

# Site Go-Live

Onboarding Guide  
June 2021



health

---

Department:  
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.

---



# 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



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

1 | Site Go-Live Process

2 | Timelines

3 | Site Go-Live Tracking

4 | Key Roles

5 | Step by Step Guide

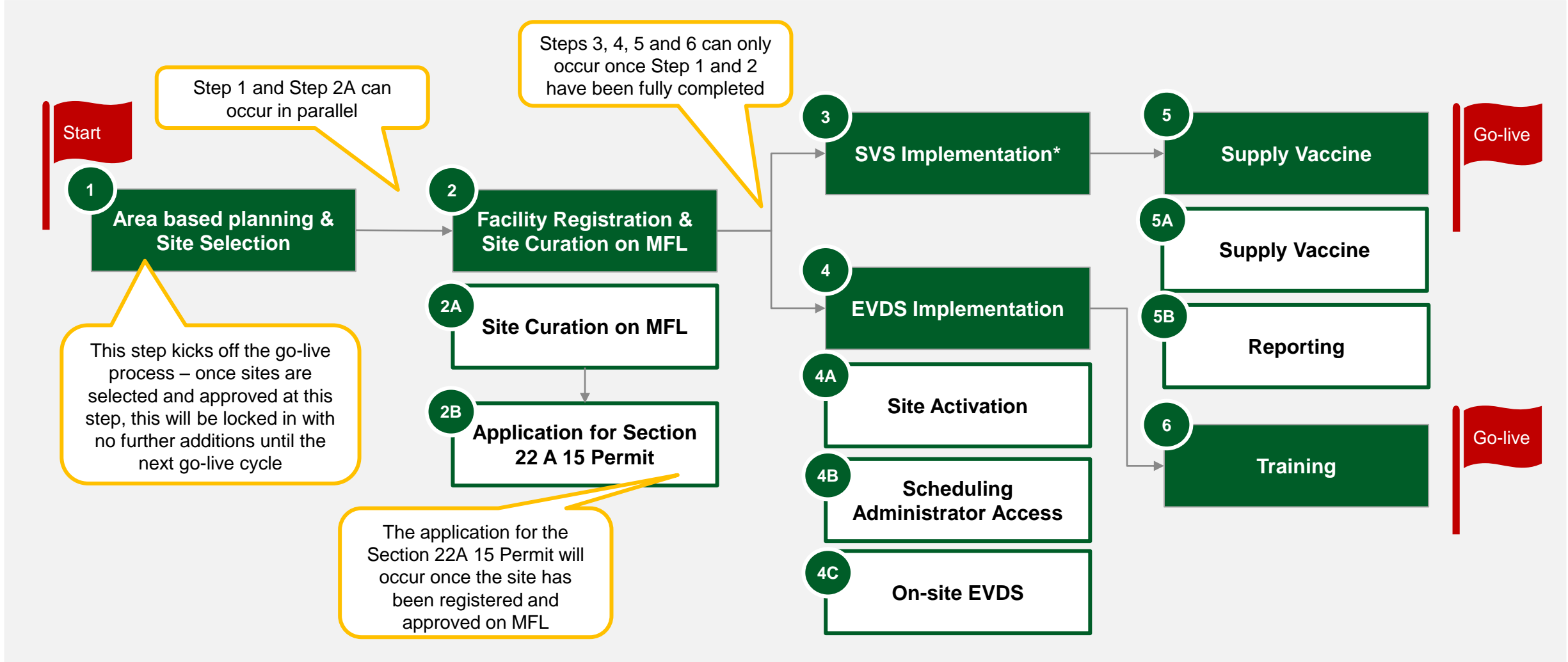
6 | Support Channels

# Site Go-Live Process

---

Steps to complete ahead of site go-live

# Site Go-Live Process – Summary



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

Note: \* This is required only for sites requiring permits

# 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

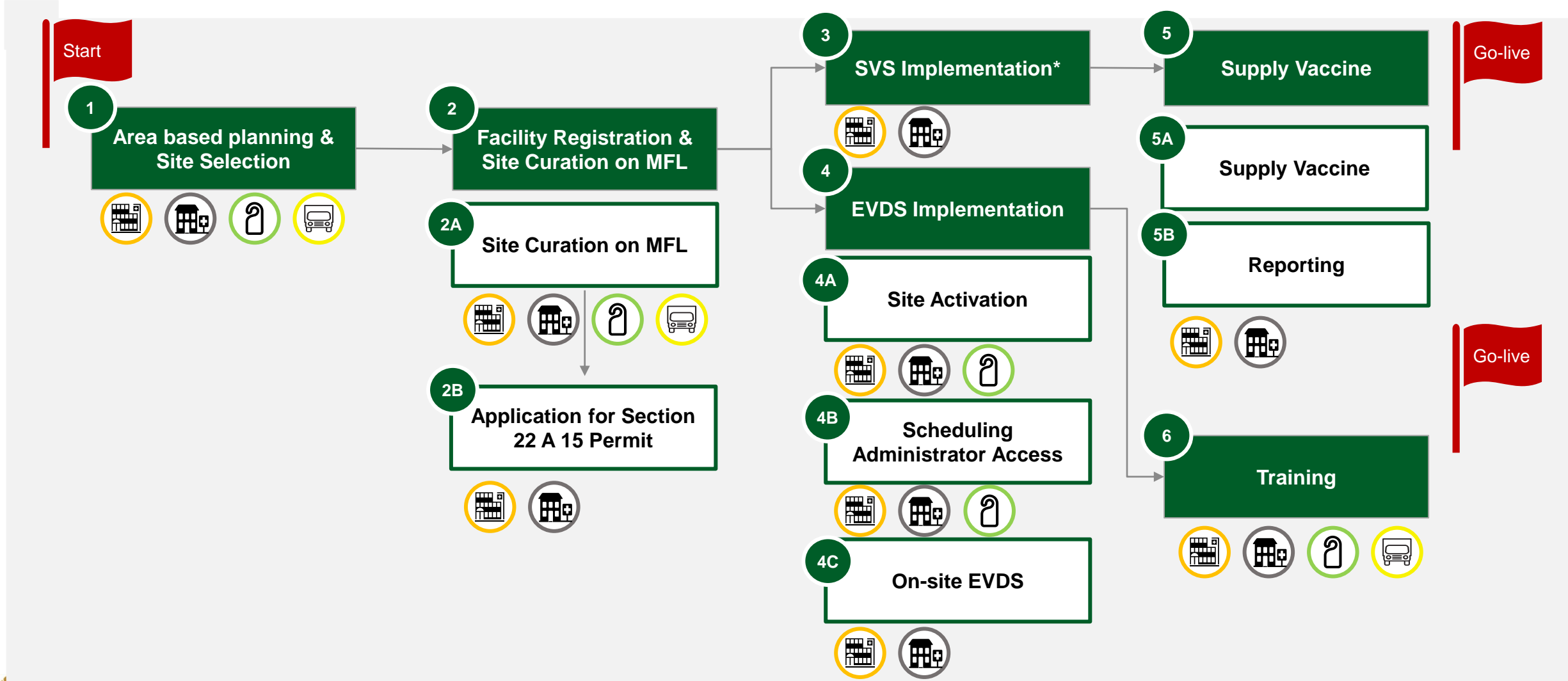


health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

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





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



Note: \* This is required only for sites requiring permits



# Go-live steps required per site

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

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*

Key :



Primary Vaccination site



Fixed Outreach site



Temporary Outreach site



Mobile site

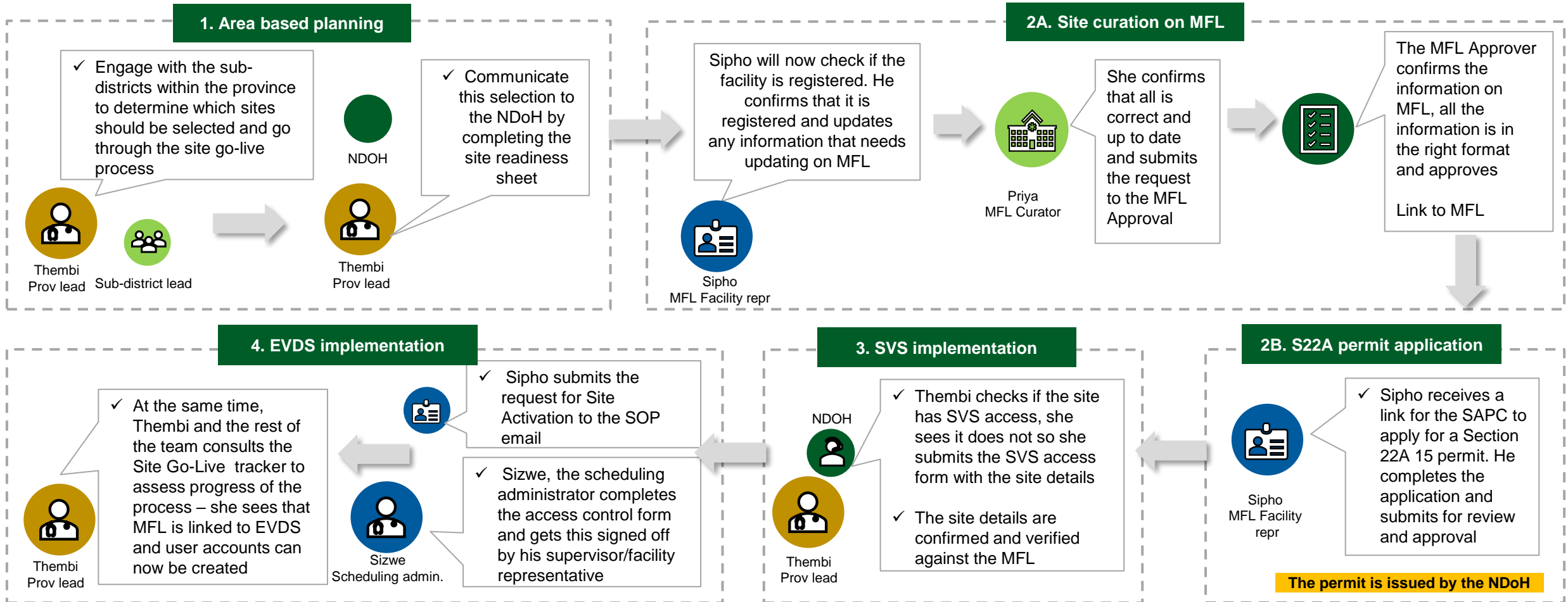
# Information flow – Key submissions along the process

Step	Activity	Role Responsible	Document	Submission Channel	
1. <b>Area Based Planning &amp; Site Selection</b>	1. Submit list of site for go-live	Provincial Lead	NDoH Site Template	Covid 19 Vaccine Roll Out Sharepoint ( <a href="#">link here</a> )	
2. <b>Facility Registration &amp; Site Curation on MFL</b>	A. <i>Site Curation on MFL</i>	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. <a href="mailto:Hissupport@health.gov.za">Hissupport@health.gov.za</a> 2. <a href="mailto:Hissupport@health.gov.za">Hissupport@health.gov.za</a> 3. <a href="http://MFL-Master-Facility-List.csir.co.za">MFL - Master Facility List (csir.co.za)</a>
	B. <i>Application for Section 22 A 15 Permit</i>	1. Complete and submit Section 22 A 15 permit application	MFL Facility Representative	Online application	Link sent via email
3. <b>SVS Implementation</b>	1. Load site details on the SVS system	District Lead	SVS access form	Via email	
4. <b>EVDS Implementation</b>	A. <i>Site Activation</i>	1. Submit list of MFL compliant sites requiring activation	Provincial Lead	SOP 001 form	<a href="mailto:sop@health.gov.za">sop@health.gov.za</a>
	B. <i>Scheduling Administrator Access</i>	1. Submit list of Scheduling Administrators	Provincial Lead	SOP 002 form	<a href="mailto:sop@health.gov.za">sop@health.gov.za</a>
	C. <i>On-Site EVDS</i>	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. <a href="mailto:Hissupport@health.gov.za">Hissupport@health.gov.za</a> 2. Directly to Account Creator
5. <b>Supply of Vaccine</b>	1. Submit purchase order	Provincial Lead	Bulk PO	Via email to ACTA team	
6. <b>Training</b>	1. Send training request	Provincial Lead	Email	<a href="mailto:Training-schedule@health.gov.za">Training-schedule@health.gov.za</a>	

# A practical example: Primary Healthcare Facilities (1 of 2)



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

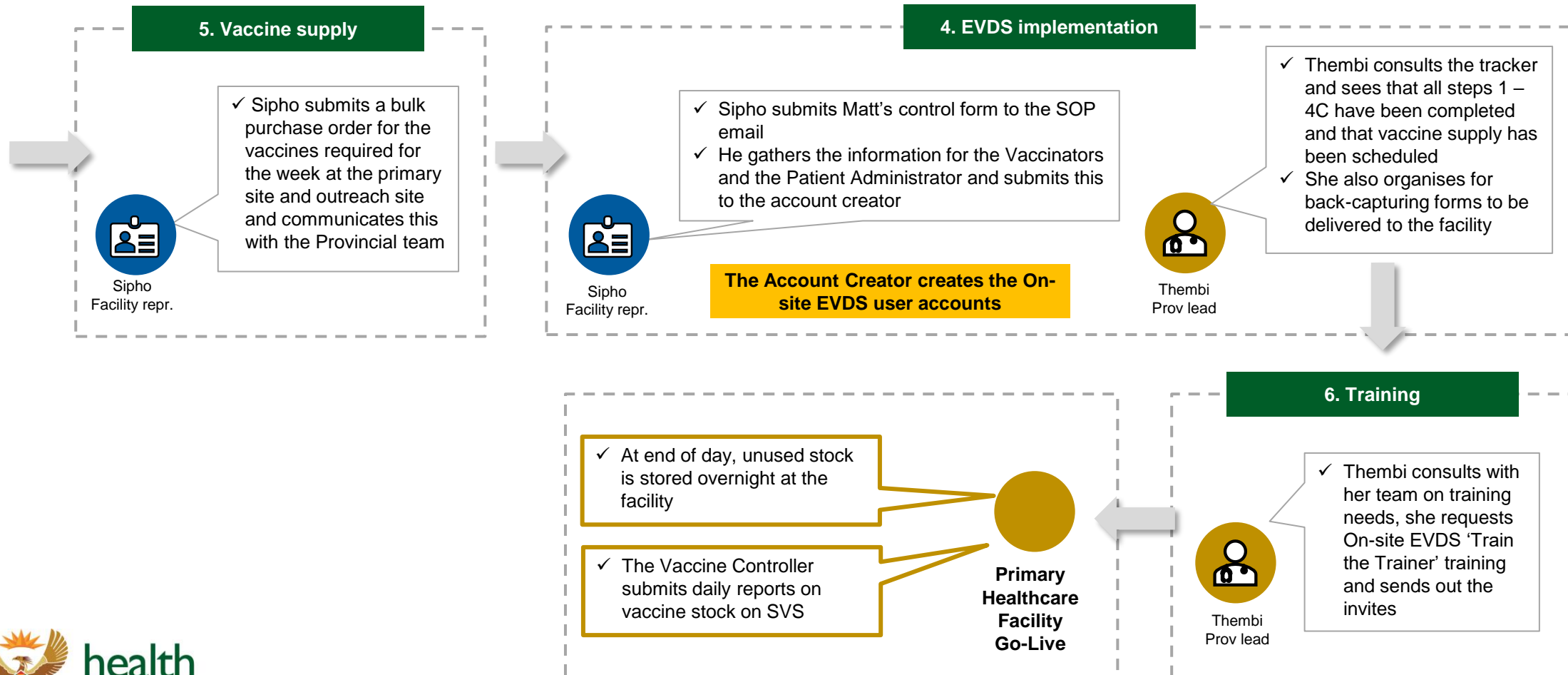


Proceed to Step 5. Vaccine Supply

# A practical example: Primary Healthcare Facilities (2 of 2)



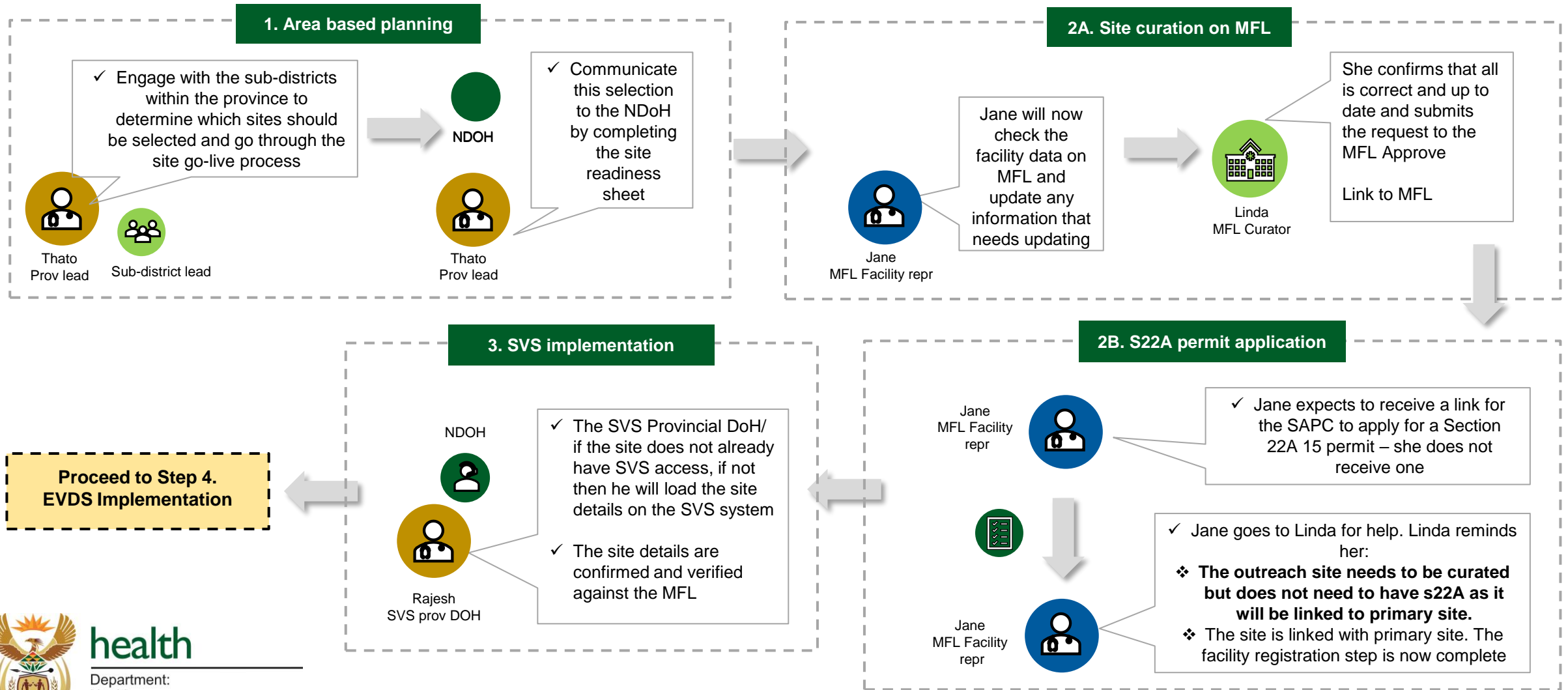
There has been a notice that 600 000 doses of vaccines will arrive, there is a need to select sites and complete the site go-live process to be able to administer these vaccines to the target population



# A practical example: Temporary Outreach facilities (1 of 2)



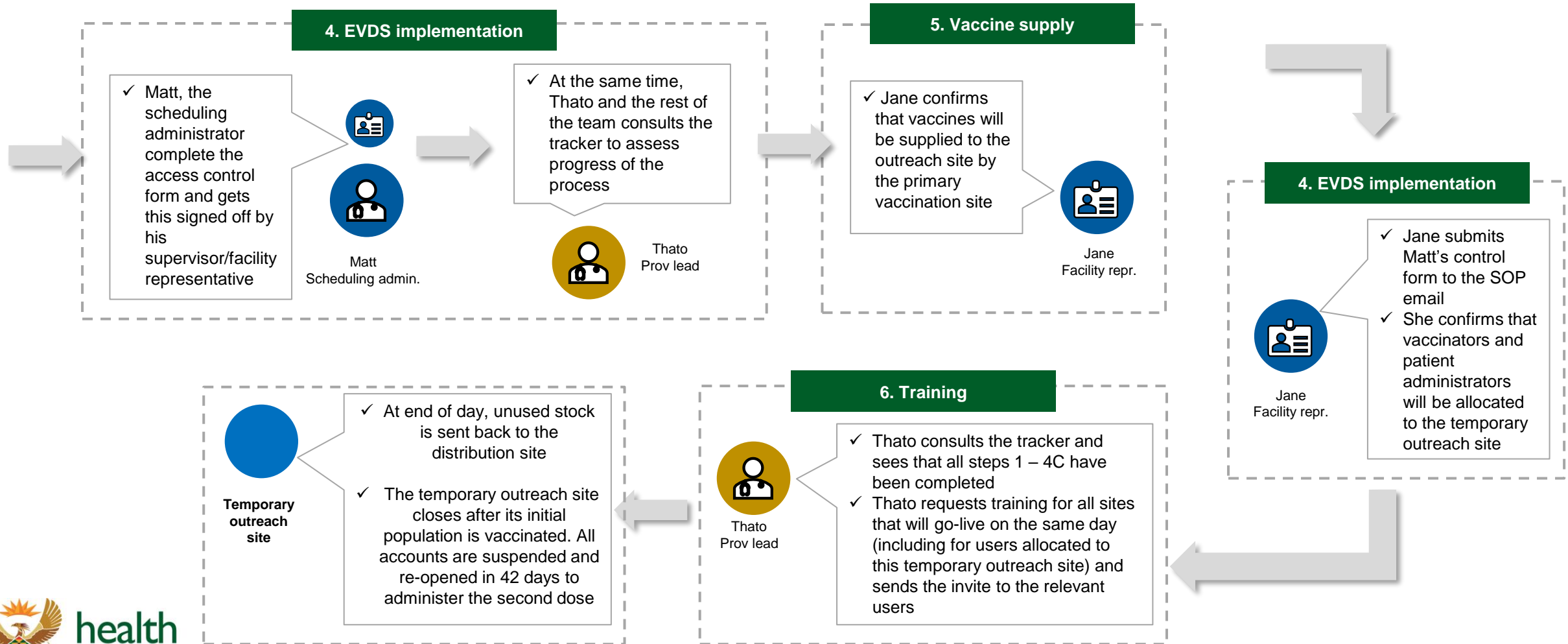
There has been a notice that 480 000 doses of vaccines will arrive, there is a need to select sites and complete the site go-live process to be able to administer these vaccines to the target population



# A practical example: Temporary Outreach facilities (2 of 2)



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



health

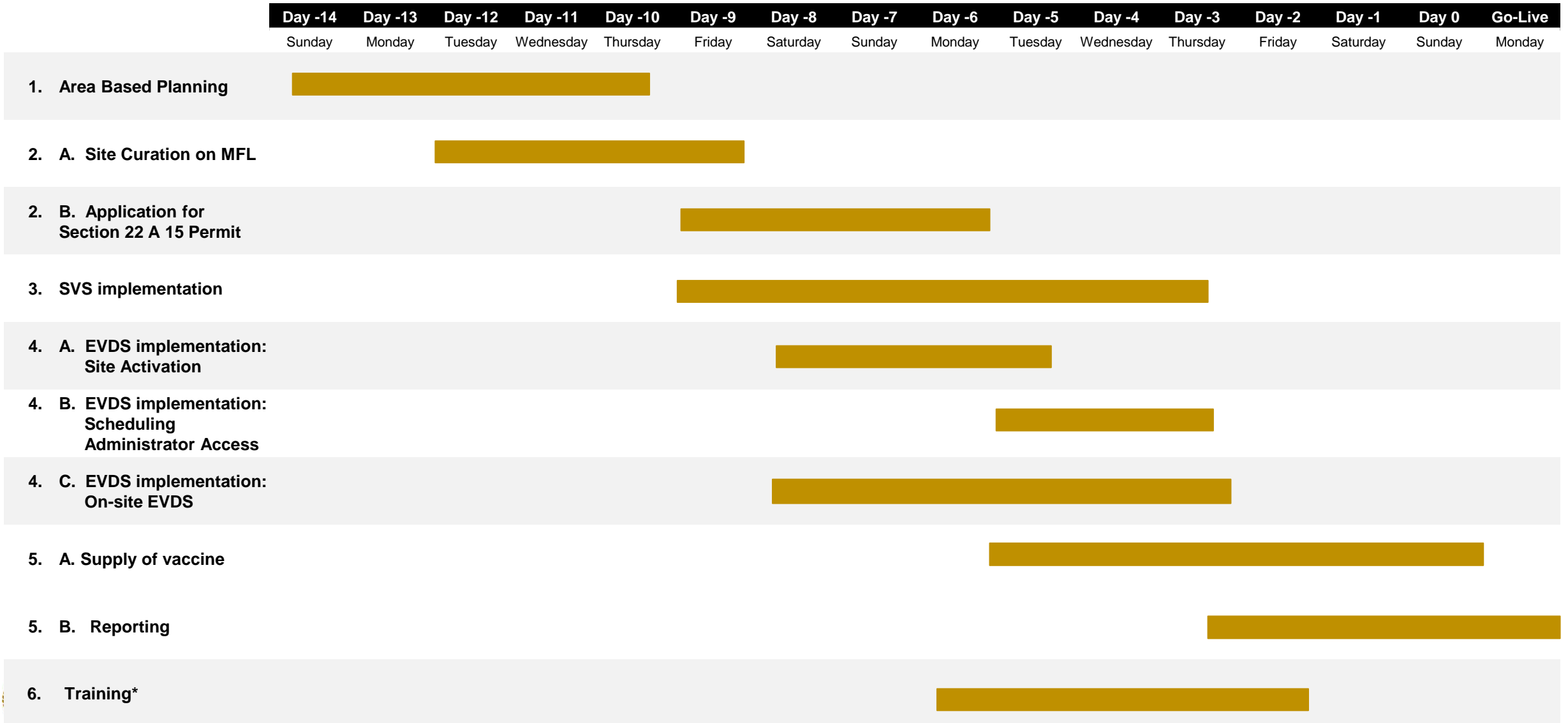
Department:  
Health  
REPUBLIC OF SOUTH AFRICA

# Site Go-Live Timelines

---

14 day time horizon

# Go-live schedule overview





# 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
<b>1. Area Based Planning and Site Selection</b>																
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																
<b>2A. Facility Registration and Site Curation on MFL</b>																
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**

# 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
<b>2B. Application for Section 22 A 15 Permit</b>																
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																
<b>3. SVS Implementation</b>																
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**

# 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
<b>4A. EVDS Implementation: Site Activation</b>																
Link MFL Approved sited to EVDS																
Provinces to indicate catchment site ID per site																
Bulk upload or individual upload for site activation																
<b>4B. EVDS Implementation: Scheduling Administrator Access</b>																
Scheduling administrators confirmed by sites																
Scheduling administrator accounts created																
Scheduling templates setup																
<b>4C. EVDS Implementation: On-site EVDS</b>																
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**

# Go-Live schedule (steps 5 & 6)

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
<b>5. Supply of Vaccine</b>																
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																
<b>6. Training</b>																
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**

# Site Go-live Tracking

---

Tracking sites through the process

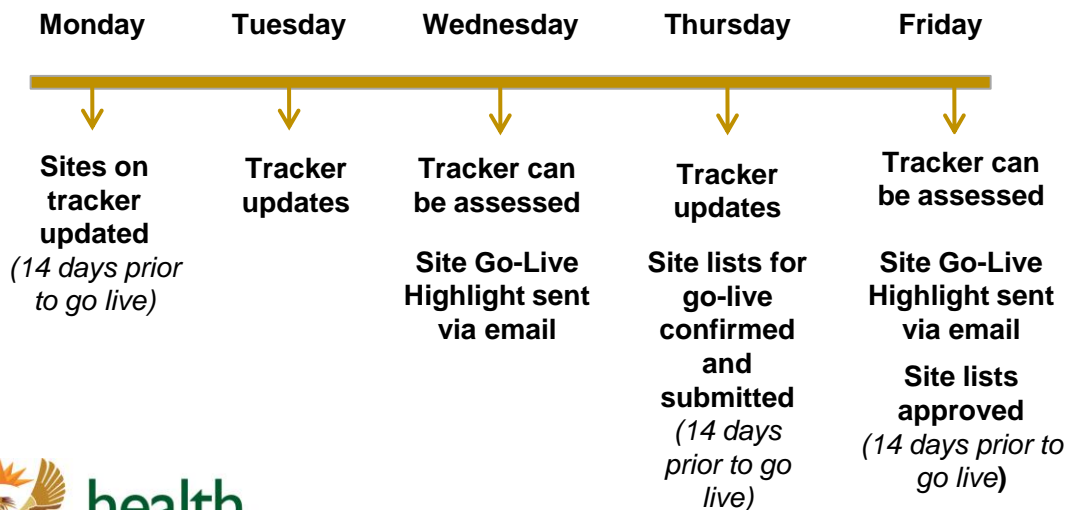
# Site Go-Live Tracker

## 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



**Tracker will be available on the Public Sector sharepoint**



**health**

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

Step	Metric
<b>Site list</b>	Provincial: District, Sub-district, Facility Type of facility
	Estimated go-live date
<b>Site Curation on MFL</b>	MFL ID
	Site Registered on MFL
	Site Curated
	MFL Approval Status
MFL API	
<b>Permit Status</b>	Permit status
<b>Stock Availability</b>	Stock availability for go-live confirmed
	Confirmed delivery date
<b>SVS Implementation</b>	SVS loaded and activated for reporting
<b>EVDS Implementation</b>	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
<b>Training</b>	Scheduling Administrators Trained
	Vaccinator & Patient Administrators Trained

## 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
-  Facility Representative
-  Vaccine Controller
-  Group point of contact



### 5B. Reporting (*Sithembele Jara*)

#### Training (*Harsha Desai*)





-  Provincial Leads




# Roles: Overall

User Profile	Definition
 <p><b>Provincial lead</b></p>	<p>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:</p> <ol style="list-style-type: none"> <li>1. Area based planning – Communication link between sub-district leads and NDOH on the sites identified to go-live</li> <li>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</li> <li>3. MFL - Oversee that sites have applied for and have been issued the Section 22A 15 permit</li> <li>4. EVDS implementation - Request a list of MFL compliant sites to be activated and submit the list of site requiring activation             <ul style="list-style-type: none"> <li>• Identify Scheduling Administrators for access to the system</li> <li>• Collate required user access information and nominate through email submission</li> </ul> </li> <li>5. Training – Identify and manage training requirements</li> <li>6. Vaccine supply - Submit bulk PO for vaccine supply and attend weekly meeting to discuss weekly supply</li> </ol> <p><i>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.</i></p>
 <p><b>Sub-district lead</b></p>	<p>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:</p> <ol style="list-style-type: none"> <li>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</li> </ol>



# Roles: Facility Registration & Site Go-Live on MFL

User Profile	Definition
 <p><b>MFL Facility Representative</b></p>	<p><i>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:</i></p> <ol style="list-style-type: none"> <li>1. Creating requests to add details of a new vaccine site or edit facility data on MFL</li> <li>2. Creating user access requests and require authentication.</li> <li>3. Viewing all facility data.</li> </ol>
 <p><b>MFL Systems Administrator</b></p>	<p><i>Central role at the National Department of Health authenticated to review and approve online requests. Review user access requests. Review external systems requests</i></p> <p>Requires authentication.</p>
 <p><b>MFL Curator</b></p>	<p><i>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:</i></p> <ol style="list-style-type: none"> <li>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</li> </ol>
 <p><b>MFL Approver</b></p>	<p><i>This person is responsible for final approval so that a facility site is registered on the system and is a national system role.</i></p> <ol style="list-style-type: none"> <li>1. Approves user access requests, and facility requests.</li> <li>2. Approves external systems</li> </ol>



# Roles: Application for Section 22 A 15 Permit

User Profile	Definition
 <b>Facility Representative</b>	<p><i>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:</i></p> <ol style="list-style-type: none"><li>1. Completing the application for Section 22A 15 permit by following a link/electronic token that is sent by the SAPC</li><li>2. Ensuring that the application is submitted timeously based on the site go-live process timelines</li></ol>

# Roles: SVS Implementation

User Profile	Definition
 <b>Vaccine Controller</b>	<p><i>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:</i></p> <ol style="list-style-type: none"><li>1. Download SVS COVID-19 app</li><li>2. Upload stock data daily including reporting lost, damaged stock</li></ol>
 <b>SVS Administrator</b>	<p><i>This is an individual who ensure SVS access requests by the facility are checked and access is granted. They are responsible to:</i></p> <ol style="list-style-type: none"><li>1. Check for completion of the SVS access control form</li><li>2. Assesses the access control form and grants access to SVS users</li></ol>

# Roles: EVDS Implementation

User Profile	Definition
 <b>Account Creator</b>	<p><i>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:</i></p> <ol style="list-style-type: none"><li>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.</li><li>2. Assigning a user to one or more organisational units.</li><li>3. Resetting account passwords, deactivate and reactivate accounts.</li><li>4. Registering the facility and vaccine site</li></ol>
 <b>Account Approver</b>	<p><i>An Account Approver is mainly responsible for reviewing, approving and activating user accounts created. They are responsible for:</i></p> <ol style="list-style-type: none"><li>1. Reviewing account request and approve or decline newly created accounts and reset account passwords.</li><li>2. Viewing and finding accounts that need to be activated.</li></ol>



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

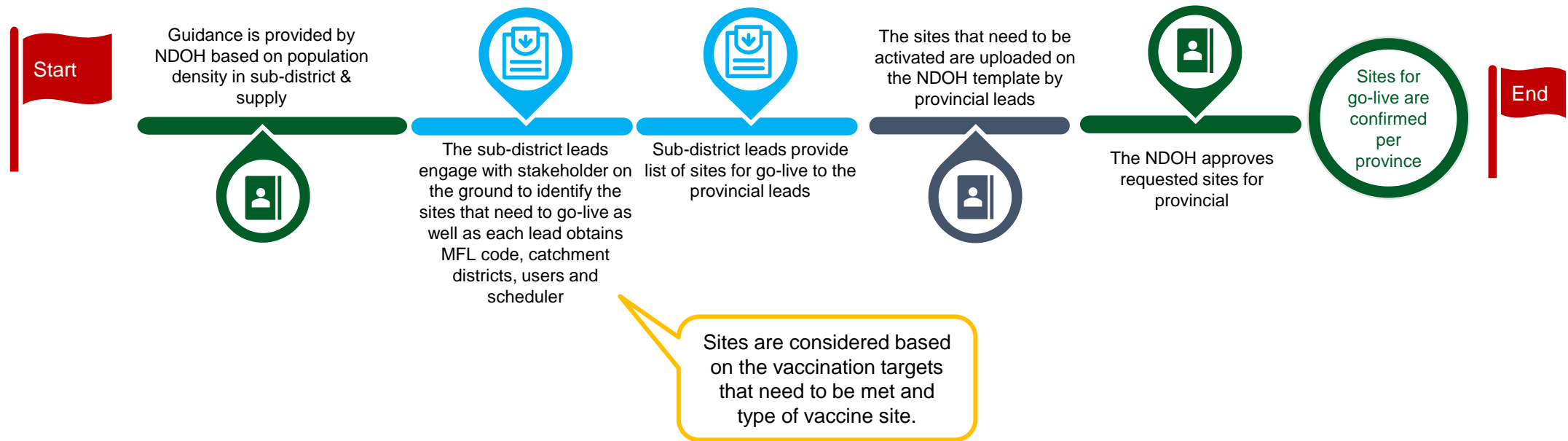
# Step by Step Guide

---

Process & Reference Cards

Key

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



# 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

## 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 <b>(Day -12)</b>	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 <b>(Day -10)</b>	

## Refer to:

- Site addition template

## 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**



# 1 Area-based planning – Reference Card – Sub-district 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?

### Sub-district leads

- 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

## Refer to:

## i Instructions:

### Step by step process

- | Step by step process   | Document |
|--|----------|
| 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)<br><b>(Day -14)</b>       |          |
| 2. Engage with stakeholders on the ground to identify the sites that need to go-live<br><b>(Day -14)</b>   |          |
| 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<br><b>(Day -13)</b> |          |
| 4. Receive feedback from Provincial Leads on sites that have been approved for go-live   |          |



## Submission process/Check List

- 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



Once completed, proceed to...

**Facility registration & MFL activation**



**health**

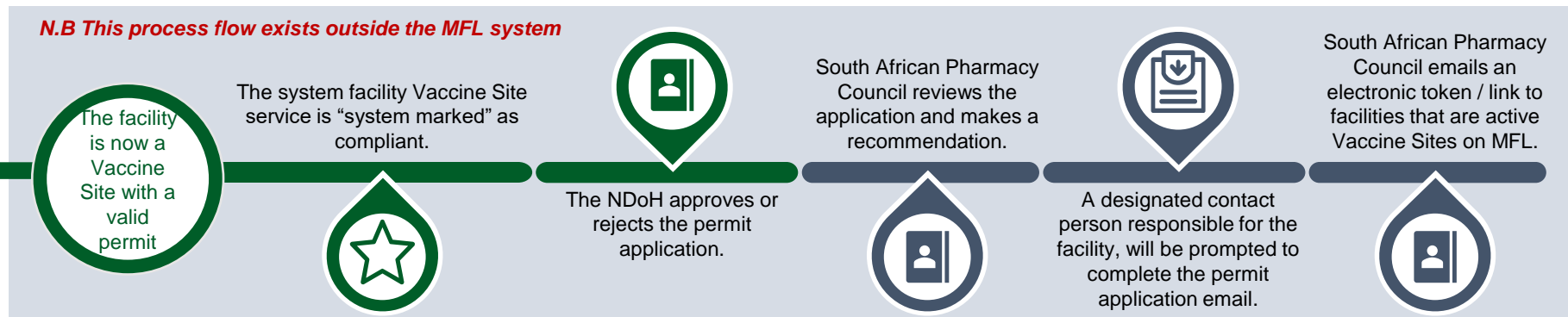
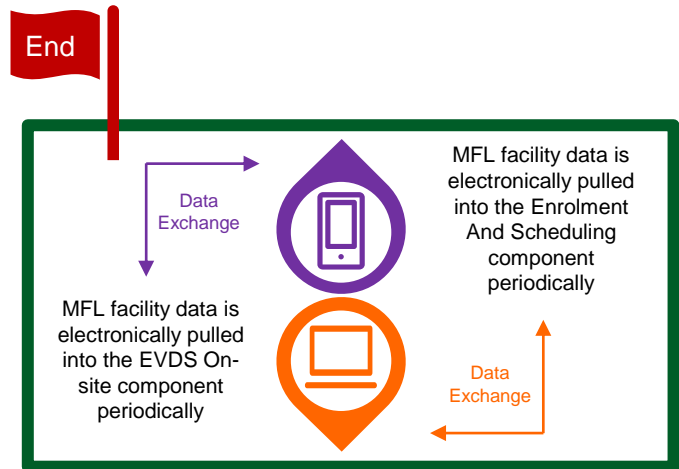
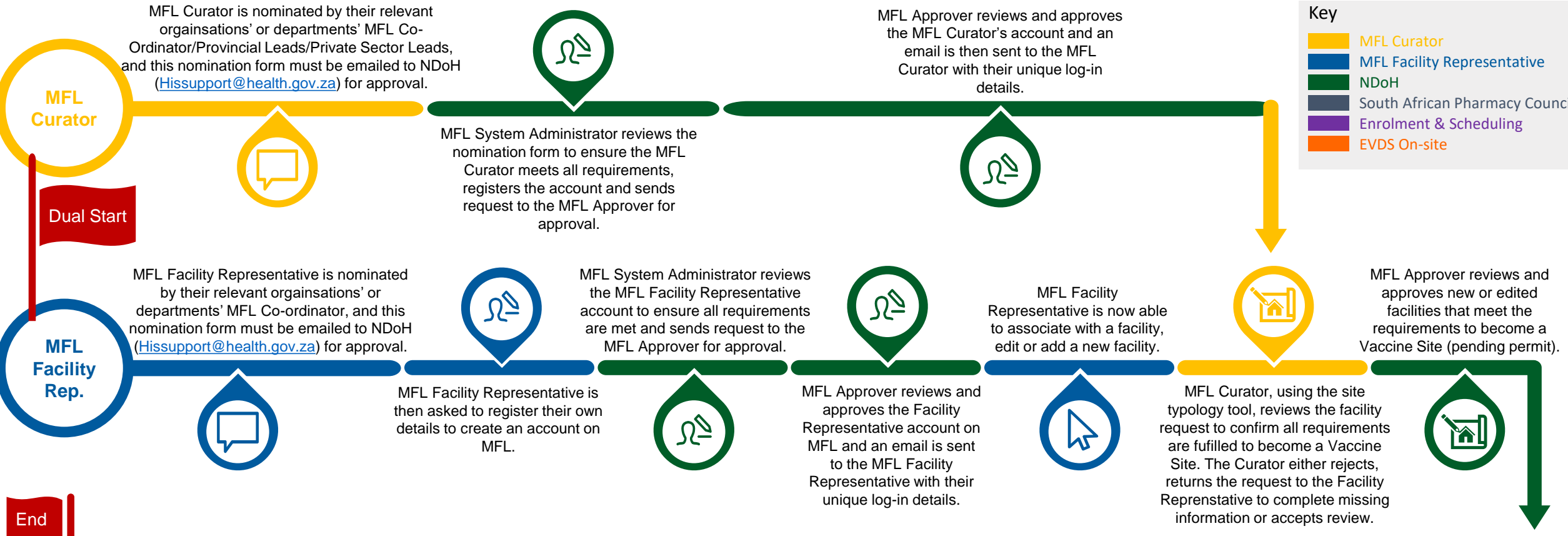
Department:  
Health  
REPUBLIC OF SOUTH AFRICA

# 2A Facility registration and Site Curation on MFL – Process

Day -10 to Day -9

**Key**

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



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

# 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?

**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 <a href="mailto:Hissupport@health.gov.za">Hissupport@health.gov.za</a>	Request form
2. Nominate MFL Facility Representatives by completing a form and sending to <a href="mailto:Hissupport@health.gov.za">Hissupport@health.gov.za</a>	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

# 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 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



**health**

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

# 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 <b>(Day -9)</b>	
3. MFL Curator to either reject request (Facility Representative to make updates) or accept review and submit to MFL Approver <b>(Day -9)</b>	

## Refer to:

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

**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**

## Submission process/Check List

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

## ★ Once completed, proceed to...

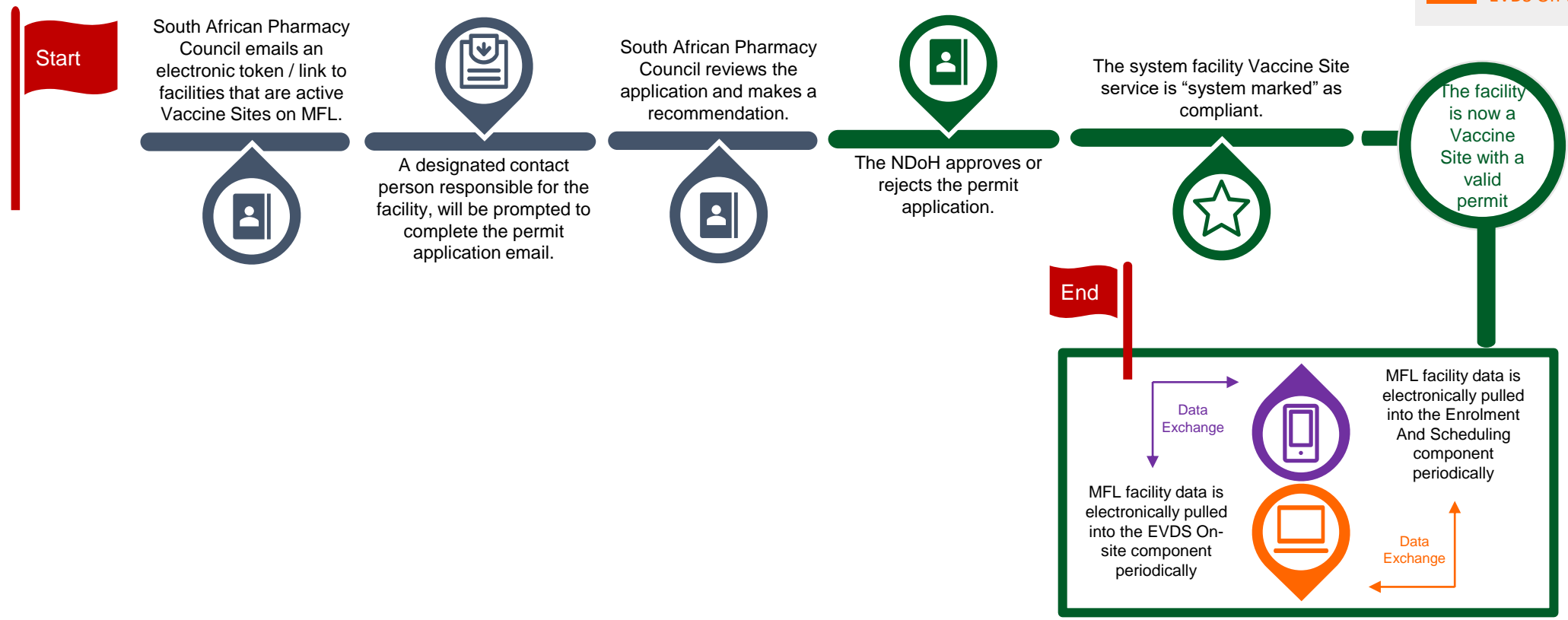
EVDS Implementation  
SVS Loading

# 2B Application for Section 22 A 15 permit – Process

Day -9 to Day -6

**Key**

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



# 2B Application for Section 22 A 15 permit – Reference Card

## ? 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:

## i Instructions:

### Step by step process

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 <b>(Day -8)</b>	Application/Declaration form via PHC
3. Provincial Lead/Sub-District Lead to follow up to ensure Facility Representatives submit permit application <b>(Day -7)</b>	Application/Declaration form via PHC
4. Provincial Lead/Sub-District Lead to track/confirm approvals of permits <b>(Day -6)</b>	

## Submission process/Check List

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

## ★ Once completed, proceed to...

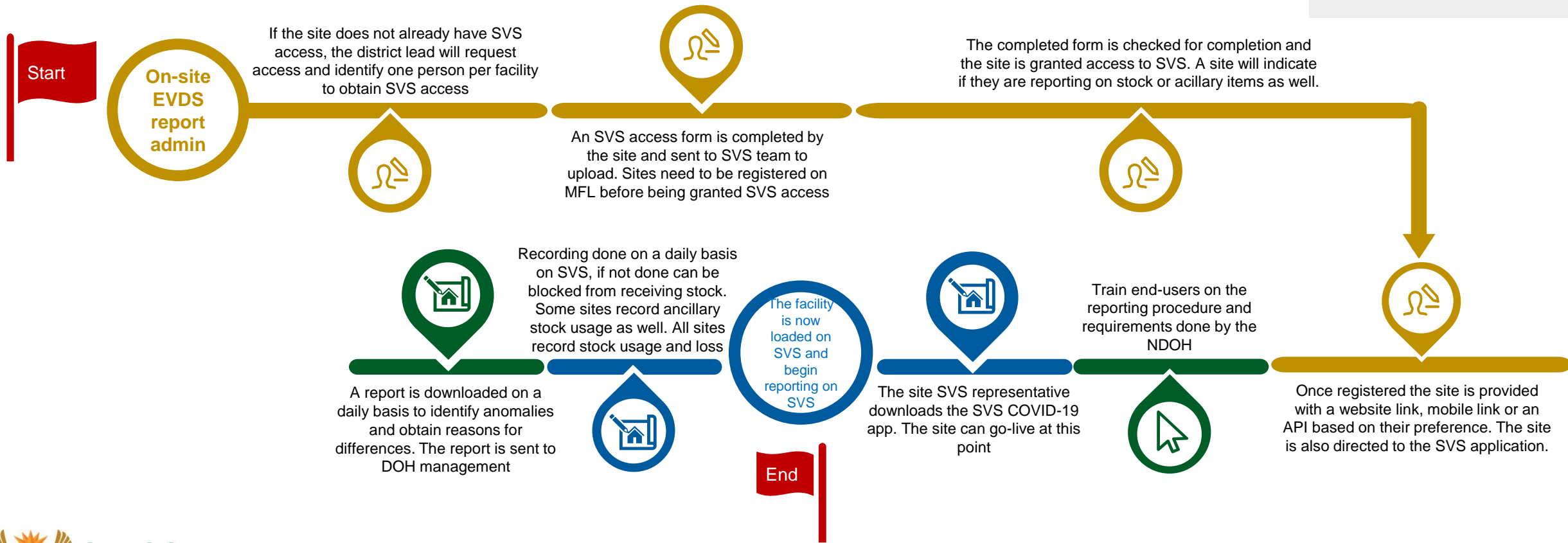
- EVDS Implementation
- SVS Loading

# 3 SVS implementation – Process

Day -9 to Day -3

**Key**

- Provincial lead
- Site SVS representative
- NDOH





# 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?

### Reporting administrator

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



## Instructions:

### Step by step process

- The reporting administrator loads site details (name, address, facility representative, etc.) on the SVS system.  
**(Day -8)**
- 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)**
- Train end-users on the reporting procedure and requirements done by the NDOH  
**(Day -8 or Day -7)**

### Document

SVS access form



## 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)**



**health**

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

# 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



## Instructions:

### Step by step process

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.

### Document



## 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...

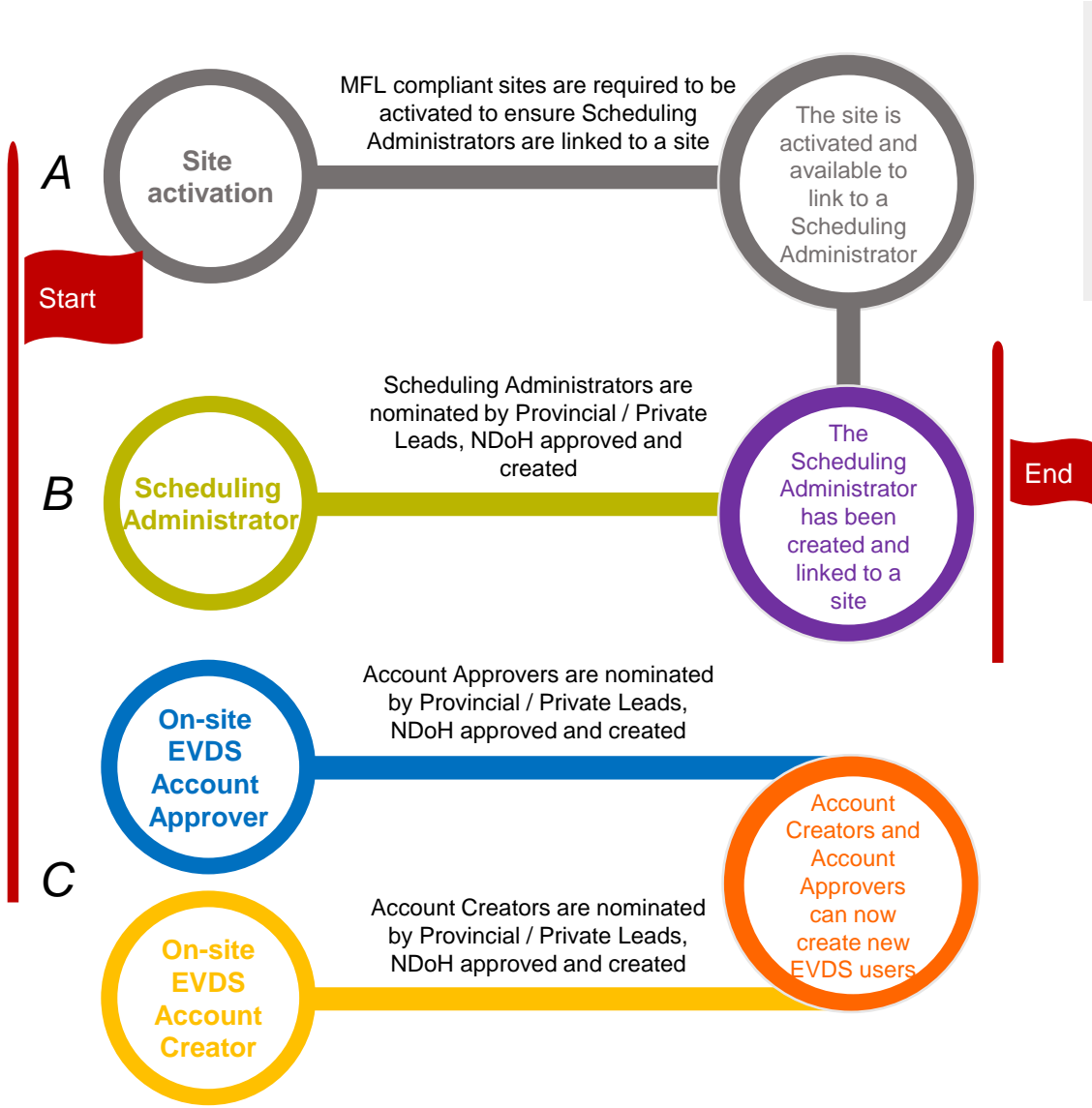
**Supply of vaccine, EVDS implementation (in parallel)**



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

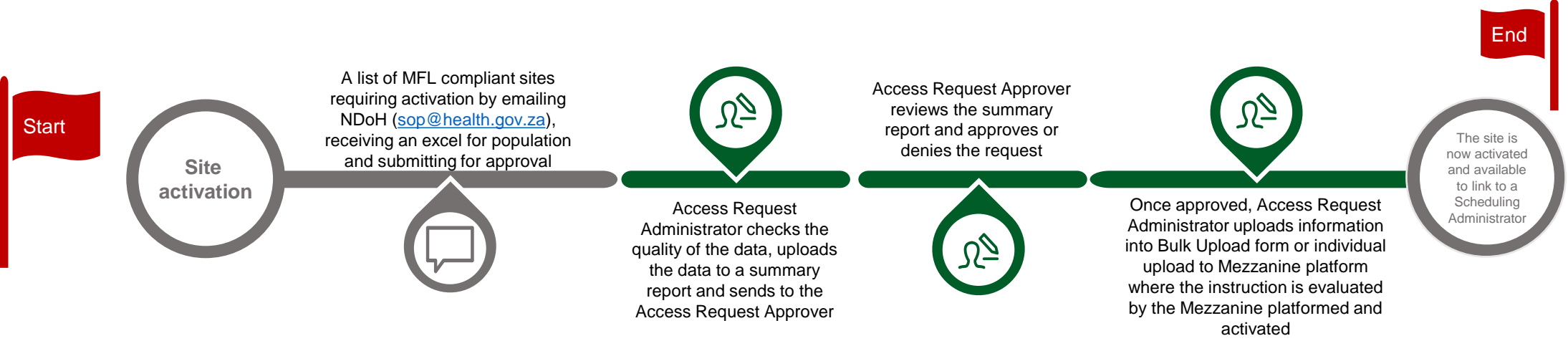
# 4 EVDS implementation – Site activation, scheduling and On-site EVDS



**Key**

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

**Key**  
■ Site Activation  
■ NDoH



# 4A EVDS implementation – Site activation reference card

## ? 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

## i Instructions:

### Step by step process

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](mailto:sop@health.gov.za) using the excel template provided  
**(Day -7)**

### Document

Excel provided by [sop@health.gov.za](mailto:sop@health.gov.za)

## Refer to:

SOP 002



## Submission process/Check List

Activation site excel provided by [sop@health.gov.za](mailto:sop@health.gov.za)



## Once completed, proceed to...

Nominate Scheduling Administrator users

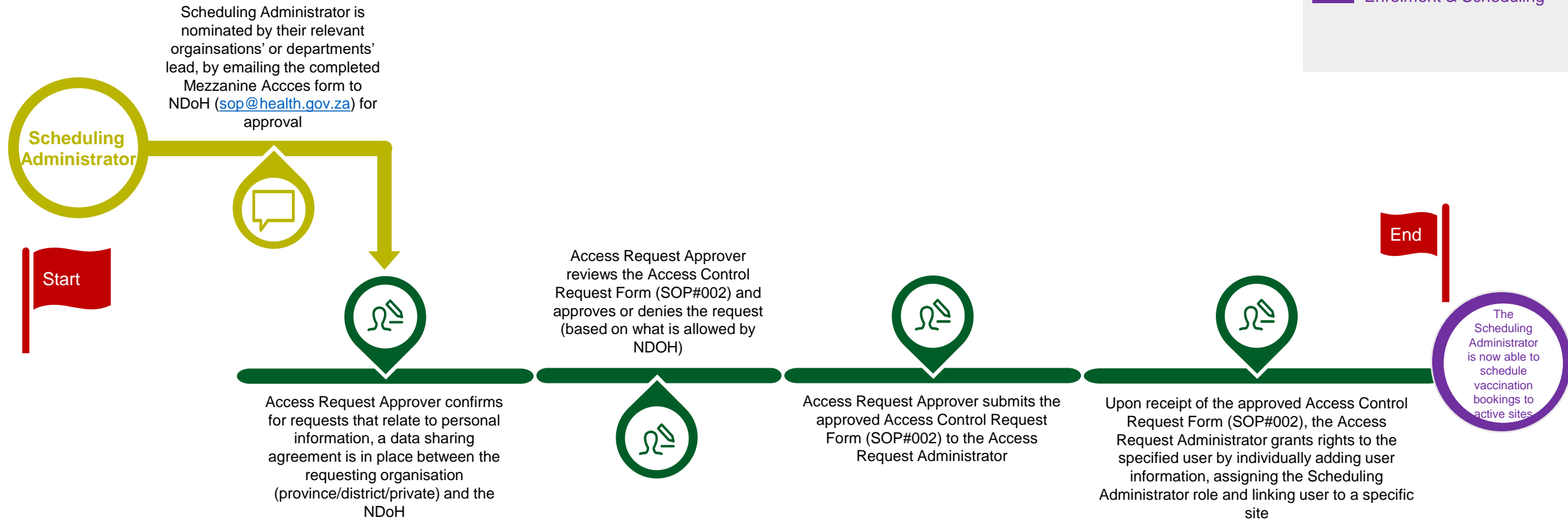


**health**

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

**Key**

- Scheduling Administrator
- NDoH
- Enrolment & Scheduling



# 4B EVDS implementation – Scheduling Administrator access reference card

## ? 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

## i Instructions:

Step by step process	Document
1. Identify the required Scheduling Administrators per site that require access to the system <i>(Day -5)</i>	
2. Provide guidance to Scheduling Administrators on the requirements needed for access requests: <i>(Day -5)</i> <ul style="list-style-type: none"> <li>Complete the access control form, specifying admin function access for scheduling administrator users.</li> <li>Additionally, in this step, the provincial/district/private user specifies the specific reporting requirements needed as below:                             <ul style="list-style-type: none"> <li>Domain (Public or Private Sector)</li> <li>Access to specific platforms (Helium or Tableau)</li> <li>Access to specific report(s) – specify names</li> </ul> </li> </ul>	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 <a href="mailto:sop@health.gov.za">sop@health.gov.za</a> <i>(Day -4)</i>	

## Submission process/Check List

Mezzanine Access Control Form

## ★ Once completed, proceed to...

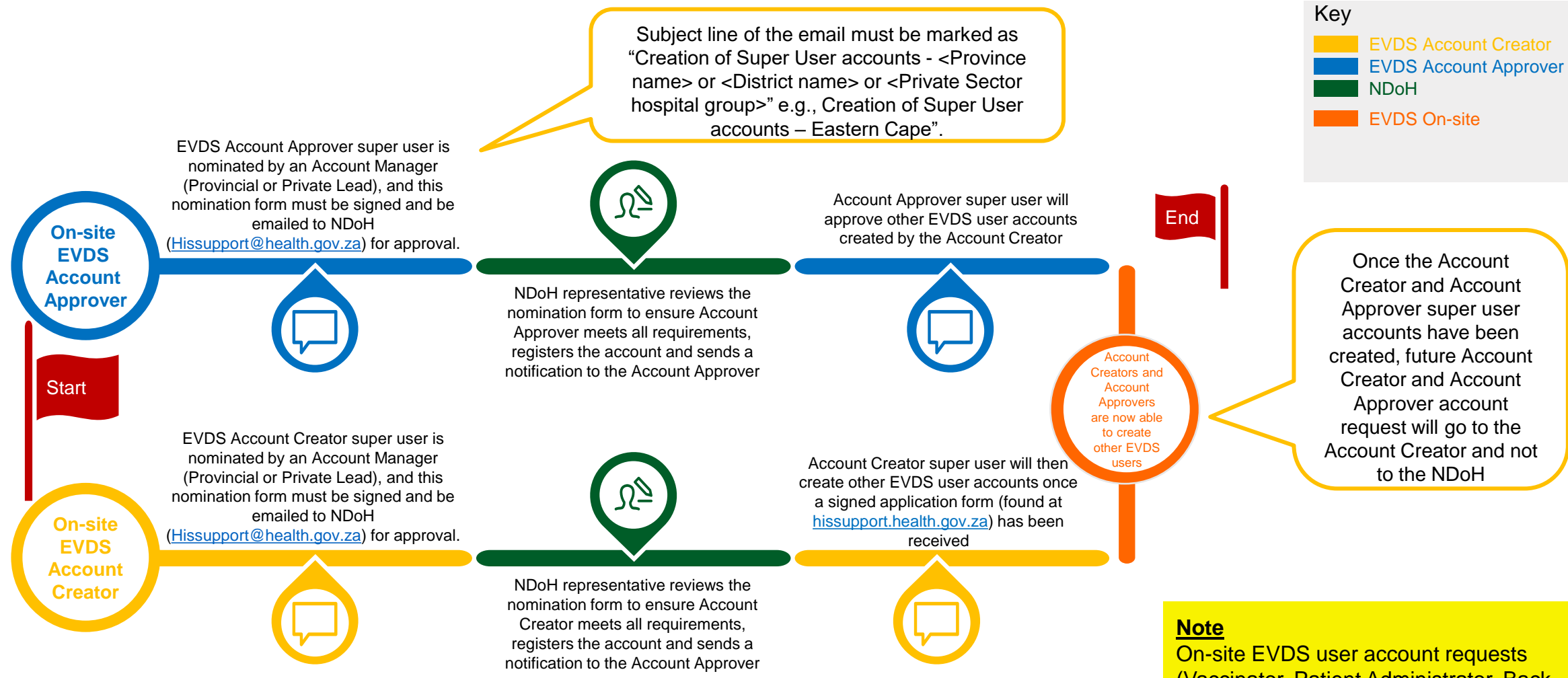
Initiating On-site EVDS super user account creation

# 4C EVDS implementation – On-site EVDS User Access process

Day -8 to Day -3

**Key**

- EVDS Account Creator
- EVDS Account Approver
- NDoH
- EVDS On-site



**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



# 4C EVDS implementation – On-site EVDS User Access process

## ? 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

- Identify first 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)**
- Email the completed and signed EVDS Access Control and ID document to [hissupport@health.gov.za](mailto: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
- 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
- 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

### Document

EVDS Access Control Form  
Certified ID copy  
Letter of accountability

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

# 4C EVDS implementation – On-site EVDS User Access process

## ? 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

- | Step by step process  | Document          |
|---|-------------------|
| 1. Follow the email sent and follow the instructions to activate your account<br><b>(Day -6 and Day -5)</b>   |                   |
| 2. View and/or download the latest EVDS User Manual (pdf) that is available on the On-site EVDS portal<br><b>(Day -6 and Day -5)</b>  |                   |
| 3. Create accounts for on-site EVDS users<br><b>(Day -4)</b>  |                   |
| 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



**health**

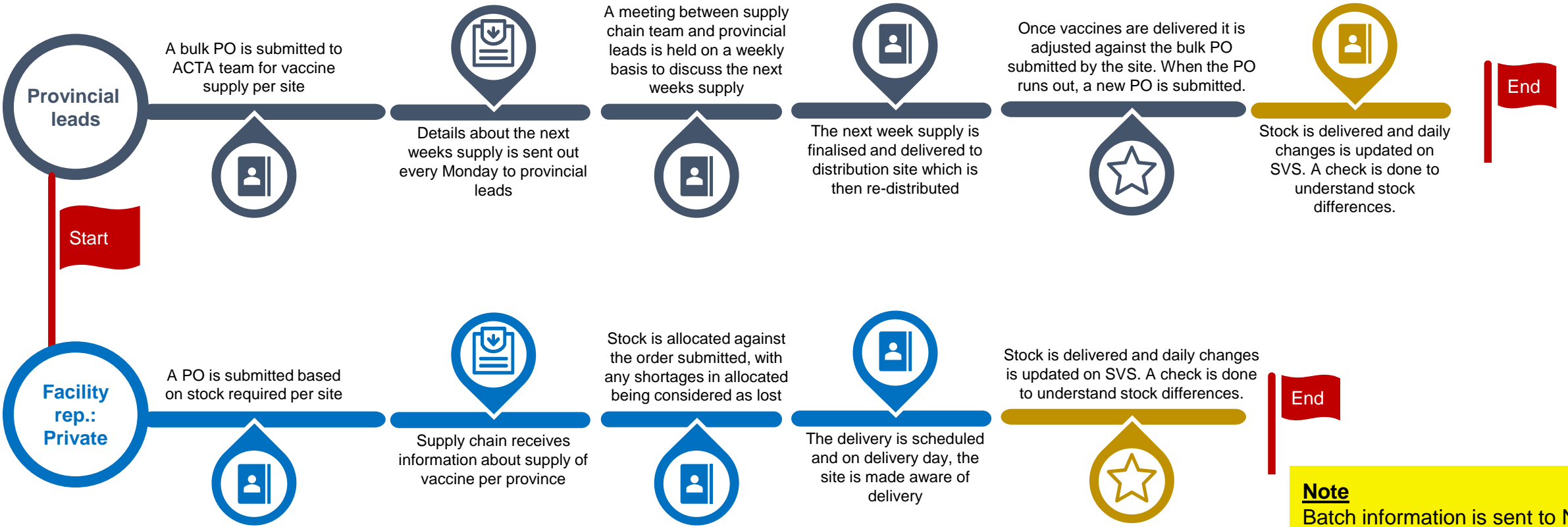
Department:  
Health  
REPUBLIC OF SOUTH AFRICA

# 5 Supply vaccine and reporting – Process

Day -5 to Day -0

**Key**

- Provincial leads
- SVS data uploader
- Facility representative



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

# 5 Supply vaccine and reporting – Reference card – Provincial Lead

## ? 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

## i Instructions:

### Step by step process

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)**
2. Attend weekly meetings to discuss the weekly supply

### Document

Vaccine PO- bulk for provincial and normal for private

## Refer to:

- SVS site addition form

## Submission process/Check List

- Bulk PO is submitted for vaccine order

## ★ Once completed, proceed to...

**Go-Live**

# 5 Supply vaccine and reporting – Reference card – Facility Representative

## ? 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

1. A PO is completed and submitted by the facility representative detailing the site information, number of vaccines required for time period.  
**(Day -4)**
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.

### Document

Vaccine PO

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**



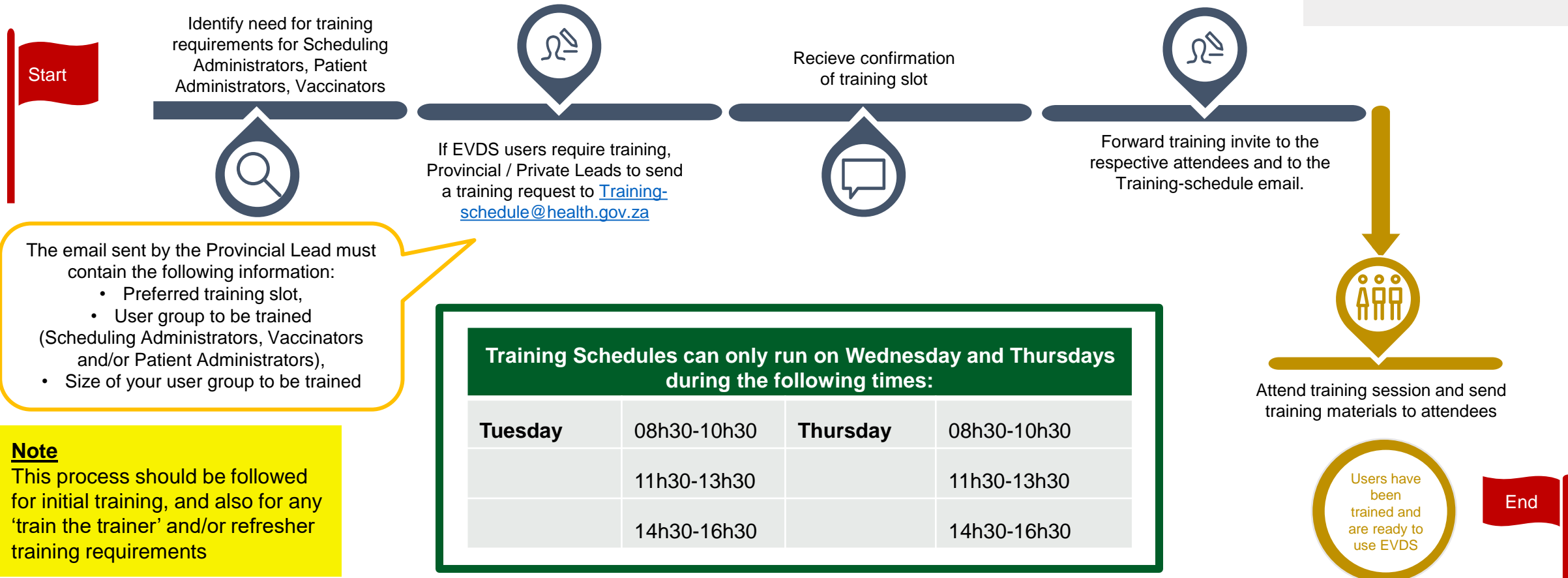
**health**

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

# 6 EVDS User Training process

Day -6 to Day -2

Key  
 EVDS User  
 Provincial/Private Lead



# 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](mailto: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	Thursday
08h30-10h30	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](mailto:hissupport@health.gov.za)

**Site activation & Scheduling Administrator Access Support**

[sop@health.gov.za](mailto:sop@health.gov.za)

**Section 22 A 15 Permit Support**

[ndohpermit@health.gov.za](mailto:ndohpermit@health.gov.za)

**Training requests (Scheduling Administrators, Vaccinators, Patient Administrators)**

[training-schedule@health.gov.za](mailto: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](mailto: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>



**health**

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

# 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 <a href="mailto:Gaurang.Tanna@health.gov.za">Gaurang.Tanna@health.gov.za</a>	<p><b>2A</b> Petro Rousseau <a href="mailto:Petro.Rousseau@health.gov.za">Petro.Rousseau@health.gov.za</a></p> <p><b>2B</b> Marione Schonfeldt <a href="mailto:Marione.Schonfeldt@health.gov.za">Marione.Schonfeldt@health.gov.za</a></p>	Sitembele Jara <a href="mailto:Sitembele.Jara@health.gov.za">Sitembele.Jara@health.gov.za</a>	<p><b>4A and 4B</b> Kevin Naicker <a href="mailto:Kevin.Naicker@health.gov.za">Kevin.Naicker@health.gov.za</a></p> <p>Cyprian Lucas <a href="mailto:Cyprian.Lucas@health.gov.za">Cyprian.Lucas@health.gov.za</a></p> <p><b>4C</b> Pierre Fabe <a href="mailto:Pierre.Fabe@health.gov.za">Pierre.Fabe@health.gov.za</a></p>	Rob Botha <a href="mailto:rob.botha@za-scta.com">rob.botha@za-scta.com</a>	Harsha Desai <a href="mailto:Training-schedule@health.gov.za">Training-schedule@health.gov.za</a>



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA