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WA HEALTH

Vaccinate WA (Vaccine Locator) FAQs

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov.

PLEASE ACCESS WA HEALTH USING MICROSOFT EDGE, FIREFOX, OR GOOGLE CHROME

COVID-19 Vaccine reporting to WA HEALTH started on Monday, January 25, 2021. This document of FAQs addresses critical questions related to the WA HEALTH COVID-19 Vaccine Locator settings and Vaccinate WA.

For COVID-19 vaccine specific questions, please contact DOH's Vaccine Team at COVID.Vaccine@doh.wa.gov.

For WA HEALTH specific questions, please contact DOH's WA HEALTH Team at wahealth@doh.wa.gov.

This FAQ document will be updated as the COVID-19 vaccination effort continues. Please refer to the [WA HEALTH website](#) for new FAQ releases and the WA HEALTH Onboarding Guide for COVID-19 Vaccine Reporting Partners.

A. Why, When, and Who Will be Using/Access WA HEALTH

Q: Who should update COVID-19 vaccine appointment availability in WA HEALTH?

A: Any site administering COVID-19 vaccines to the general public that would like to be added to the [Vaccinate WA website](#) can update their facility's information in WA HEALTH. These sites include, but are not limited to, pharmacies, provider practices, hospitals, and local health jurisdictions. The Vaccinate WA website pulls its information from various API systems in addition to WA HEALTH.

Q: What are the user roles in WA HEALTH and what does each role do?

A: There are 5 web roles in WA HEALTH:

- i. **Parent Organization Administrator** – can access the Administration section of the WA HEALTH portal where facility and user information are updated. Limiting the number of users with this role is recommended.
- ii. **Organizational Healthcare Worker** – responsible for submitting and updating data on behalf of the facility.
- iii. **Report Viewer** – can access the dashboard and export reports for various facilities. Note: Export to Excel is located under the ellipses (“...”) on the top right of the report.
- iv. **Regional Report Viewer** – can only access the dashboard and export reports for various facilities. Users with this role do not need to be associated with a specific facility or parent organization. Note: Export to Excel is located under the ellipses (“...”) on the top right of the report.
- v. **Vaccine Locator Role** – can only update vaccine locator settings information for a facility. If users have this role, they cannot have other user roles.

In order to update vaccine locator settings for your site, you will need either the Organizational Healthcare Worker or Vaccine Locator Role.

B. Vaccine Locator (Vaccinate WA) Settings

Q: Why are we sharing COVID-19 vaccine location information in WA HEALTH?

A: The COVID-19 vaccine location information shared in WA HEALTH will be used to populate the [Vaccinate WA website](#). WA HEALTH allows providers to update the information the public sees and also allows the public to see when locations have COVID-19 vaccine availability.

Q: How frequently do the questions under ‘Vaccine Locator Settings’ need to be updated in WA HEALTH?

A: These questions should be managed by each site and can be updated whenever your facility's COVID-19 vaccine availability changes and at least once monthly. The facility's information will remain unchanged until intentionally updated in WA HEALTH.

Q: Can I make changes to the ‘Vaccine Locator Settings’ more than once per day?

A: Yes; sites are encouraged to update this information as frequently as necessary. Updates to [Vaccinate WA](#) are refreshed throughout the day.

Q: How quickly does information update in the Vaccinate WA website when we update data in WA HEALTH?

A: Information will be updated approximately every 30 minutes.

Q: Should we report our COVID-19 vaccine availability based on dose inventory or appointment inventory?

A: Appointment inventory. If you do not have available COVID-19 vaccine appointments or walk-in capacity, please answer 'No' to the question, 'Offering Vaccine to General Public'. When you have COVID-19 vaccine appointment availability again, please update your response to 'Yes' and your site will appear as having current COVID-19 vaccine appointment availability to the general public in Vaccinate WA.

Q: What happens if my clinic runs out of available COVID-19 vaccine appointments?

A: Sites are encouraged to update their responses in this section of WA HEALTH as frequently as they deem appropriate. If you do not have available COVID-19 vaccine appointments or walk-in capacity, please answer 'No' to the question, "Offering Vaccine to General Public".

Q: We only offer COVID-19 vaccines to our current patients. How do we indicate that in Vaccine Locator settings?

A: Please answer 'No' to 'Offering Vaccine to General Public'. Your facility will not be displayed on the Vaccinate WA website.

Q: Are we indicating which type of COVID-19 vaccine we have available?

A: Yes. In order for your facility to appear in Vaccinate WA, you will need to indicate the type of COVID-19 vaccine you are offering. Please do this by toggling to 'yes' the 'Vaccine Name(s)' you are offering.

Q: We have numerous clinics under our Parent Organization. Will we need to update each clinic individually?

A: Yes. Each clinic should have its own account in WA HEALTH. Each facility's Vaccine Locator Information will need to be updated individually in order for the clinic to appear in Vaccinate WA.

Q: My clinic is no longer administering COVID-19 vaccines, how do I remove it from the Vaccinate WA website?

A: Log into WA HEALTH. Under 'Vaccine Locator Settings', you can toggle 'Offering Vaccine to General Public' to 'no'. Your facility will no longer show up in Vaccinate WA. If your clinic starts administering vaccines again, you can enter 'yes' for 'Offering Vaccine to the General Public'.

Q: My facility is not showing up in Vaccinate WA, what do I do?

A: First, please check your settings in WA HEALTH. Click on the 'Vaccine Locator Settings' button and make sure that the question 'Offering Vaccine to General Public' is marked as 'yes'.

Complete the other fields on this page including the names of the COVID-19 vaccines your site is offering. Vaccinate WA pulls its information from WA HEALTH approx. every 30 minutes. If you are still having difficulties, please email the WA HEALTH team at wahealth@doh.wa.gov.

Q: What is the difference between Vaccine Locator (Vaccinate WA) and Vaccine Finder?

A: Vaccine Locator (Vaccinate WA) is for the state of Washington and pulls its data from WA HEALTH and API. It is managed by the Washington State Department of Health. Vaccine Finder is a separate portal managed by the CDC. Both portals can be used by the general public to locate COVID-19 vaccine appointments.

We Are Here for You

Thank you for your meaningful contribution to our state's COVID-19 vaccination effort by providing updated COVID-19 vaccine appointment availability information.

Additional resources can be found on Department of Health's dedicated [WA HEALTH webpage](#). You can always reach us directly with any questions or ideas for how we can better support you at wahealth@doh.wa.gov.