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 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: The public can schedule COVID-19 vaccine appointments, locate My Turn Walk-In Clinics, and register for COVID-19 vaccine notifications at My Turn Public or by calling the CA COVID-19 Hotline at (833) 422-4255. My Turn Public is available in multiple languages.

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 save 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. For a detailed contingency plan and other resources, see “My Turn Offline Resources” on EZIZ - My Turn Onboarding.

In addition, Clinic Managers, Vaccine Administrators and Vaccine Administrator Assistants can bulk upload walk-ins, enabling Clinic Staff to use the template as another contingency plan.

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 4 hours of completing the appointment between
the hours of 12:00am and 7:00pm. Records completed between 7:00pm and 11:59pm are editable for 1 hour before being sent to IIS.

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.

In addition, My Turn now detects duplicates by comparing the patient’s first name, last name, date-of-birth, phone number, and/or email. If all details match with an appointment previously created in the system, My Turn will not allow the patient to create a duplicate appointment.

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


In addition, patients can register for COVID-19 vaccination appointments by calling the CA COVID Hotline at (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 only 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 and on the My Turn YouTube Playlist.

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

A: Help Desk support is available for Providers, including clinic staff, clinic managers, vaccine administrators, and volunteers:

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<tr>
<th>Phone</th>
<th>Email</th>
<th>Mon- Fri</th>
<th>Sat- Sun</th>
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<tbody>
<tr>
<td>(415) 621-9494</td>
<td><a href="mailto:MyTurn.Clinic.HD@Accenture.com">MyTurn.Clinic.HD@Accenture.com</a></td>
<td>7AM – 7PM PST</td>
<td>8AM – 1PM PST</td>
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2. 3 Q: Where can I find Provider-specific FAQs and resources?

A: Providers can find California COVID-19 Vaccination Program Provider FAQs and resources related to enrollment, allocation, phases & tiers, reporting, and more at Program Education and Support. Providers can find an updated guide to the COVID-19 Vaccination Program enrollment process at Enrollment kit: A Resource Kit for Prospective and Enrolled Providers. In addition, Providers can send questions to the following email addresses:

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<tr>
<th>Email</th>
<th>Purpose</th>
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<tbody>
<tr>
<td><a href="mailto:myCAvax.HD@Accenture.com">myCAvax.HD@Accenture.com</a></td>
<td>General / technical-related questions</td>
</tr>
<tr>
<td><a href="mailto:covidcallcenter@cdph.ca.gov">covidcallcenter@cdph.ca.gov</a></td>
<td>Allocation questions</td>
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2. 4 Q: I have started onboarding and have questions. Who can I contact?

A: If you are in the process of onboarding and have questions, please go to EZIZ - My Turn Onboarding and (1) view the Introduction to My Turn Onboarding On-Demand Video or (2) register for My Turn and myCAvax Onboarding Office Hours.

You can also 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, send SMS notifications to patients, view aggregate data, and view and export reports. In addition, Clinic Managers have access to all the functionality that Vaccine Administrators and Vaccine Administrator's Assistants have.

For Clinic Manager My Turn Training Resources, including videos and downloadable Quick Sheets, please visit [EZIZ - My Turn Onboarding](#) or the Communications Hub on My Turn Clinic.

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 registered patients, add individual and bulk walk-in appointments, reschedule, cancel, or bulk update 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. To regain access, Vaccine Administrators can ask their Clinic Manager to reactivate their account or contact the Help Desk at [MyTurn.Clinic.HD@accenture.com](mailto:MyTurn.Clinic.HD@accenture.com) or call (415) 621-9494.

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

A: Vaccine Administrator Assistants (check-in staff, observation staff, etc.) help Vaccine Administrators by inputting 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](#).

Note: Vaccine Administrator Assistant profiles that are inactive for longer than two (2) weeks will be deactivated. To regain access, Vaccine Administrators can ask their Clinic
Manager to reactivate their account or contact the Help Desk at MyTurn.Clinic.HD@accenture.com or call (415) 621-9494.

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

A: No. A user cannot have more than one role at a time in My Turn. 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.

Clinic Managers can change the role of a user by going to the User’s Details page. For detailed instructions, please view the Clinic Manager Quick Sheet on EZIZ - My Turn Onboarding. Please note that a Clinic Manager has access to all the functionality that a Vaccine Administrator has, including the Vaccination Details / Administration page.

**3. 4 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.

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

**3. 5 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. Clinic Managers can upload or add Vaccine Administrators and Vaccine Administrator Assistants to an account by using the “Bulk Upload Users” tab. For more information, view Question 3.8 below.
3. 6 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 (Vaccine Administrators, Vaccine Administrator Assistants, and Clinic Managers) 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.

Please note: The number of Clinic Managers per clinic should stay small (~5% of clinic staff) due to the role’s powerful functionality. Discuss adding new Clinic Managers with your Clinic Operations Pod Lead.

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

For more information about different clinic types available on My Turn, view the **Types of Clinics (Scheduled, Walk-in, and Coded Clinics) Quick Sheet** on EZIZ - My Turn Onboarding.

4.2 Q: **What types of clinics are available on My Turn Clinic?**

A: Providers, Local Health Jurisdictions, and Clinic Managers can set up Scheduled Clinics, Walk-In Clinics, and Coded Clinics. In addition, clinics can be modified to be Mobile Clinics or Geofenced Clinics. My Turn recommends certain clinic types based on your clinic needs and population. For more information about different clinic types available on My Turn, view
4.3 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. 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.

4.4 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 find 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.

4.5 Q: What is a My Turn Coded Clinic?

A: Coded Clinics are closed clinics that require a resident/clinic to enter an access code to view and schedule an appointment at a coded clinic on My Turn. These clinics can be used to ensure targeted populations have equal access to the COVID vaccine and can be leveraged by clinics to book appointments on behalf of a resident. Residents are given an access code to see a coded clinic on the My Turn website when scheduling an appointment. Residents with an access code will see scheduled and third-party clinics with appointment availability AND coded clinic(s) within a 200-mile radius of their address or zip code. Without the code, residents will not see the coded clinic as an available location. For more information on Coded Clinics, please view the Types of Clinics (Scheduled, Walk-in, and Coded Clinics) Quick Sheet on EZIZ – My Turn Onboarding.

4.6 Q: How is Vaccine Inventory determined?

A: Vaccine Inventory is determined at the Provider Account Level. My Turn is not a Vaccine Inventory Tool.
4.7 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. Clinic Managers can now associate specific vaccine inventory lots with specific clinics using the “Add to Clinics” button on the Vaccine Inventory Details Page. For more information, please view the Clinic Manager Quick Sheet on EZIZ – My Turn Onboarding.

Patient Eligibility & Equity

5.1 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.

5.2 Q: What form of identification is required to receive a COVID-19 vaccine appointment?

A: Patients should bring a form of documentation with their name and birthdate on it. The name should match the name on their appointment confirmation. Patients do NOT need a government-issued ID to receive a vaccine.

Examples of acceptable documentation include student ID, baptismal certificate, library card, rental agreement, utility bill, a REAL ID, state driver's license or identification card, passport, matricula consular, among others.
5.3  **Q:** Can Providers accept written, phone, or video consent from a parent or legal guardian if they do not accompany non-emancipated minors receiving the COVID-19 vaccine?

**A:** Yes. Allowable consent includes:

- Parent or legal guardian accompanies the minor in person.
- If the parent or legal guardian cannot accompany the minor, signed written consent is allowable. The written consent must verify the parent or legal guardian has been provided the Pfizer EUA Fact Sheet.
- Phone or video consent is allowable if the parent or legal guardian confirms that they have been provided the Pfizer EUA Fact Sheet or the Fact Sheet is read to them.

Providers can access a sample written consent form for non-emancipated minors receiving the COVID-19 vaccine at Pfizer Vaccine Minor Consent Guidance. For more information, please visit Pfizer Vaccine Minor Consent Guidance.

5.4  **Q:** How do patients who need transportation to a vaccine clinic or need a home appointment receive a COVID-19 vaccine?

**A:** Patients who need transportation to a vaccine clinic or need a home appointment due to limited mobility or fragile health can provide their contact information on the “Let’s Get Started” page when scheduling an appointment on My Turn Public. Then, the patient will receive a call to schedule their vaccine appointment.

In addition, patients who do not have an existing reservation and need transportation services can contact the CA COVID-19 Hotline at (833) 422-4255 to make a My Turn reservation for a transportation appointment.

Additional outreach efforts currently include local pop-up sites, mobile vaccination units, in-home vaccinations, or bringing vaccine clinics directly to farmworkers. For more information, please view the California COVID-19 Vaccination Program Provider FAQs.
5. 5 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 the **CA COVID-19 Hotline** to schedule an appointment.

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<thead>
<tr>
<th>Phone</th>
<th>Mon- Fri</th>
<th>Sat- Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>(833) 422-4255</td>
<td>8AM-8PM PST</td>
<td>8AM-5PM PST</td>
</tr>
</tbody>
</table>

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 initial questions, including “What county do you live in?”. When booking, patients will see (by closest distance first) Geofenced Clinics, Public Clinics within 200 miles of their address provided, Coded Clinics (if using a code), and Third-Party Clinics on the “Select Location” page.

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

A: If the clinic in **My Turn Public** 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.

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

A: My Turn Clinics can be set up as a **Geofenced Clinic**. Geofenced Clinics are created to ensure that patients can only schedule their COVID-19 vaccine appointment(s) in their county of work, school, and/or residence. Geofenced Clinics will be accessible to residents based on the resident’s response to the following question: “What county do you live in?”. The county/LHJ will only be used in the location search to return clinic locations that are identified in this question. When booking, patients will see (by closest distance first) Geofenced Clinics, Public Clinics within 200 miles of their address provided, Coded Clinics (if
using a code), and Third-Party Clinics. For more information on Geofenced Clinics, please view the Types of Clinics (Scheduled, Walk-in, and Coded Clinics) Quick Sheet on EZIZ - My Turn Onboarding.

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 (1) scheduling their appointment at a single dose clinic, (2) calling the CA COVID-19 Hotline, or (3) locating a walk-in clinic on My Turn Public. On the Let’s Get Started page, patients can select whether they have already received their first dose. If they have, they will only see single dose clinics for the same brand of their first COVID-19 vaccination appointment. Patients can also call the CA COVID-19 Hotline at (833) 422-4255 (M-F 8AM-8PM PST, S-S 8AM-5PM PST) to schedule second dose appointments. In addition, patients can locate clinics that allow walk-ins on the “Find a Walk-In Clinic” page on My Turn Public.

In addition, clinics can create second-dose appointments as walk-in appointments, depending on the clinic’s policy.

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

A: It is up to the Clinic’s discretion to decide if they have the capacity to take walk-in patients. Clinics can create second dose appointments through the "Add Walk-in Appointment" tab. During the walk-in appointment creation, the patient will be asked if this is their first vaccination dose or their second.

In addition, patients can locate clinics that allow walk-ins on the “Find a Walk-In Clinic” page on My Turn Public.

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

A: When a patient uses a single-use or master access code through My Turn Public, it is recorded in the patient’s background section. For more information about My Turn Coded Clinics, please view the Types of Clinics (Scheduled, Walk-in, and Coded Clinics) Quick Sheet on EZIZ - My Turn Onboarding.
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, not feeling well, changed my mind, already have another appointment, invalid/entry error, supply/resource shortage, unexpected weather, cross-county ineligibility, want different vaccine brand, scheduling conflict, patient is already fully vaccinated. (6) “Pending Cancellation” refers to appointments that are cancelled through a bulk cancellation request. Once cancelled, the appointment status will update to “Cancelled.” Additionally, when a registered appointment is cancelled on My Turn Clinic (by a Vaccine Administrator, Vaccine Administrator Assistant or Clinic Manager), it will update to the “Pending Cancellation” status, whereas walk-in appointments will simply update to “Cancelled.” (7) “Resubmission” refers to a patient’s IIS record that has been cancelled and is awaiting resubmission. The record is unlocked and editable. (8) “All Status” refers to all of the above statuses.

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

A: Appointments in “Vaccinated” or “Pending Complete” status on My Turn Clinic will be locked for editing and sent to CAIR2 after 4 hours of completing the appointment between the hours of 12:00am and 7:00pm. Records completed between 7:00pm and 11:59pm are editable for 1 hour before being sent to IIS.

- 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 number, location, preferred date range, or status.
• Vaccinated patients will be under the “Pending Complete” or “Vaccinated” status depending on your clinic workflow. Click the Patient Name to open the Adverse Reactions page.
• On the Adverse Reactions page, document any reactions observed in the patient within the waiting period. If the patient has a reaction that is not listed, select the Other field to open a text box and enter the reaction in the space provided.
• Once complete, click Complete Appointment to update the patient record and save the appointment status as “Vaccinated.”

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, Vaccine Administrators, and Vaccine Administrator Assistants can cancel individual 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.”

Clinic Managers, Vaccine Administrators, and Vaccine Administrator Assistants can cancel a group of appointments (bulk cancel) by checking a box to the left of all appointments that need to be canceled and selecting “Bulk Cancel”. For more information, view the “Vaccine Administrator Quick Sheet” on EZIZ - My Turn Onboarding. Patients will be notified when their appointment is canceled. For more information about cancellation notifications, view Question 9.4 below.
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. In addition, patients can cancel their appointment by clicking on the “Change or cancel appointment” link at the bottom of the My Turn Public Homepage.

Note: If a first dose appointment is cancelled, the second dose appointment will be cancelled automatically.

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

A: Clinic staff can reschedule appointments on My Turn Clinic by selecting the drop-down arrow on the far-right side of the patient name. Select “Edit Appointment.” You are now able to change the date, time, clinic name, and dose number for the patient. Patients are notified when their appointment is updated. For more information, view the “Vaccine Administrator Quick Sheet” on EZIZ.

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 reschedule their appointment. In addition, patients can reschedule their appointment by clicking on the “Change or cancel appointment” link at the bottom of the My Turn Public Homepage.

Please note: If the patient wants to reschedule their first dose appointment, they can change the date, time, and/or clinic of that appointment. However, if the patient wants to reschedule their second dose appointment, they will only be able to select a different time.
8.5 **Q: If clinic staff cancel a patient’s appointment in My Turn Clinic, does the appointment slot open back up to the public for booking?**

**A:** Yes. If clinic staff cancel a patient’s appointment that was scheduled on My Turn Public, then it opens up the appointment slot to the public. However, if clinic staff cancel a walk-in appointment, then the time slot does not open back up to the public for booking.

8.6 **Q: If the patient cancels their appointment, does the appointment slot open back up?**

**A:** Yes. If a patient cancels their appointment, it opens up the 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?**

**A:** The first appointment follow-up text message and email remind the patient to book their second appointment if they have not done so already. 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. For more information, visit the SMS and Email Notification Quick Sheet on EZIZ - My Turn Onboarding.

In addition, 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:** 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, did not show for appointment, self-cancellation, not eligible, scheduling conflict, unexpected event
- **Bulk:** supply/resources shortage, unexpected weather

The other cancellation scenarios (contraindicated, not feeling well, changed my mind, want different vaccine brand, patient is fully vaccinated, invalid/entry error, already have another appointment) do not send automatic cancellation notifications to individuals because those cases are usually handled on-site. For more information, visit the SMS and Email Notification Quick Sheet on EZIZ - My Turn Onboarding.

9.5 **Q:** If we have extra doses available at the end of the day, how do we notify the public?

**A:** Clinic Managers can send SMS notifications to inform patients in specified zip codes of extra doses available later that day. Clinic Managers can enable this function by clicking on “Send SMS to Standby List” after clicking on the dropdown arrow on the Clinic Details Page. For more information, visit the SMS and Email Notification Quick Sheet and the Clinic Manager Quick Sheet on EZIZ - My Turn Onboarding.