



**Immunization  
Branch**



# **My Turn Onboarding Guide**

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*Click each topic to learn more.*

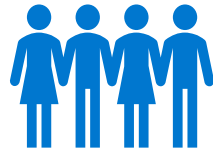
# My Turn Overview



## myCAvax

Providers / LHJs can...

- Enroll organizations and locations
- Request vaccine
- Utilize Vaccine Marketplace and Provider Location to transfer vaccines
- Manage inventory
- See dose allocations
- View reports



## My Turn Public

Patients can...

- Confirm vaccine eligibility
- Find providers in specific programs (VFC, VFA, 317, SGF)
- Schedule/Cancel vaccine appointments
- Receive email / SMS appointment reminders



## My Turn Clinic

Providers / LHJs can...

- Full Clinic Management
- Manage appointments and patient information
- Manage vaccine supply / Inventory
- Register walk-ins
- Report doses to IIS (CAIR/RIDE)



## CAIR Quick Entry

Providers / LHJs can...

- Submit records directly to doses to IIS (CAIR/RIDE)
- No clinic setup or maintenance
- Run reports and extract patient data
- CSV Template for off-line use
- Edit/update/cancel records

# My Turn Public Features

My Turn is a platform that connects individuals / patients with tools and resources to receive vaccination and provides Clinic Managers (CMs) and Vaccine Administrators (VAs) the tools to manage vaccination clinics.



## GENERAL FEATURES

### My Turn Public offers...

- Ability to search for local immunization providers using an electronic map
- Ability to utilize a clinic specific link for direct clinic scheduling and access
- Comprehensive search and filter system for vaccines, age range, insurance type
- Multi-vaccination Support for a single appointment
- Testing location search and testing resources



## ADDITIONAL FEATURES

### My Turn Public offers...

- External pharmacy resources and links
- Comprehensive vaccine focused Frequently asked questions (FAQs) page
- Multi Language support
- Vaccine eligibility by age chart
- Direct link to My DVR

# My Turn Clinic Features

My Turn is a platform that gives Local Health Jurisdictions (LHJs) and providers an all-in-one application for public eligibility, patient scheduling, clinic management, dose administration and reporting, and walk-in registration for vaccine clinics.



## TYPES OF CLINICS

- **Scheduled or Walk-In**
  - Fully closed for clinic's use or
  - Public clinic visible to general population
- **Coded**
  - Visible on My Turn only to patients with an individual code or master code
- **Mobile**
  - Visible or hidden to public on My Turn; operates out of transportation vehicle
- **School Vaccination**
  - Can be coded for direct access
- **Geofenced**
  - Visible only to patients within the same county



## GENERAL FEATURES

### My Turn offers...

- Comprehensive Knowledge Center
- Automatic dose reporting to CAIR2 / RIDE
- A Virtual Assistant, including SMS and email notifications and appointment reminders
- Appointment management
  - Bulk upload, cancel, and reschedule appointments
- Provider Call Center for support



## REPORTING

Clinic Managers can run and export:

- Clinic reports
- Appointment reports
- Patient reports
- Vaccines administered report
- Clinic capacity report



# CAIR Quick Entry Features

My Turn now supports direct submission of vaccine records to CAIR2 through a feature called CAIR Quick Entry (CQE). Providers who enroll in My Turn will automatically receive CAIR Quick Entry access. This tool gives providers the same functionality they are used to in Mass Vax with improvements to efficiency and in the future additional vaccine support



## GENERAL FEATURES

### CQE offers...

- Direct quick entry form to report vaccinations to the Immunization Registries (CAIR/RIDE)
- Single, bulk, and batch record uploads to CAIR2
- Ability to edit/cancel records post-submission



## ADDITIONAL FEATURES

### CQE offers...

- Offline CSV template
- Reporting for entire Location
- Supports all active CAIR2 vaccines
- Replaces CAIR2 Mass Vax tool

# Enrolling in My Turn

## Do you have a myCAvax account?

### YES!

If your location is **already participating** in one of these programs (VFC, VFA, LDH 317, BAP, SGF), follow these steps:

1. Log in to myCAvax using your usual credentials.
2. Select the 'My Turn Enrollment' tab next to the 'Enrollment' tab to view the 'My Turn - Enrollment' page.
3. On the 'My Turn - Enrollment' page, select the 'Enroll Location' button. The page redirects to the 'Step 1 - Required Training' page to begin My Turn enrollment.

### NOT YET?

1. Visit [mycavax.cdph.ca.gov](https://mycavax.cdph.ca.gov).
2. Select the 'My Turn' tab next to the 'Home' tab to view the 'My Turn' landing page.
3. On the 'My Turn' landing page, select either the 'Enroll your organization' or 'Enroll Now' button. Begin enrolling in My Turn on the 'Step 1 - Create an Account' page.

For more information, view the '[Enrolling in My Turn](#)' job aid on EZIZ.



# My Turn Functionalities:



Types of Clinics and Users



User Profiles and Access





# User Profiles – Access



My Turn has two user types: **Clinic Manager (CM)** and **Vaccine Administrator (VA) / Vaccine Administrator Assistant (VAA)**.

Clinic Managers have the broadest level of access and manage clinic operations, such as clinic creation and vaccine management.

Vaccine Administrators perform tasks related to the patient's visit to a clinic, such as adding a walk-in patient and administering the vaccine. VA Assistants can perform all vaccine administrator capabilities except for capturing patient vaccination details.

Access Type	Clinic Manager	Vaccine Administrator	VA Assistant
View all Clinics (within the associated provider account(s))	✓	-	-
View all Appointments	✓	✓	✓
Check-in a Registered Patient	✓	✓	✓
Add a Walk-in Patient	✓	✓	✓
Edit Patient Details (screening questions, health insurance, etc.)	✓	✓	✓
Edit Vaccine Administration Data	✓	✓	-
Document Adverse Reactions	✓	✓	✓
Add / Cancel Appointments in Bulk	✓	✓	✓
View Clinic Dashboard	✓	✓	✓
View and Export Reports	✓	-	-
Create Clinics	✓	-	-
Edit Clinic Hours and Availability	✓	-	-
Add New Vaccine Supply	✓	-	-
Edit Existing Vaccine Supply	✓	-	-
Manager Users	✓	-	-
Enroll New Locations	✓	-	-
Submit Vaccine Records to CAIR	✓	✓	-

# My Turn Clinic Types (1 of 2)

Clinic Type	Description	Create This Clinic Type To...
<b>Scheduled Clinic</b>	<p>A <b>scheduled clinic</b> is the standard clinic in My Turn.</p> <ul style="list-style-type: none"><li>Patients can schedule an appointment via <a href="https://myturn.ca.gov">MyTurn.ca.gov</a>.</li><li>Walk-in appointments can still be accepted, if desired by clinic staff.</li></ul>	<ul style="list-style-type: none"><li>Repeat clinics being held continuously</li><li>Support a large vaccination site</li><li>Offer vaccines to the general public</li></ul>
<b>Walk-In Clinic</b>	<p>A <b>walk-in clinic</b> allows Clinic Managers (CMs) and Vaccine Administrators (VAs) to register patients on-site, no appointment needed.</p> <ul style="list-style-type: none"><li>Walk-in clinics are added to <a href="https://myturn.ca.gov">MyTurn.ca.gov</a> automatically if indicated in My Turn Clinic.</li></ul>	<ul style="list-style-type: none"><li>Drive clinic traffic</li><li>Offer a last-minute clinic</li><li>Administer extra / unused vaccine doses at end of day</li><li>Be an alternative to coded clinics</li></ul>
<b>Coded Clinic</b>	<p>A <b>coded clinic</b> allows patients to schedule an appointment on <a href="https://myturn.ca.gov">MyTurn.ca.gov</a> if given an access code.</p> <ul style="list-style-type: none"><li>Codes can be single-use or multi-use codes (used to book multiple appointments).</li><li>Clinics / providers must give the single-use or multi-use codes to their target population.</li></ul>	<ul style="list-style-type: none"><li>Target a specific subset of the population, such as vulnerable, hard-to-reach populations</li><li>Target only existing patients in the provider network</li></ul>

# My Turn Clinic Types (2 of 2)

Clinic Type	Description	Create This Clinic Type To...
<b>Mobile Clinic</b>	<p>A <b>mobile clinic</b> operates out of a transportation vehicle and can move to service multiple locations.</p> <ul style="list-style-type: none"><li>The clinic will be visible for appointment scheduling on <a href="https://myturn.ca.gov">MyTurn.ca.gov</a>, or it can be hidden.</li></ul>	<ul style="list-style-type: none"><li>Provide vaccinations to areas with low clinic coverage</li><li>Vaccinate homebound patients</li></ul>
<b>School Clinic</b>	<p>A <b>school clinic</b> is a school-located vaccination event.</p>	<ul style="list-style-type: none"><li>Make vaccination accessible for children</li><li>Vaccinate large numbers of students in a short time frame in a similar environment</li><li>Increase coverage of school-required immunizations and keep students up to date on all recommended vaccines</li></ul>
<b>Geofenced Clinic</b>	<p>A <b>geofenced clinic</b> prevents patients from outside the LHJ / provider's county from viewing and scheduling appointments at the clinic location.</p>	<ul style="list-style-type: none"><li>Target patients who live in the Location Pool (County) tied to the clinic</li></ul>

# Recommended My Turn Clinic Options for Schools Administering Flu Vaccine

## Coded Clinic w/QR Codes

Schools can issue unique QR codes to parent / guardians so they may register their student on My Turn.

### Benefits:

- Families can easily find the school's clinic on My Turn and self-register their child in advance.
- School staff can save time by having families pre-register students and quickly check-in students on clinic day.

### Considerations:

- Some families may lack computer access to register on My Turn. If so, the parent / guardian may attempt to register in-person (availability may be limited).

## Closed Walk-In Clinic

Schools can hold closed walk-in clinics, and staff will register students.

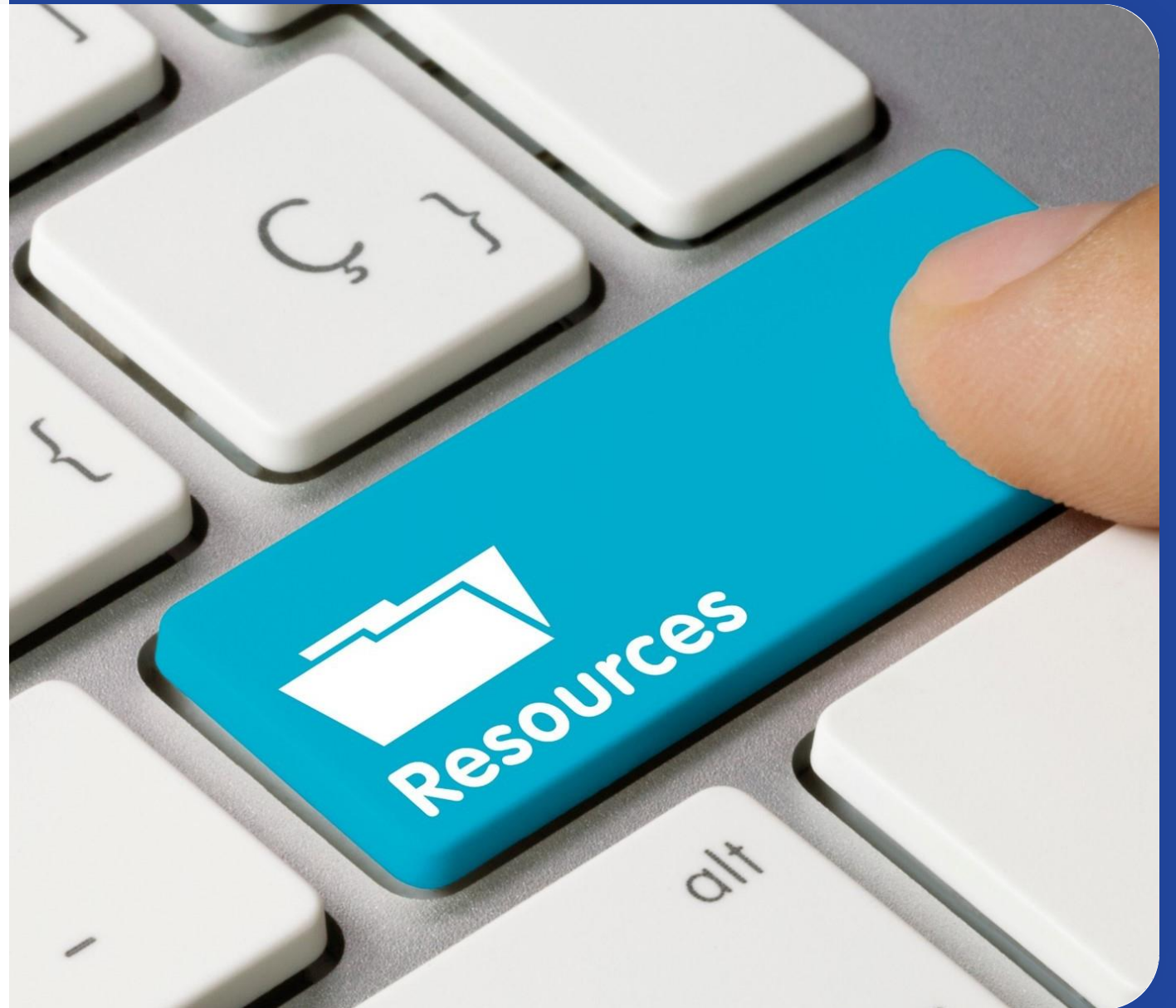
### Benefits:

- Families do not need to register their students on My Turn.
- School staff can pre-register all students in advance via an excel spreadsheet.

### Considerations:

- Staff may require additional time to register students on-site or before clinic day.

# Support Resources





# Support Resources for My Turn

My Turn Support Resources	
<b>My Turn Onboarding, Training, and General Questions</b>	<p>For all things My Turn, visit the Knowledge Center once logged into My Turn Clinic.</p> <p>For questions and support regarding onboarding documents, process, and general readiness for launch: <a href="mailto:MyTurn.Clinic.HD@cdph.ca.gov">MyTurn.Clinic.HD@cdph.ca.gov</a></p>
<b>My Turn Clinic Staff Help Desk (Clinic Staff Only)</b>	<p>Contact if you have My Turn technical system inquiries</p> <ul style="list-style-type: none"><li>• <b>Email:</b> <a href="mailto:MyTurn.Clinic.HD@cdph.ca.gov">MyTurn.Clinic.HD@cdph.ca.gov</a></li><li>• <b>Phone:</b> 1 (833) 502-1245</li><li>• <b>Hours:</b> Monday – Friday 8 AM – 5 PM PT</li></ul>

Additional Support Resources	
<b>Call Center for Providers</b>	<p>Dedicated to addressing questions about program requirements, enrollment, and vaccine distribution</p> <ul style="list-style-type: none"><li>• <b>Phone:</b> 1 (833) 502-1245 (Monday – Friday 8 AM – 5 PM PT)</li><li>• <b>Email:</b> <a href="mailto:providercallcenter@cdph.ca.gov">providercallcenter@cdph.ca.gov</a></li></ul>
<b>Technical Issues with myCAvax</b>	<p>Contact if you have myCAvax technical system inquiries</p> <ul style="list-style-type: none"><li>• <b>Phone:</b> 1 (833) 502-1245</li><li>• <b>Email:</b> <a href="mailto:myCAvax.HD@cdph.ca.gov">myCAvax.HD@cdph.ca.gov</a></li><li>• <b>Hours:</b> Monday – Friday 8 AM – 5 PM PT</li></ul>

# Support Resources for Flu

General Flu Resources	
<b>CDC Guidance for the Flu Season</b>	For CDC issued guidelines related to the flu: <a href="https://www.cdc.gov/flu/index.htm">https://www.cdc.gov/flu/index.htm</a>
<b>Flu Resources</b>	To find a one-stop shop for immunization training and resources related to the flu, visit the Knowledge Center in My Turn Clinic.
<b>Shots for Schools</b>	This resource contains information about immunizations required for school entry in California: <a href="https://www.shotsforschool.org/">https://www.shotsforschool.org/</a>
Immunization Registries	
<b>CAIR (California Immunization Registry)</b>	The main immunization registry organization for most counties across the state of California: <a href="http://enroll.cairweb.org">http://enroll.cairweb.org</a>
<b>Healthy Futures / RIDE (Regional Immunization Data Exchange)</b>	The immunization registry serving the following counties across the state of California (Alpine, Amador, Calaveras, Mariposa, Merced, San Joaquin, Stanislaus, and Tuolumne counties): <a href="http://myhealthyfutures.org">http://myhealthyfutures.org</a>