



Add a Walk-In Appointment

Purpose:

This document is a quick reference guide for Adding a Walk-in Appointment as a Vaccine Administrator/Vaccine Administrator assistant. This is applicable to COVID and Flu functionality.

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- 2 [Edit Walk-in Appointments](#)



For the latest My Turn educational materials, please visit [EZIZ- Covid](#), [EZIZ - Flu](#), [YouTube](#) or the Knowledge Center tab on My Turn Clinic



My Turn Help Desk

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Add a Walk-In Appointment (Step 1)

1	Select the Add Walk-In Appointment tab at the top of the homepage.
2	Select COVID-19 Vaccine from Vaccine Type drop-down menu.
3	Enter the patient's background information including: First Name, Middle Name (optional), Last Name, Date of Birth, Mother or Guardian's First Name, Gender, Hispanic/Latino/Spanish Origin (if applicable), Race or Nationality , Email (optional), Phone Number, Homelessness Status, Industry, and Client Type .
4	If the patient answers Yes to having Hispanic/Latino/Spanish origin, you will be asked to select their ethnicity from the drop-down menu.
5	Select the patient's Race or Nationality from the drop-down menu.
6	If the patient answers Yes to experiencing homelessness, answer the follow-up question about where they sleep.
7	If the patient answers No to experiencing homelessness, enter patient (Industry and Client Type are required).
8	Enter Contact information (Mobile Number, City, State, Zip Code, County are required)
9	If the patient requires a reasonable disability accommodation to be made for their appointment, check any boxes that apply.

Notes:

- A minor is permitted to schedule an appointment as early as 4 days before their 12th birthday. If the patient is a minor, **Parent/Guardian section** information must be completed
- If the patient is an emancipated minor, they will enter their own information into the Parent and Guardian Information section.
- If the parent mobile number differs from a minors, the parent phone number will be recorded.

Vaccine Administrator (VA) & VA Assistant



Add a Walk-In Appointment

Add a Walk-In Appointment (Step 2)

Health Insurance

1	Enter the patient's health insurance information
2	If they don't have health insurance, or if they refuse to provide their health insurance information, select " No " on the slider and confirm the uninsured status by checking the box below. If the patient does have health insurance, select " Yes " on the slider.
3	If the patient has Medicare or Medicaid select " Yes " and enter the MBI or BIC Number in the additional space provided. Otherwise, select " No " and continue.
4	Enter the Health Insurance Carrier, Medical Record Number or Policy Number , as well as the optional Group Number and Workforce Number .
5	Select Yes or No from the drop-down menu as to whether the patient is the Primary Policy Holder .
6	If the patient is not the policy holder, enter the Policy Holder's Name, Date of Birth, and Relationship to Patient .

Notes:

- A patient is not required to have insurance in order to receive the COVID-19 vaccine.

Add a Walk-In Appointment (Step 3)

Appointment Details

1	Select Clinic Name from the drop-down menu.
2	Select the dose type from the “ Which does is this? ” and Vaccine Brand from the drop-down menus
	To create a single appointment, tick the “ Do you want to create a single appointment? ” checkbox
3	Select the Date and Time for Dose 1 Appointment and Dose 2 Appointment (if applicable).
4	Protect Records in IIS Registry field, Select Yes or No (If No , all clinicians can view the record, if Yes then only your clinician can view the record)
5	Once the appointment details are confirmed, select the Confirm Appointment button.

Notes:

- If **Pfizer** is selected, the second dose appointment must be scheduled between **17 and 63 days** after the first appointment; for **Moderna**, it must be scheduled between **24 and 70** days. **Johnson & Johnson** will default to a single dose appointment.
- If an additional dose or booster is selected, **Pfizer and Moderna** will be the only vaccine brands available to select.
- If this appointment is for an additional dose, confirm that the patient states they are immunocompromised and that they received the second dose of vaccine at least 28 days prior.
- If the appointment is for a booster dose, confirm that the patient it has been 6 months since the patient received the second dose.
- You may not schedule a walk-in appointment for a date in the past. To find available clinic hours, use the **View Clinic hours** button.

Add a Walk-In Appointment (Step 4)

Appointment Details

1	<p>The Create New Appointment window displays. Review the information and click the Confirm Appointment button.</p> <ul style="list-style-type: none">• If the patient has any existing appointments in the system, you will see the appointments listed under the Existing Appointments Section of the Create New Appointment window. Please follow the onscreen instructions before proceeding to the next step.
2	The Walk-in appointment confirmation displays a message of successful creation of a Walk-in appointment inside a green banner.
3	Select Return Home to exit and return to the appointments page.

Edit Walk-in Appointments

1	To edit details in the appointment record, From the Home screen; search for the appointment to be edited.
2	The results of the search will display the appointment. Select the drop-down arrow on the right side of the appointment. Select Edit Appointment . Fields available to edit Date, Time, Clinic Name and Dose # .
3	Click Confirm Appointment button again to update the appointment record. A green banner will display a message: Success! Appointment Edited.