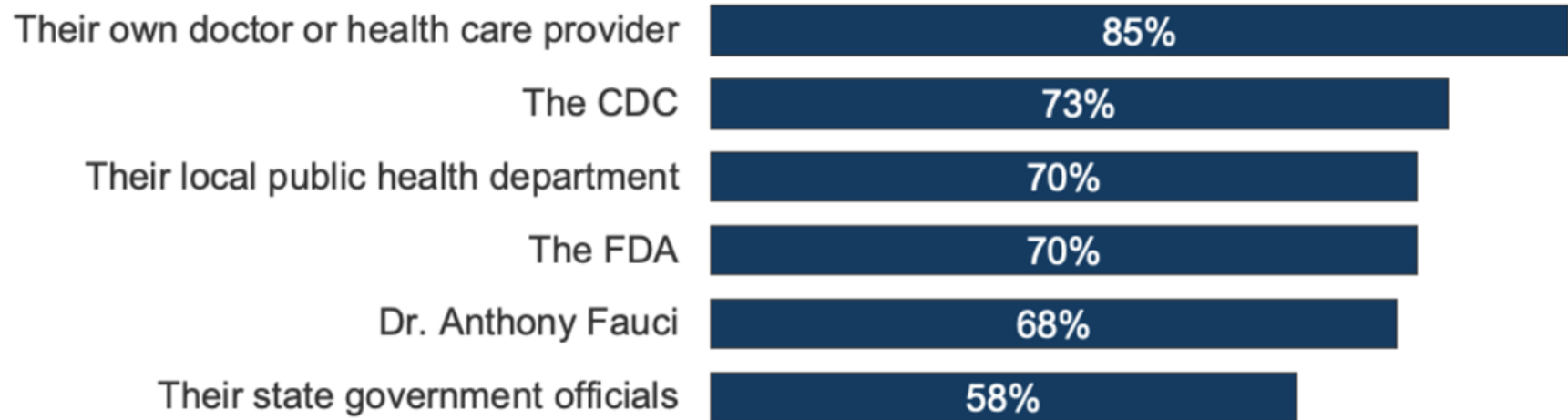
- MANY Americans get their news and health information from social media.
- There is a LOT of misinformation out there.
- Healthcare providers are one of the most trusted professionals out there, especially when it comes to health information.

# Why should YOU combat misinformation on social media?

Figure 15

## Personal Health Care Providers Are Most Trusted Source Of Information On COVID-19 Vaccine

Percent who say they have a **great deal** or a **fair amount** of trust in each of the following to provide reliable information about a COVID-19 vaccine:



# Why should YOU combat misinformation on social media?

- MANY Americans get their news and health information from social media.
- There is a LOT of misinformation out there.
- Healthcare providers are one of the most trusted professionals out there especially when it comes to health information.
- **Because if you don't, who will?**

# Combating Misinformation on Social Media

- Choose your platform
  - Which social media platform(s) should I be on?
- Choose your battles
  - What should I talk about?
- Choose your words
  - What do I say?
  - How do I answer tough questions?
- Choose yourself
  - How do I stay safe?



# Combating Misinformation on Social Media

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## TWITTER

Text based. Up to date, fast feed.  
Links enabled. Searchable hashtags.  
Don't feed the trolls.



## FACEBOOK

Personal contacts/Family.  
Strength in groups.  
Engage in the comments.



## INSTAGRAM

Image/video based.  
Searchable hashtags.  
Stories feature.



## TIK TOK

Video/audio based.  
Searchable. SEO.  
"Viral" potential.



## THINK OUTSIDE THE BOX

Clubhouse. LinkedIn. Reddit. Yelp.  
ZocDoc. NextDoor. YouTube.

# Tips for Posting on Social Media

## **Consistency Is Key**

Don't overwhelm yourself,  
do what works for you.

## **Visuals. Visuals. Visuals.**

Lives > Videos > Photos > Text

## **Make It Personal.**

Share stories.  
People are interested in YOU.  
Share your "why."

## **Be Timely.**

Breaking news, scientific updates, etc.

## **Evoke Emotion.**

People will engage with content that moves or impacts them: laugh, cry, fear, etc.

## **Avoid Spamming.**

Be authentic!

## **Speak to Your Audience.**

# Combating Misinformation on Social Media

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# Topics

COVID-19

Mental Health

Routine Immunizations

Gun violence

Reproductive Health

Other Infectious Diseases

Substance Abuse

# Topics

**COVID-19**

Mental Health

Routine Immunizations

Gun violence

Reproductive Health

Other Infectious Diseases

Substance Abuse

# Sub-Topics: COVID-19

Impact on fertility

Natural immunity vs Vaccine

Vaccine was created too quickly/Government involvement

Vaccine side effects and long-term issues

COVID-19 is a hoax/not that bad

etc. etc. etc.

# Combating Misinformation on Social Media

- Choose your platform
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# COVID-19 Vaccine Language Tips

Do Say	Don't Say
Vaccination	Injection or shot
A safe and effective vaccine	A vaccine developed quickly
Authorized by FDA based on clinical testing	Approved by FDA; Operation Warp Speed; Emergency Use Authorization*
Get the latest information	There are things we still don't know
Keep your family safe; keep those most vulnerable safe	Keep your country safe
Public Health	Government
Health/medical experts and doctors	Scientists
People who have questions	People who are hesitant, skeptical, resistant, or "anti-vaxxers"



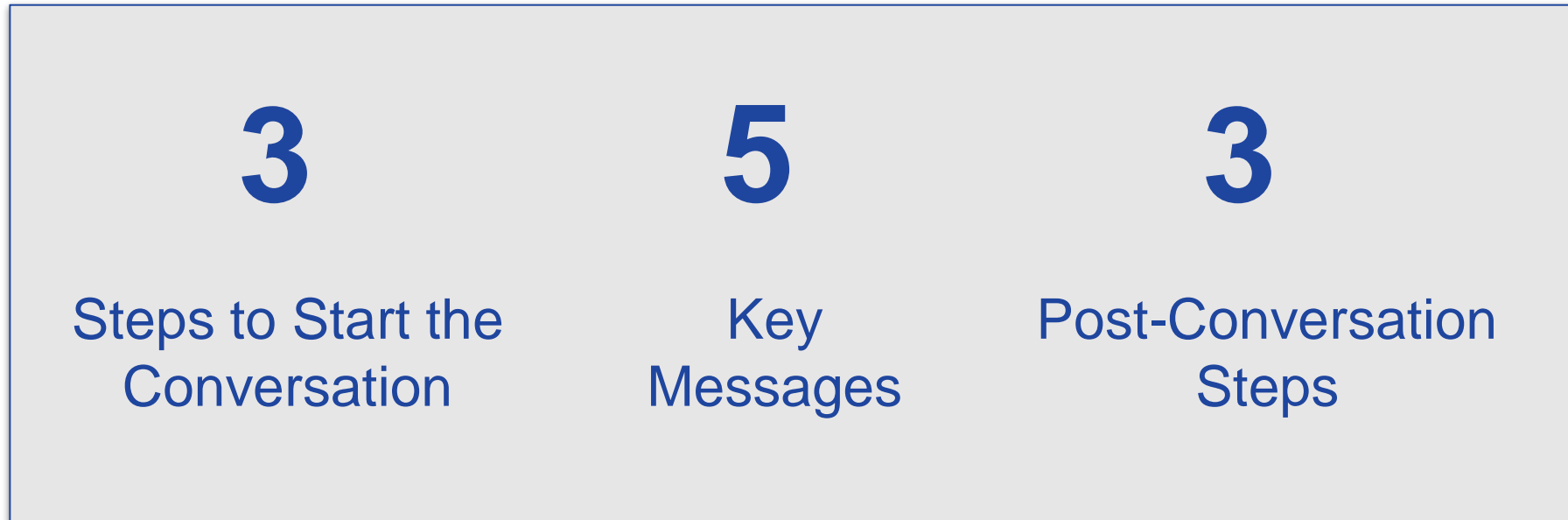
# Extra Tips as Healthcare Professionals

- Respect copyright, HIPAA, and privacy laws
- Be responsible, accurate, and use good judgement
- Add value and educate

# Conversation Methodology

aka Answering Tough Questions/Having Tough Conversations

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**To address patients concerns related to myths and misinformation, use the 3-5-3 method.**



# 3 Steps to Initiating/Continuing Conversations

1

## Ask and listen to the answer

“What do you think about the vaccine?”

“Why do you feel that way?”

“What concerns do you have about the vaccine?”

2

## Create an alignment of safety

“I would be scared too. Let’s do what’s safe here.”

“We both want what’s safest for you.”

3

## Find common goals

“We all want to be able to safely be with our loved ones again.”

“What reasons would motivate you to get vaccinated?”

Find their personally motivating reason.





# Key Messages

1

## **The vaccine will keep you safe.**

The vaccine will protect you from getting very sick. Over 200 million Americans have been safely vaccinated and are now protected.



# Key Messages

## 2

### **Mild side effects are common.**

Side effects are a sign that your body is protecting you.

For a few days after vaccination, many people temporarily feel:

- Sore arm (at administration site)
- Tired or fatigue
- Headache
- Muscle pain
- Joint pain



# Key Messages

3

## Vaccines are very effective.

Each vaccine is extremely effective at preventing hospitalization and death from COVID-19 and its variants.



# Key Messages

## 4 The vaccine is built on 20 years of research and science.

It is good to be careful when new things come along. Health experts took all the necessary steps to produce a safe vaccine, and it was built on 20 years of research and science.



# Key Messages

5

## Have questions? Please ask.

I am glad you want to know more. Ultimately, the choice is yours. Today or when you're ready, go to [myturn.ca.gov](https://myturn.ca.gov) or text your zip code to GETVAX or VACUNA to get your vaccine.



# 3 Steps Post-Conversation

1

## Acknowledge their agency and personal choice

“I want you to get vaccinated today, but ultimately it’s your choice.”

“I’m here as a resource to help you.”

2

## Keep lines of communication open

Trust is a journey.  
Give folks a way to reach you that you are comfortable with as they consider their decision.

3

## Offer to find a vaccine

Offer [myturn.ca.gov](https://myturn.ca.gov) or have them text their zip code to GETVAX or VACUNA to find a free vaccine location in their neighborhood.



# It doesn't have to be perfect!

- Your job is not to “convince” people or always have the “right” answer.
- You are just one part/piece of the conversation.
- Do your best!



# Combating Misinformation on Social Media

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- **Choose yourself**
  - How do I stay safe?





# Staying Safe on Social Media

- Be personable, but be careful regarding personal information
- Safeguard social media accounts
- Claim sites/review pages
- “Google” yourself

# Staying Safe on Social Media

- Don't feel the trolls
  - Engage with caution
  - Take screenshots
  - **Ignore, restrict, delete, report, block**
- Take mental health breaks!
  - Turn off notifications
  - Privacy settings

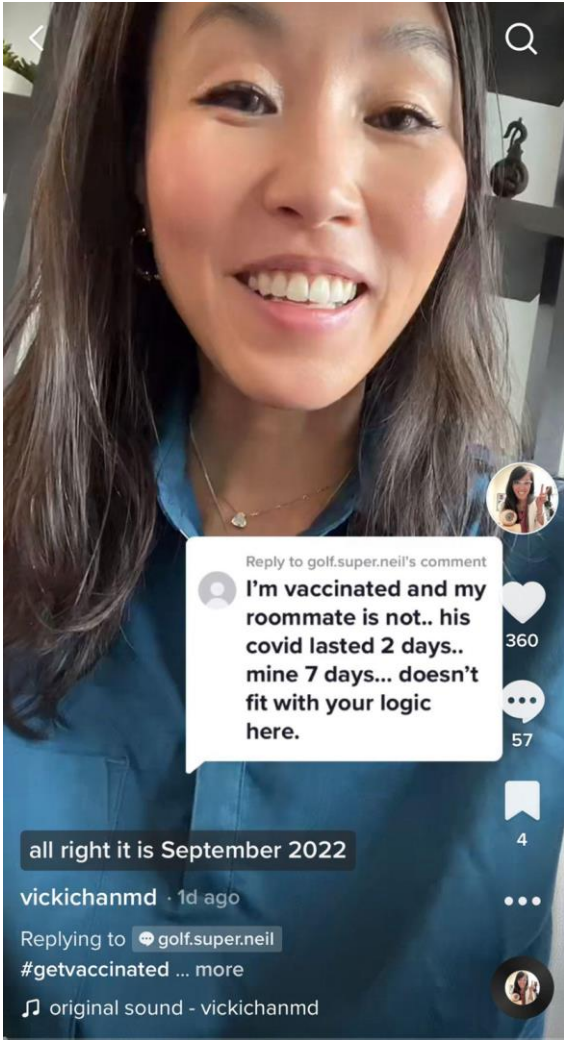
# Resources



- **#ThisIsOurShot** for up-to-date newsletters and up to date topics, talking points, and social media tips: <https://thisisourshot.info/>



- **Shots Heard Round the World** is a network of health professionals dedicated to combating online harassment of HCPs: <https://shotsheard.org/>



**ebolivera**

**EZIZ Update**  
 Immunization Branch  
 August 16, 2022

**Upcoming Webinars on Talking with Parents about Back-to-School COVID-19 Vaccines**

Please join Dr. Emma Olivera to discuss talking to parents about back-to-school COVID-19 vaccines. Dr. Olivera is a pediatrician and leader in the #VaccinateYa campaign and is looking to elevate the medical and

**Dr. Nicole Baldwin**  
 Jun 13 · 🌐

I've got some reading to do...

Briefing documents for Moderna & Pfizer vaccine EUA for littles is OUT. Meetings are THIS WEEK!! Stay tuned...

**Dr. Mike Sevilla Salem Family Practice**  
 6d · 🌐

"The US Centers for Disease Control and Prevention issued a new warning to health care providers Thursday about severe illnesses in people with monkeypox"

**CDC warns of severe illnesses from monkeypox as Ohio reports death of a monkeypox patient | CNN**

Dr. Jen Caudle and 1 other · 1 share

Like Comment Share

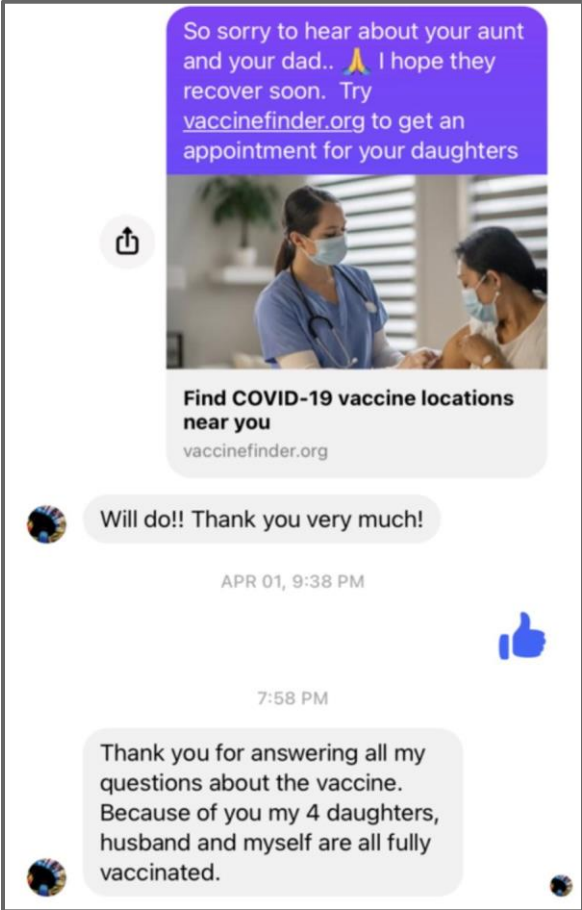
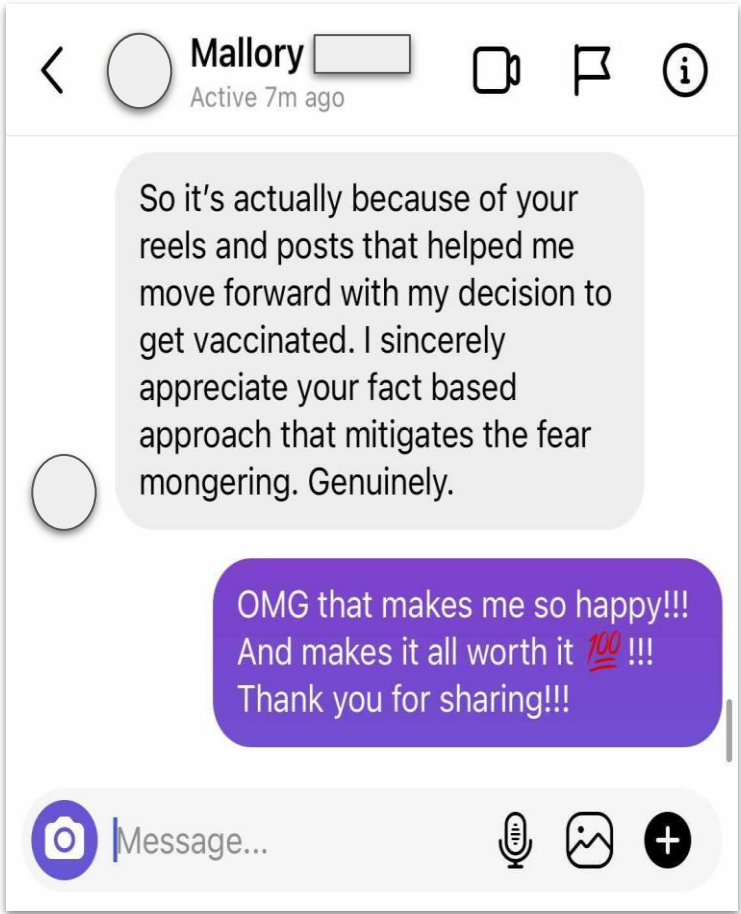
**Tweet**

**Alex McDonald, MD FAAFP CAQSM** @AlexMMTri

Basically any over age 12 and more than 2 months since their last booster is eligible. Getting the update bivalent Covid booster is the best way to protect yourself and you loved one this winter!



# It Works!





Help us determine the future of #ThisIsOurShot and #VacunateYa

Take our survey [here!](#)



# Poll & Resources

Rachel Jacobs, CDPH

# Poll: CPDH appreciates your feedback

**Following this training, how confident are you in your ability to combat misinformation on social media?**

- Very confident
- Confident
- Somewhat confident
- Slightly confident
- Not confident





# Toolkits, Fliers, Conversations Guides, and Videos

- [#ThisIsOurShot Toolkit](#)
- [COVID-19 Crucial Conversations Campaign](#)

## COVID-19 Crucial Conversations Campaign

To support all California health care providers in motivating patients to receive the COVID-19 vaccine, the California Department of Public Health (CDPH) has partnered with #ThisIsOurShot to offer the following resources to have "COVID-19 Crucial Conversations."

The goal of the campaign is to equip trusted medical providers, including doctors, nurses, dentists, chiropractors, healing arts practitioners and other health care providers, with tools and techniques to proactively talk with their patients about the merits of the COVID-19 vaccine and help them make a vaccine appointment.

**#THIS IS OUR SHOT** **VACU NATE YA** **COVID-19 VACCINE CONVERSATIONS**  
**TOP 5 MESSAGES**

**SAFETY**  
 The vaccine will protect you from getting very sick from COVID. Over 150 million Americans have been safely vaccinated and are now protected.

**SIDE EFFECTS**  
 Side effects are common. They are a sign your body is building up its defenses to protect you. Many people temporarily feel:

1. Sore arm (near site of vaccination)
2. Fatigue
3. Headache
4. Muscle pain
5. Joint pain

**EFFECTIVENESS AND VARIANTS**  
 Each vaccine is nearly 100% effective at preventing hospitalization and death from COVID and its variants! It will allow us to do the things we love and miss most. Vaccinated individuals can get a mild COVID infection.

**SPEED**  
 It's good to be careful when new things come along. Health experts took all the necessary steps to produce a safe vaccine, and it was built on 20 years of research and science.

**QUESTIONS?**  
 I'm glad you want to know more. Ultimately, the choice is yours. If you have questions, talk with your doctor or healthcare provider soon. Text your zip code to GETVAX (438829) to get your free vaccine today.

Help spread the truth about COVID vaccines.

#ThisIsOurShot | f ThisIsOurShot2021 | i ThisIsOurShot | www.thisisourshot.info

**#THIS IS OUR SHOT** **VACU NATE YA** **LANGUAGE DO'S & DON'TS**

Do Say	Don't Say
Vaccination	Injection or shot
A safe and effective vaccine	A vaccine developed quickly
Authorized by FDA based on clinical testing	Approved by FDA, Operation Warp Speed, Emergency Use Authorization <sup>1</sup>
Get the latest information	There are things we still don't know
Keep your family safe; keep those most vulnerable safe	Keep your country safe
Public Health	Government
Health / medical experts and doctors	Scientists
People who have questions	People who are hesitant, skeptical, resistant, or "anti-vaxxers"

1. The perceived speed of vaccine development is a current barrier among many audiences. These recommendations are based partly on research conducted by the de Beaumont Foundation.

Messaging Elements That Resonate	Messaging Elements That DON'T Resonate
<b>Validate Concerns &amp; Answer Questions</b> Acknowledge people's hesitancy rather than challenge it. Provide scientifically-based plain language answers.	<b>Negativity &amp; Fear</b> People push back when reminded of how difficult a year it's been—it tends to put them in a pessimistic, hopeless or frustrated frame of mind. Fear tactics are likely to backfire because this does little to generate trust or answer people's questions about vaccines.
<b>Moments Missed</b> Reference things the people miss most. With many feeling COVID-19 fatigue, missed moments (especially human connections that we took for granted like visiting family and friends) serve as a powerful reminder of the ultimate end goal: vaccination as a pathway to the possibility of regaining these moments.	<b>Guilt</b> References to "many people already stepping up" can come off as pushy or accusatory. Those who are hesitant do not see themselves as "free riders" letting others take risks first; rather, they are worried about being "guinea pigs" for new COVID-19 vaccines.
<b>Protection</b> Emphasize "protecting myself, loved ones, and those in my community" (rather than "coming together as a nation").	<b>Overpromising</b> Avoid claims that are unproven. Being overly rosy may cause concern. Be clear about the facts without any sugarcoating. Most people understand that mass vaccination is a long-term process. Avoid messages that inadvertently imply that vaccine availability will "flip the switch."
<b>Positive Tone</b> Be inviting and respectful as opposed to demanding. Acknowledge that the "choice is yours to make," which connects with the deeply rooted American value of liberty.	<b>"Back to Normal"</b> Some just want things to "get back to normal," but for others, post-pandemic life will never be "the way it was." It's more about getting back to life rather than back to normal. Messages that focus on economic recovery—rather than public health—do not perform well.

Research, insights, & content provided by Kaiser Family Foundation, AdCouncil, & COVID Collaborative

#ThisIsOurShot | f ThisIsOurShot2021 | i ThisIsOurShot | www.thisisourshot.info



# Next Crucial Conversations Webinar:

## Talking with Patients about the Updated COVID-19 Booster

Please join Hussain Lalani, MD, MPP, to discuss talking with patients about the updated COVID-19 booster.

This webinar will cover:

- The evolving landscape of COVID-19 variants
- Updated recommendations for the updated booster dose
- Communication strategies for effective patient conversations

**When:** Thursday, November 10 at 1:00PM-2:00PM

[Register here!](#)



# Upcoming Opportunities



## Monday

### My Turn and myCAvax Office Hours

Next session: Monday, November 14, 12PM

## Friday

### Provider Consolidated Webinar

Next session: Friday, November 4, 9AM

**Note:** New session length of 90-minutes to include COVID-19 Vaccine, COVID-19 Therapeutics, MPX Vaccine, and MPX Therapeutics



# Additional Support

## Type of Support

## Description

Updated 6.6.22



### COVID-19 Provider Call Center

The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, including the Vaccine Marketplace.

- Email: [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



### Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: [myCAvaxinfo@cdph.ca.gov](mailto:myCAvaxinfo@cdph.ca.gov)



### myCAvax Help Desk

Dedicated staff provide up-to-date information and technical support on the myCAvax system.

- Email: [myCAvax.HD@Accenture.com](mailto:myCAvax.HD@Accenture.com)
- Phone: (833)-502-1245, option 3, Monday through Friday 8AM–6PM

For training opportunities: <https://eziz.org/covid/education/>



### My Turn Clinic Help Desk

For **onboarding support** (those in the process of onboarding): [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: [MyTurn.Clinic.HD@Accenture.com](mailto:MyTurn.Clinic.HD@Accenture.com) or (833) 502-1245, option 4: Monday through Friday 8AM–6PM

For job aids, demos, and training opportunities: flu at <https://eziz.org/covid/myturn/flu/> and COVID at <https://eziz.org/covid/myturn/>



### Archived Communications

For archived communications from the COVID-19 Provider Call Center about the California COVID-19 Vaccination Program visit

- Website: [EZIZ Archived Communications](#)

# Special Thanks to Today's Presenters:

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Susanna Strothman

## Webinar Planning & Support:

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