Welcome Kit

WELCOME! A resource guide for onboarding new providers.
Thank you for joining a partnership of federal, state and local health jurisdictions working to vaccinate all eligible populations as quickly as possible.

Now that your enrollment application has been approved, there are additional steps to complete the onboarding process and ensure your practice is ready to receive vaccine and begin vaccinations.

This kit walks you through key requirements and links to resources for more information.

Thanks again, and welcome!
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**Additional Notes:**
- **EZIZ**: California’s VFC Program e-learning and resource website.
- **SDIR**: San Diego Regional Immunization Registry.
The Platforms You Will Interact With
Now That You are Enrolled in myCAvax

### Platforms

**myCAvax**
- Vaccine Ordering Platform
  - Platform that allows Providers an all-in-one application for vaccine ordering, inventory management, training, and managing locations

**VaccineFinder**
- Vaccine Tracking Platform
  - System operated by the U.S. Centers for Disease Control and Prevention (CDC) to track vaccine inventory

**Local Registry (CAIR2, RIDE, or SDIR)**
- Immunization Registry Platform
  - A secure and confidential statewide information system that contains the immunization records for all California residents.

**My Turn (Optional)**
- Vaccine Scheduling Platform
  - Platform that allows Providers an all-in-one application for clinic management, dose administration and reporting, public scheduling, and walk-ins for vaccine clinics

### Next Steps

1. **Register for VaccineFinder**
2. **Complete myCAvax Ordering/Inventory Training**
3. **Confirm your EHR system is ready to report immunizations to local registry**
4. **Order Vaccine through myCAvax Standard Submission or Vaccine Marketplace**
5. **Vaccinate patients, complete daily reporting to local registry and VaccineFinder**
Next Steps
Step 1
Register with VaccineFinder

Providers are required to report inventory daily
# Use VaccineFinder to Report to CDC

## How to Onboard

- Organization Coordinator will receive Welcome Email from the CDC’s VaccineFinder Team ~24hrs after myCAvax application approval
- **The link to register expires in 7 days!**
- Organization Coordinator sets up account in VaccineFinder, and may invite Location Coordinators
- Location Coordinators begin reporting vaccine inventory daily

## Resources

- For any general questions about VaccineFinder, refer to our [VaccineFinder lesson](#) or [this guide](#) for tips to complete your registration.
- For **technical assistance** once onboarding is complete:
  - vaccinefinder@castlighthealth.com
  - (855) – 886 – 4317
- If your location is expecting to receive vaccine in the next 2 weeks and **has not received** the initial email to complete VaccineFinder onboarding, please contact the COVID-19 Administration Reporting System:
  - CARS_HelpDesk@cdc.gov
  - 833-748-1979

## How to Validate Information

To change a provider’s contact info or location in VaccineFinder (update the Section A or Section B email information in the CDC Provider Agreement): covidcallcenter@cdph.ca.gov
Step 2
Confirm Readiness to Report Doses Administered Daily

Providers are required to report inventory daily
Providers MUST report doses administered, socio-demographic data, and contact information to your local immunization registry daily. If using an EHR, please confirm that your system is reporting to the correct registry at the appropriate times.

- EHR/EMR connected CAIR2, RIDE, or SDIR
  - To ensure data quality:
    - Make sure staff enters accurate and complete demographic and shot information
    - Include email and/or cell phone information so patients can access digital records
    - Monitor the data submissions through your EHR and CAIR2, RIDE, SDIR reports to make sure data is submitted successfully. For more information, contact your local Data Exchange Representative
    - Contact EHR vendor to resolve any issues

- My Turn
  - If you do not have an EHR capable of reporting to your local registry, My Turn can automate the process for you. Please contact us here to get started
    - Slides 37 - 44 in the appendix section of this document provide additional My Turn information
    - My Turn is updated regularly to collect and send required demographic and contact data to CAIR2, RIDE, SDIR

*Providers already manually entering data into CAIR2 may continue to do so.*
Step 3
Confirm Where You’ll Store Vaccines

Providers are required to store all vaccines according to CDC guidelines and record vaccine temperatures.
COVID-19 vaccines must be kept within specific temperature ranges. Vaccine shelf life depends on your facility’s storage equipment. Plan accordingly. Pfizer’s Comirnaty tris-sucrose vaccine (12+ years, gray cap) ships at ultra-low temperatures in thermal shippers packed with dry ice and monitored to track temperatures in transit.

If you will be ordering Pfizer/Comirnaty vaccine, ensure you are properly trained to unpack and store it.

- Watch video & review Receiving and Storing Pfizer & Comirnaty to learn how to receive a shipper and what to return after storing vaccines
- Ensure staff are trained on use of dry ice PPE before delivery
- Please note that Pfizer 12+ Years (purple cap) formulation is retiring 12/23/21; purple cap formulation may still be available through Small Orders until local and AmerisourceBergen (TPR) supplies are depleted
COVID-19 vaccines must be kept within specific temperature ranges. Vaccine shelf life depends on your facility’s storage equipment. Plan accordingly.

If you will be ordering Moderna vaccine, ensure you are properly trained to unpack and store it.
- Review Receiving & Storing Moderna Vaccine for details in preparation for receiving and storing Moderna vaccines.
- Please note that Moderna vaccine can be stored 30 days in the refrigerator, or in the freezer until expiration.
- Utilize the TagAlert Indicator feature to alert you if vaccines were exposed to out-of-range temperatures during transit.
- To check for expiration dates scan QR code on outer carton or look up expiration dates online.
- Moderna is awaiting FDA approval for 12 to 17-year-olds.

If you will be ordering Janssen vaccine, there is no decision needed!
- This vaccine must be stored in the refrigerator, and until expiration.
- For additional details, please review Receiving & Storing Janssen Vaccine before receiving your first shipment.
- Each carton contains 10 multidose vials (50 doses), and each order requires a minimum of 2 cartons (100 doses).
- Unpunctured vials may be stored in a refrigerator between 2 and 8 degrees Celsius until expiration, and punctured vials may be stored in the same temperature range for up to 6 hours, or at room temperature for up to 2 hours.

See COVID-19 Vaccine Product Guide for a chart of storage requirements by product.
Step 4
Prepare to Receive Time-Sensitive Emails
Receiving Time Critical Information

Location Coordinators will receive time sensitive emails regarding order confirmation, advance shipments notices of vaccine and ancillary kits, and temperature monitoring alerts. To ensure these emails are not sent to Spam or Junk mail add these critical senders to your contact list or have them Whitelisted.

Examples of Time Sensitive Communications

- **Notice of orders; alert to expect Vaccine shipments within 24-48 hours of the notice.**
  
  *no-reply-mycavax@cdph.ca.gov*

- **McKesson Moderna/Janssen vaccine order confirmation and advance shipment notices.**
  
  *CDCCustomerService@McKesson.com*
  *CDCnotifications@Mckesson.com*

- **Confirmation of the ancillary kit shipment or status depending on vaccine brand.**

  *donotreply@pfizer.com*
  *SNSSupport@McKesson.com*

- **Pfizer Vaccine Advance Shipment. including notice at time of vaccine shipment with tracking information, exceptions for either shipment delay or cancellation.**

  *Pfizer.logistics@controlant.com*

- **Controlant Monitoring. If storing Pfizer vaccines in thermal shippers, all temperature notifications and alerts will come from this email address.**

  *ServicePfizer.logistics@controlant.com*
Step 5
Confirm Contact Information is in myCAvax
All communication for the COVID-19 Vaccination Program will be transmitted through email or phone. All Location Coordinators should ensure that they have been correctly identified in the myCAvax system and that mobile phone numbers and emails are accurate. Please note that accounts with no activity after 30 days are inactivated, and the user must contact the myCAvax Help Desk to reactivate the account.

myCAvax Home Page

myCAvax Profile Page

Jane Doe

Jane.Doe@provider.org

510-555-5555

855-555-5555
Step 6
Ramp Up on myCAvax
Learn More About the myCAvax Features

myCAvax is a self-service platform that allows Providers an all-in-one application for managing locations, ordering vaccine, and filing reports for inventory management. Please find training resources on the bolded topics here.

MANAGE LOCATIONS
- View location status(es) under the Locations tab
- Organization Coordinators can add individual locations by inviting new Location Coordinators to complete Section B of the CDC’s COVID-19 Vaccination Provider Form
- Add bulk Locations by filling out the template provided in the Locations tab

ORDER VACCINE
- Location Coordinators can submit Vaccine Order Requests via the Vaccine Order tab for each location
- Orders submitted by 5pm on Monday will be delivered by the following Monday or Tuesday
- Vaccine Marketplace allows you to post short-dated vaccine or receive short-dated vaccine posted by other providers

VACCINE MARKETPLACE
- Forum for providers with excess vaccine inventory to redistribute their vaccine to providers able to short short-dated inventory
- LHDs will review requests within the Marketplace to help identify matches and coordinate with providers to ensure proper transport
- Learn more about the Vaccine Marketplace via the recorded training or reviewing the Vaccine Marketplace FAQ

INVENTORY MANAGEMENT
- Learn how to manage Vaccine Inventory
- Location Coordinators file reports to record:
  - Transfers and redistributions of vaccine inventory
  - Spoiled, expired, or wasted doses
  - Shipment incidents
  - Temperature excursions (when a vaccine is exposed to out-of-range temperatures)
## Training Sessions and On-Demand Resources

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<td>Spoiled, Expired or Wasted Doses</td>
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<td>Shipment Incidents</td>
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<td>Reporting Inventory to VaccineFinder (Daily)</td>
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- **Vaccine**
- **Inventory Management**
- **Vaccine Marketplace**
- **FAQs**
- **Order Requests**
- **Inventory Management**
- **Marketplace Overview**
- **Recorded Training**
- **Links**

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*Note: [Here](#) is a placeholder for the actual link.*
Step 7
Prepare Clinic Staff to Vaccinate
Must Have Roles

**PROVIDER-DESIGNATED**

These are the roles that need to be filled by provider or organization staff

**Organization Coordinator**

After completing the provider enrollment, the Organization Coordinator should ensure that all locations are prepared for conducting vaccine operations, including that all staff are appropriately-trained and the facilities are prepared.

**Location Coordinator**

After completing the location enrollment and obtaining CDPH approval, the on-site Location Coordinator is responsible for ensuring all site staff are properly trained, ordering and maintaining vaccine inventory, and completing and implementing the site vaccine management plan.

*Please note that these are roles, not individuals and jobs, roles may overlap and can be fulfilled by the same person.*
Location/Vaccine Coordinator

On-site point of contact who enrolls the provider location in myCAvax, completes Section B, and maintains daily vaccine operations at the provider site.

LEGEND

- **Completed**
- **Mandatory**
- **Next Steps**
- **Optional**
- **Awareness**
- **Recommended**

**Application Approved**
- CDPH has approved your Location Applications, and your organization has successfully enrolled in myCAvax

**Attend Training**
- Complete myCAvax Vaccine Order and Vaccine Inventory Trainings

**Order Vaccines**
- Order vaccine by submitting Vaccine Order Request or Vaccine Marketplace Request

**Vaccine Finder**
- Report vaccine inventory daily for each location to VaccineFinder via the registration completed by the Organization Coordinator

**Daily Reporting**
- If you are reporting doses administered to CAIR2, RIDE, or SDIR electronically via your EHR system, validate that the data is uploaded successfully

**Learning Resources**

**Required:**
- Vaccine Order Training (30 minutes)
- Vaccine Inventory (1 hour)

**Recommended:**
- What's New in myCAvax? (30 minutes)
Complete COVID-19 Vaccine Product Training

Complete the required product training—only for vaccines your site will administer — to ensure staff are knowledgeable on current protocols for storing and preparing vaccines as well as clinical guidance.

• **Location Coordinators** receive an email to complete CDC’s product training once enrollment is approved. **Sites will not be able to place their first order until training is complete.**

• **Providers** listed on Section B will be emailed a link to complete the required training as well.

• Keep a log of training completions with your COVID-19 documentation for potential site visits. We recommended tracking completion in your location COVID-19 Vaccine Management Plan.

<table>
<thead>
<tr>
<th>Pfizer-BioNTech</th>
<th>Location Coordinator</th>
<th>Vaccinator</th>
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<tr>
<td>• Vaccine Preparation &amp; Administration</td>
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• Storage & Handling (PDF)
• Delivery Checklist (PDF)

[Table above]
Having Effective Conversations with Patients

These short training videos help providers engage in effective conversations with patients about COVID-19 vaccines.

How can I approach disarming COVID-19 vaccine misinformation in a well-intentioned patient? View the video [here](#)

How can I address a patient who has a conspiracy video about COVID-19 vaccines? View the video [here](#)

How can I explain the importance of COVID-19 herd immunity to patients? View the video [here](#)

How can I effectively speak with colleagues about COVID-19 vaccines? View the video [here](#)
Step 8
Understand Your Reimbursement Options
Review Your Reimbursement Options

Please review the [COVID-19 Vaccine Reimbursement Quick Guide](#) for more information on the vaccine administration CPT codes and reimbursement/billing information by payor type including:

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*For questions/concerns regarding reimbursement or vaccine billing please contact CMA at memberservice@cmadocs.org or call (888) 401-5911*
Step 9
Create Your Vaccine Management Plan
Create Your Vaccine Management Plan

Providers are required to maintain a vaccine management plan for routine and emergency situations to protect vaccines and minimize loss due to negligence. With your key practice staff, please complete, review, and sign the Vaccine Management Plan with the following sections:

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
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</table>
| 1       | Important Contacts  
Key practice staff and emergency & support personnel |
| 2       | Equipment Documentation  
Vaccine Storage Units; Digital Data Loggers, Notifications, & Maintenance; Pfizer temperature monitoring |
| 3       | Roles & Responsibilities  
Provider of Record, Vaccine Coordinator & Backup Vaccine Coordinator, Immunization Champion |
| 4       | Plan for Routine Situations  
Initial equipment setup; daily, weekly, bi-weekly, monthly, and annual tasks; routine vaccine operations |
| 5       | Emergency Vaccine Management  
Information and actions in the event of an emergency |
| 6       | Plan for Emergencies  
Emergency checklists for before, during, and after an emergency |
| 7       | Training Log  
Signature log for all staff with vaccine-related responsibilities to acknowledge they have completed the required training |
| 8       | Annual Signature Log  
Signature log for all key practice staff to sign annually and when updating practice-specific information |

The Location Coordinator and Backup Coordinator are responsible for implementing this plan. Keep the plan near storage units and available for review by CDC or program staff during site visits.
Step 10
Complete the Readiness Assessment
Use the Checklist to Help Assess Readiness

Before vaccine arrival review the Readiness Checklist to ensure your practice is ready to go.


Still have questions? Check out COVID-19 Provider FAQs, updated weekly!
Additional Resources
## Where can I go for additional help?

<table>
<thead>
<tr>
<th>Type of Support</th>
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| 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.  
  • Email: 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                                                                                                                                                                                                                                                                                                                                                                           |
| myCAvax Help Desk                 | Dedicated staff provides up-to-date information and technical support on the myCAvax system.  
  • Email: myCAvax.HD@Accenture.com  
  • Phone: (833)-502-1245, Option 2, Monday through Friday 7AM–7PM, Saturday and Sunday 8AM-1PM  
  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  
  For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: MyTurn.Clinic.HD@Accenture.com or (833) 502-1245, Option 4, Monday through Friday 7AM–7PM, Saturday and Sunday 8AM–1PM  
  For job aids and demo and training opportunities: 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                                                                                                                                                                                                                                                                                                                                                                           |
Provider Onboarding Journey

1. Register with VaccineFinder
2. Confirm Readiness to Report Doses Administered Daily
3. Confirm Where You’ll Store Vaccines
4. Prepare to Receive Time-Sensitive Emails
5. Confirm Contact Information is in myCAvax
6. Attend Training on myCAvax
7. Complete Required CDPH Training for Each Role
8. Understand Your Reimbursement Options
9. Create Your Vaccine Management Plan
10. Complete the Readiness Assessment
11. Give Shots in Arms
12. Sustainment and Launch Future Clinics

Start
Receive email that your application has been approved by CDPH
**Order Vaccines**
- Place Order Requests online at myCAvax (weekly or as needed)

**Store Vaccines**
- Monitor storage unit temperatures (twice daily)
- Report any vaccine management events at myCAvax (same day)

**Manage Inventory**
- Report doses on hand to VaccineFinder (daily)
- Rotate stock; monitor expiration dates (weekly)

**Administer Vaccines**
- Follow CDC guidelines (routine)
- Report doses administered (daily)
- Report any adverse events (immediately)
My Turn (Optional)
My Turn is a platform that allows Local Health Jurisdictions and Providers an all-in-one application for public eligibility, public scheduling, clinic management, dose administration and reporting and walk-in registration for vaccine clinics. Please note that providers should not be vaccinating prior to launching their first clinic. If a provider has already been vaccinating prior to launching their clinic on My Turn, those doses need to be reported directly to CAIR.

**FEATURES & FUNCTIONALITY**

**TYPES OF CLINICS**
- Scheduled
  - Visible to public on My Turn
- 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

**GENERAL FEATURES**
- Mobile
  - Visible or hidden to public on My Turn; operates out of transportation vehicle
- Geofenced
  - Visible on My Turn only to patients within the same county as Provider/LHJ
- Group-Scheduling
  - Allows users to schedule group appointments for up to 5 individuals
- Automatic dose reporting
  - Updates to CAIR2, SDIR, & RIDE
- Virtual Assistant including SMS and email notifications and appointment reminders
- Manage appointments
  - Bulk upload appointments
  - Bulk cancel appointments
  - Bulk reschedule appointments
- Public and Clinic Call Centers available for support

**REPORTING**
- Run and Export:
  - Clinic Reports
  - Appointment Reports
  - Patient Reports
  - Vaccines Administered
  - Clinic Capacity Report

**Vaccinate ALL 58**
Overview: Organizations use the My Turn system for scheduling appointments, recording the administration of vaccines and automated reporting. In addition, organizations can self manage their user set-up, appointments, and operational reports. By using My Turn Clinic providers will have automated reporting of all required data to their Local Immunization Registry.

A full service My Turn support team is available for providers to help setting up My Turn and assisting in operations. If interested, please reach out to the My Turn Onboarding Team at MyTurnOnboarding@cdph.ca.gov.
# Training Sessions and On-Demand Resources

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<td>Vaccine Administrator (VA) / VA Assistant</td>
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<td>What’s New in My Turn Session</td>
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## My Turn

- Intro to My Turn Onboarding Session
- Clinic Manager
- Vaccine Administrator (VA) / VA Assistant
- What’s New in My Turn Session
My Turn Roles (Optional)
Must Have Roles

**PROVIDER-DESIGNATED**

These are the roles that need to be filled by provider or organization staff

---

**Clinic Manager**

Oversees general clinic operations by using My Turn to set up clinics, add Vaccine Administrators and other My Turn users, add vaccine inventory and supply, send SMS notifications to residents, view aggregate data, and export reports.

Provider Role: Nurse Supervisor, Operations Manager

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**Vaccine Administrator**

Uses My Turn to check in patients, enter vaccine administration data, document adverse reactions, add walk-in appointments, reschedule, cancel, or update appointments, and edit patient vaccine records.

Provider Role: Nurse, Medical Assistant
Clinic Manager

Uses My Turn Clinic to create and manage clinics, add vaccine inventory and supply, schedule hours of operation, add vaccine administrators, send SMS notifications to patients, view aggregate data, and view and export reports.

Estimated initial time commitment:
6-8 hours

Learning Resources

Required:
- (EZIZ) My Turn Onboarding (30 min)
- (Knowledge Center) Clinic Manager Training (2 hours)

Recommended:
- Other My Turn trainings

Please note that a myCAvax account login (username format is “email.myturn”) will be required to access My Turn training materials on Knowledge Center.
Vaccine Administrator / VA Assistant

Uses My Turn Clinic to check in registered patients, add individual and bulk walk-in appointments, reschedule, cancel, or bulk update appointments, and edit a patient’s vaccine record

Estimated initial time commitment:
1-2 hours

Start
- Complete My Turn Onboarding training
- Understand general requirements
- Gauge understanding of requirements

Training
- Conduct knowledge reinforcement (All training materials can be found on the My Turn Clinic Knowledge Center)

Go Live

Shots in Arms
- NOTE: The Vaccine Admin Assistant cannot administer shots or view/edit vaccination details

Stay Updated
- Receive communication regarding system enhancements

Learning Resources

Required:
- (Knowledge Center) Vaccine Administrator / VA Assistant Training (1 hour)

Recommended:
- (EZIZ) My Turn Onboarding (30 min)

Please note that a myCAvax account login (username format is “email.myturn”) will be required to access My Turn training materials on Knowledge Center.
Thank you!