California COVID-19 Vaccination Program My Turn FAQs

For Local Health Jurisdictions and Providers.
Local Health Jurisdictions and Providers may also visit EZIZ - My Turn Onboarding for information and updates.

Directions: Click on a category to be directed to related FAQs.

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Getting Started with My Turn

1. 1 Q: What is My Turn Clinic?

A: My Turn Clinic is a web platform that provides California Local Health Jurisdictions and Providers with an all-in-one application for clinic management, dose accountability and reporting, public eligibility, public scheduling, and walk-in registration for vaccine clinics. Enrollment information, demos, and training can be found at EZIZ - My Turn Onboarding.

1. 2 Q: What is My Turn Public?

A: My Turn Public allows Californians to register for COVID-19 vaccine notifications and is available in multiple languages. When an individual is eligible, and vaccine appointments are available, clinics can request that they are notified by My Turn and can schedule an appointment. The public can sign up at My Turn Public or by calling the CA COVID-19 Hotline at 1.833.422.4255.

1. 3 Q: Can My Turn be used offline?

A: No. My Turn is a web-based application that must be accessed online using a computer or tablet.

Prior to the clinic go-live, we recommend clinics run the Patient Export Report and saving a copy in case My Turn Clinic is unavailable during the Patient Check-In process at the clinic. In addition, downloadable CDC Questions and Verbal Consent printouts are available on EZIZ - My Turn Onboarding under "My Turn Offline Resources" in 14 languages: Arabic, Armenian, English, Farsi, Japanese, Khmer, Korean, Punjabi, Russian, Simplified Chinese, Spanish, Tagalog, Traditional Chinese, and Vietnamese.

1. 4 Q: Does My Turn integrate with California Immunization Registry (CAIR)?

A: Yes. My Turn Clinic automatically uploads COVID-19 vaccination data into CAIR2. Appointments in "Vaccinated" or "Pending Complete" status on My Turn Clinic will be locked for editing and sent to CAIR2 after 60 minutes of completing the appointment.

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1. 5 Q: If we provide patient information from our Electronic Health Records (EHR) and My Turn into CAIR2, will CAIR2 identify potential duplicates?

A: Yes. CAIR2 will identify and reject duplicates. Providers will not need to re-enter patient data into their EHR if that has already been processed in My Turn. For additional information on linking your EMR/EHR Scheduling Platform with My Turn, please view the "My Turn Track Overview" on EZIZ - My Turn Onboarding under Onboarding Resources or email myturnonboarding@cdph.ca.gov.

1. 6 Q: What languages are available to patients in My Turn Public?

A: My Turn Public is available in 12 languages: Armenian, English, Japanese, Khmer, Korean, Punjabi, Russian, Simplified Chinese, Spanish, Tagalog, Traditional Chinese, and Vietnamese.

In addition, patients can register for COVID-19 vaccination appointments by calling the CA COVID Hotline at 1-833-422-4255. The COVID-19 hotline is staffed by agents that speak English and Spanish and has a real-time language translation service that supports 250+ other languages.

1. 7 Q: What languages are available to clinic staff in My Turn Clinic?

A: My Turn Clinic is accessible in English. However, downloadable CDC Questions and Verbal Consent printouts are available on EZIZ - My Turn Onboarding under "My Turn Offline Resources" in 14 languages: Arabic, Armenian, English, Farsi, Japanese, Khmer, Korean, Punjabi, Russian, Simplified Chinese, Spanish, Tagalog, Traditional Chinese, and Vietnamese.

My Turn Support

2. 1 Q: Where can I find step-by-step My Turn guides and videos?

A: LHJs and Providers who want to view step-by-step guides and videos on setting up a clinic, registering patients, and more should view our continuously updated training resources on EZIZ - My Turn Onboarding.

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2. 2 Q: How do I contact the My Turn Clinic Help Desk?

A: My Turn Clinic Help Desk (CLINIC STAFF ONLY) hours are 7AM-7PM PST, 7 days a week.
Phone: 1.415.621.9494
Email: MyTurn.Clinic.HD@Accenture.com

2. 3 Q: Where can I find Provider-specific FAQs and resources?

A: Provider-specific FAQs and resources related to enrollment, allocation, phases & tiers, reporting, and more can visit Program Education and Support. Detailed Program Enrollment information, including steps to participation can visit California COVID-19 Vaccination Program and Network – Enrollment.

2. 4 Q: Who can I contact when I am ready to onboard?

A: Providers (who have signed their TPA contract) and LHJs who are ready to onboard to My Turn should email myturnonboarding@cdph.ca.gov.

2. 5 Q: I have started onboarding and have questions. Who can I contact?

A: If you are in the process of onboarding and have questions, contact your assigned liaison or myturnonboarding@cdph.ca.gov.

My Turn User Roles

3. 1 Q: What is the role of a Clinic Manager in My Turn Clinic?

A: Clinic Managers use My Turn Clinic to create and manage clinics, add vaccine inventory and supply, schedule hours of operation, add vaccine administrators, view aggregate data, and view and export reports. Clinic Managers must undergo additional training due to the role's powerful functionality. In addition, Clinic Managers have access to all the functionality that Vaccine Administrators and Vaccine Administrator's Assistants have.

Clinic Managers who have launched their first clinic and are ready to take over full Clinic Manager capabilities (i.e. independently creating their own clinics in My Turn) must attend Clinic Manager Training. Register for Clinic Manager Training under Demos on EZIZ - My

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Turn Onboarding. For Clinic Manager My Turn Training Resources, including videos and downloadable Quick Sheets, please visit EZIZ - My Turn Onboarding.

3. 2 *Q: What is the role of a Vaccine Administrator in My Turn Clinic?*

A: Vaccine Administrators use My Turn Clinic to check in a registered patient, register a walk-in appointment, cancel appointments, and edit a patient's vaccine record. For Vaccine Administrator My Turn Training Resources, including videos and downloadable Quick Sheets, please visit EZIZ - My Turn Onboarding.

Note: Vaccine Administrator profiles that are inactive for longer than two (2) weeks will be deactivated.

3. 3 Q: *What is the role of a Vaccine Administrator Assistant in My Turn Clinic?*

A: Vaccine Administrator Assistants (check-in staff, etc.) help Vaccine Administrators by completing patient information verification & check-in, adding/editing adverse reactions, and adding walk-in appointments. Vaccine Administrator Assistants have access to all pages on My Turn Clinic that Vaccine Administrators have, except the Vaccination Details page. For Vaccine Administrator Assistant My Turn Training Resources, including videos and downloadable Quick Sheets, please visit EZIZ - My Turn Onboarding.

3. 4 Q: *Can a user have multiple roles in My Turn? For example, can a user be both a Clinic Manager and Vaccine Administrator?*

A: A user cannot have more than one role at a time. Therefore, a user cannot be both a Clinic Manager and Vaccine Administrator at the same time in the system. However, you can switch the role profile between Vaccine Administrator and Clinic Manager on the backend.

To request a role change for a user on the backend, contact your Clinic Operations Pod Lead. Please note that a Clinic Manager has access to all the functionality that a Vaccine Administrator has.

3. 5 Q: *Can there be more than one Clinic Manager per clinic?*

A: Yes, there can be multiple Clinic Managers per site. However, the number of Clinic Managers should stay small (~5% of clinic staff) due to the role's powerful functionality (e.g., adding clinics to allow for public scheduling). Discuss adding new Clinic Managers with your Clinic

Operations Pod Lead. In addition, please note that Clinic Managers must undergo additional training.

3. 6 Q: Is there a limit to the number of Vaccine Administrators or Vaccine Administrator Assistants we can register?

A: No. There is no limit to the number of Vaccine Administrators or Vaccine Administrator Assistants you can register.

3. 7 Q: Can we create generic user roles?

A: No. My Turn Clinic does not allow the creation of generic roles due to Health Insurance Portability and Accountability (HIPAA). Additionally, login information cannot be shared. Every clinic staff member must have their own account.

3. 8 Q: How do we upload or add users to our account?

A: Clinic Managers can upload up to 200 users to an account by clicking on the "Bulk Upload Users" tab in My Turn Clinic. After clicking on the tab, follow the step-by-step instructions. Note: The "Bulk Upload Users" feature on My Turn Clinic can only be used to create new users with the role of Vaccine Administrator and Clinic Manager.

To add a Vaccine Administrator Assistant, Clinic Managers should click on the Clinics tab, select the clinic, and then the click on the Account they wish to add staff to. Then, navigate to the Related page, click on the Contacts section, and then click New. When filling out the required information for the new staff member, check the Assistant checkbox. This will create a Vaccine Administrator Assistant.

My Turn Clinics and Vaccine Inventory

4.1 Q: How do I set up a Clinic on My Turn?

A: When you first onboard with My Turn your Clinic Operations Pod Lead will work with you to set up your clinic correctly on the backend. Clinic Managers who have launched their first clinic and are ready to take over full Clinic Manager capabilities (i.e., independently creating their own clinics in My Turn Clinic), must attend Clinic Manager Training. Register for Clinic Manager Training on EZIZ - My Turn Onboarding under "Demos".

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4.2 Q: Can I use My Turn with my own EMR/EHR Scheduling platform?

A: Yes. If approved, LHJs and Providers can choose to link their own EMR/EHR Scheduling platform into My Turn. Please note that the EHR track only allows the EHR to send yes/no appointment availability to My Turn. No data from My Turn is sent to the EHR. For additional information on linking your EMR/EHR Scheduling Platform with My Turn, please view the "My Turn Track Overview" on EZIZ - My Turn Onboarding under Onboarding Resources or email myturnonboarding@cdph.ca.gov. For more information on approval, please view "End-to-End Steps to Participation" on EZIZ – Program Enrollment.

4.3 Q: If I plan on using my own EMR/EHR Scheduling platform, how should I direct patients to make appointments?

A: All Californians will be directed to My Turn Public to determine their eligibility and make COVID-19 vaccine appointments. Third Party Clinics will be listed on the "Select Location" page on My Turn Public. For additional information on linking your EMR/EHR Scheduling Platform with My Turn, please view the "My Turn Track Overview" on EZIZ - My Turn Onboarding under Onboarding Resources or email myturnonboarding@cdph.ca.gov.

4.4 Q: What is a My Turn Coded Clinic?

A: Coded Clinics are created for the primary purpose of assuring that certain high priority populations, like the vulnerable or hard-to-reach populations, get vaccinated first, relative to all other eligible Californians in similar eligibility tiers. My Turn Coded Clinics require a single-use code to make them available for booking. When a patient enters the single-use code, My Turn Public will present the patient with the Coded Clinic(s) associated with the code AND all public clinics. Only individuals with the single-use code will be able to see the clinics associated with that code. For information on setting up a Coded Clinic, view the "Coded Clinic Quick Sheet" on EZIZ - My Turn Onboarding.

4.5 Q: What information is required to add Vaccine Inventory in My Turn Clinic?

A: When adding new Vaccine Inventory to the account, the following asset information is required: Asset Name, Brand Manufacturer (I.e., Moderna, Pfizer, Johnson & Johnson), Product, Account, Lot, Expiration Date, and Total Doses.

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4.6 Q: Why is it necessary to distinguish between inventory of the first and second doses?

A: The specification between the two doses helps My Turn control the type of appointments that show up. If clinics are set up with both first and second doses, then patients are required to sign up for both appointments.

Patient Eligibility

5.1 Q: Can Local Health Jurisdictions (LHQ) customize eligibility requirements?

A: Eligibility criteria is determined by the state of California and My Turn is updated accordingly. The My Turn team will now work with LHJs to configure eligibility to their specific needs within 24 to 48 hours of receiving requests. To make additional requests or updates to eligibility criteria, contact Maria Volk at CDPH: maria.volk3@cdph.ca.gov.

5.2 Q: If the patient answers "yes" to any screening question, does My Turn prevent them from making the appointment?

A: No. My Turn Public will allow the patient to continue to make the appointment regardless of their answer to the CDC pre-screening questions. On My Turn Clinic, a pop-up window will ask the clinic staff if they wish to proceed with the appointment. It is up to the clinic's discretion to determine whether to continue with the appointment.

5.3 Q: If the patient completes their information and is deemed ineligible but later becomes eligible, would they have to re-enter their patient details when scheduling an appointment?

A: Yes. Currently, the system does not create an account for the patient if they are deemed ineligible. Once the patient becomes eligible, they would have to reenter their information.

5.4 Q: Does the patient's immigration status, healthcare coverage or residency type impact their ability to register for an appointment?

A: No. Anyone can register for a vaccination regardless of immigration status, healthcare coverage or residency type.

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Scheduling and Managing Appointments

6. 1 *Q: When patients book appointments, which county clinics show up and how are they determined?*

A: When a patient goes to My Turn Public to find and make COVID-19 vaccination appointments, they complete eligibility questions, including "What county/LHJ do you live in?" and "What county/LHJ do you work in?". If eligible, the resident can then enter a location (address, city, or zip) to search for clinic. Residents will then see (by closest distance first) clinics in their county/LHJ, Public Clinics, and Third Party EHR Clinics on the "Select Location" page.

6. 2 *Q: Can a patient book two appointments at separate locations?*

A: Patients cannot book appointments at separate locations at the same time in My Turn Public. If the clinic in My Turn offers single appointment booking only, then the patient can select one clinic for their first dose, and another for their second dose. If the clinic offers both doses, the patient will be required to book both appointments at the same clinic. Most clinics offer both the appointments together at the same location.

6. 3 *Q: How do we prevent patients outside of our county from booking appointments with our clinics?*

A: Starting Friday, April 9th, My Turn Clinics will have the ability to be set up as a **Geofenced Clinic**. Geofenced Clinics will be accessible to residents based on the resident's response to the following eligibility questions: "What county/LHJ do you live in?" and "What county/LHJ do you work in?". The county/LHJ will only be used in the location search to return clinic locations that are identified in these two eligibility questions. For all other clinic types (I.e., Public Clinics, Third Party Clinics), we have messaging that discourages booking appointments across county lines and alerts the patient that their appointment may be canceled based on the county's policy.

6. 4 *Q: Can patients sign up for second dose appointments only?*

A: Yes. Patients can sign up for a second dose appointment only on My Turn Public by scheduling their appointment at a second dose only clinic. In addition, they can also call the

CA COVID-19 Hotline at 1.833.422.4255 (M-F 8AM-8PM PST, S-S 8AM-5PM PST) to schedule second dose appointments.

6. 5 *Q: How are second-dose walk-in appointments handled?*

A: Second dose walk-in appointments can be scheduled through the Walk-In Appointment functionality on My Turn Clinic. During the walk-in appointment creation, the patient will be asked if this is their first vaccination dose or their second.

6. 6 *Q: How do we confirm when patients book appointments using the single-use codes?*

A: When a patient uses a single-use access code through My Turn Public, it is recorded in the patient's background section. For more information about My Turn Coded Clinics, please see our Coded Clinic Quick Sheet available on EZIZ - My Turn Onboarding.

6. 7 *Q: How do patients without access to a computer, email, or mobile phone schedule an appointment?*

A: Individuals without access to a computer, email, or mobile phone can call CA COVID-19 Hotline at 1.833.422.4255 (M-F 8AM-8PM PST, S-S 8AM-5PM PST) to schedule an appointment.

Checking in a Registered Patient

7. 1 *Q: What do various patient statuses indicate on the Appointments tab on My Turn Clinic?*

A: Five patient statuses exist on My Turn Clinic. (1) Newly created registered and walk-in appointments will be in the "Pending Vaccination" status. (2) The "Checked-in" status refers to patients who have been verified, screened, and checked-in to receive their vaccination. (3) The "Vaccinated" status is for completed appointments; patients that have been vaccinated and observed for adverse reactions. (4) "Pending complete" refers to patients who are in the observation period. (5) Cancelled appointments appear under the "Cancelled" status for reasons including the following: patient did not show for the appointment, not eligible, contraindicated, sick, declined or refused to receive the vaccine, duplicate entry, invalid/entry error, supply/resource shortage, weather/unexpected event, cross-county ineligibility.

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7. 2 *Q: How do we make edits to a patient's record for an adverse reaction?*

A: You can edit a patient's record in My Turn Clinic up to 60 minutes after the patient is placed in either "Pending Complete" or "Vaccinated." After 60 minutes, the record will be locked for editing and sent to CAIR. To edit a patient record, navigate to the Appointments tab (Home page for Vaccine Administrators and Vaccine Administrator Assistants) and search for the patient either by their first name, last name, appointment confirmation number, location, preferred date range, or status. Click on the patient's name and select "Next" at the bottom of each page until you reach the Adverse Reaction section.

7. 3 *Q: How does My Turn verify that both COVID-19 vaccination dose appointments are created for 1) the same Brand Manufacturer and 2) within the correct time frame?*

A: When a patient schedules their first and second dose appointments through My Turn, their appointments are linked. For example, if a patient receives a Moderna COVID-19 vaccine during their first appointment, that information will be stated at the top of their appointment details for the second appointment.

Cancelling and/or Rescheduling an Appointment

8. 1 *Q: If we need to close a clinic or cancel appointments last minute, how can we cancel appointments for patients?*

A: Clinic Managers and clinics do not currently have the functionality for bulk cancellations. Vaccine Administrators and Clinic Managers can cancel appointments for patients from the Home Tab: Click on the arrow on the right side of an appointment listing and click "Cancel Appointment." Select a reason from the drop-down menu and click "Cancel Appointment." If the event that mass cancellation is needed for your clinic, your Clinic Operations Pod Lead will work with you to notify patients on the backend.

8. 2 *Q: How can a patient cancel their appointment?*

A: If a patient provided an email address or phone number upon scheduling their appointment via My Turn Public or the CA COVID-19 Hotline, they can use the link provided in the email and/or SMS message labeled "Manage your appointments" to cancel their appointment.

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8. 3 *Q: How do we reschedule appointments for patients?*

A: Clinic staff of whom are registered as a Clinic Manager, Vaccine Admin., or Vaccine Admin. Assistant, are able to reschedule appointments for patients on My Turn Clinic by selecting the drop down arrow on the far right side of the patient name in the "Appointments" tab for Clinic Managers or the "Home" tab for Vaccine Administrators and Vaccine Administrator Assistants. Select "Edit Appointment." You are now able to change the date, time, clinic name, and dose number for the patient.

8. 4 *Q: How can patients reschedule appointments?*

A: If a patient provided an email address or phone number upon scheduling their appointment, they can use the link provided in the email and/or SMS message labeled "Manage your appointments" to cancel their appointment and book a new appointment.

8. 5 *Q: If clinic staff cancel a patient's appointment in My Turn Clinic, does the appointment slot open back up?*

A: No. If a patient's appointment is cancelled on My Turn Clinic by registered clinic staff, it does not free up an appointment slot.

Patient Notifications

9. 1 *Q: How do patients without access to a computer, email, or mobile phone receive appointment notifications?*

A: Individuals who have an email and/or mobile phone will receive an appointment confirmation via email and/or SMS text. These individuals will also receive an appointment reminder 24 hours before their appointment and a post appointment notification. However, unless an email or mobile number is provided, these individuals will not receive an appointment confirmation notification or appointment reminder. Patients without mobile phones can provide their relative's or loved one's mobile phone number to receive an appointment confirmation notification or reminder.

9. 2 *Q: If a resident only schedules their first dose, will the system automatically remind them to book their second dose when it's due?*

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A: Not at this time, we are currently working on the functionality to send a post-appointment follow-up that reminds residents that they will need to schedule their second dose appointment. If the clinic offers both first and second doses, the patient will be prompted to schedule both appointments at the same time.

9. 3 *Q: Can notifications be customized in My Turn?*

A: Not currently. There are several pre-scripted notifications that are sent to registered and scheduled individuals via SMS and/or email including an appointment confirmation, pre appointment reminders, post appointment notifications, certain eligibility notifications and cancellation notices for specific instances.

In addition, as of April 1st, Clinic Managers can add notes to display in the "Description Field" for clinics in My Turn Public. This note can contain clinic-specific instructions and updates.

9. 4 *Q: If an individual is found ineligible, will they be put on a waitlist and notified when they are eligible to sign up?*

A: The system does not have a waitlist functionality. At this time, ineligible individuals are prompted to provide their information and may be notified by SMS and/or email if and when they become eligible. If there are no appointments available, the individual will be prompted to register to receive notifications regarding future openings.

9. 5 *Q: Will patients receive automatic notifications if we cancel their appointment(s) on My Turn?*

A: Patients will receive automatic notifications via email and/or SMS for the following cancellation scenarios:

- **Individual:** cross county ineligibility, no-show, self-cancellation
- **Bulk:** supply shortage, weather, or unexpected events

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