



My Turn Onboarding Introduction

Agenda

- [00:40] My Turn Overview and Features
- [03:40] My Turn Tracks & Track Eligibility
- [05:45] My Turn Onboarding Journey
- [07:40] My Turn Functionalities: Types of Clinics and Types of Roles
- [11:26] My Turn Readiness Checklist & Forms Review
- [21:26] Onboarding and Training Journey
- [24:24] Commonly Asked Questions
- [25:55] Attendance/Survey QR Code



My Turn Overview



myCAvax

Providers/LHJs

- Provider Registration and Enrollment
- Vaccine Inventory Management*
- Dose Allocation
- Reporting



My Turn Public

Public

- Eligibility Status Check
- Vaccine Appointment Scheduling
- Email/SMS Confirmation and Reminders



My Turn Clinic

Providers/LHJs

- Clinic Creation and Management
- Patient Management
- Clinic Supply
- Walk-In Registration
- Dose Reporting



My Turn Volunteer

Public/Providers/LHJs

- Volunteer Registration
- Recruit, Vet, and Match Support
- Request Medical and General Support Volunteers

*Vaccine ordering and lot management in myCAvax are applicable to COVID-19 vaccine only.

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My Turn Features



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



TYPES OF CLINICS

- Scheduled
 - Visible to public on My Turn
- Coded
 - Visible on My Turn only to patients with an individual code or master code
- Walk-In
 - Fully Closed for clinic's use **or**
 - Public Clinic visible to general population



GENERAL FEATURES

- 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



MY TURN VOLUNTEER

- Volunteer Registration
- Recruit, Vet and Match Support
- Request Medical and General Support Volunteers
- At no cost, value added application for those who are utilizing My Turn Clinic.

My Turn Onboarding Tracks



Track 1: Full My Turn Functionality

Overview: Organizations would use the My Turn system for scheduling, recording the administration of vaccines and reporting to CAIR. In addition, organizations can manage their user set-up, appointments and reporting.

Track 2: EHR/EMR Integration

Overview: The My Turn EHR requires an API integration to display open clinics and scheduling availability. This will require effort from your organization to ensure information is passed from your EMR / EHR to My Turn.

* A full-service My Turn support team is available for providers with limited employees or resources. If interested, please reach out to the My Turn Onboarding Team: MyTurnOnboarding@cdph.ca.gov



Checklist for Track 2 Eligibility



	Yes	No	
1	<input type="checkbox"/>	<input type="checkbox"/>	Do you have an EHR?
2	<input type="checkbox"/>	<input type="checkbox"/>	Do you have a myCAVax ID (COVID ID) and an IIS ID?
3	<input type="checkbox"/>	<input type="checkbox"/>	Does your EHR system report immunization data to CAIR2?
4	<input type="checkbox"/>	<input type="checkbox"/>	Are you able to open up your clinics for full general population access?
5	<input type="checkbox"/>	<input type="checkbox"/>	Are you and your EHR vendor willing to develop your EHR so that it can integrate with the My Turn API?

*If you answer **NO** to any of the above questions, you are **NOT** eligible to proceed down Track 2*

EHR Vendors & Providers



My Turn Track 2 API integration requires your EHR/EMR vendor to integrate (push) your existing COVID-19 vaccine scheduling system to the My Turn platform. The API to integrate with My Turn is in place and the technical documentation can be requested by emailing myturnehr@accenture.com. Some providers have already completed the integration with some clients while to date others have not.

Integrated with My Turn EHR



Not Yet Integrated with My Turn



Note: This is not meant to be an exhaustive list and is only a representation of common providers the My Turn onboarding team has worked with. For any additional information please reach out to your vendor and myturnehr@Accenture.com

My Turn Journey (High Level Track 1)



Join

WELCOME | INTAKE



Ready

PREPARE | LOAD | TRAIN



Launch

GO-LIVE



Operationalize

STABILIZE | SUPPORT

- Attend myCAVax Training sessions
- Attend Onboarding session – Gain understanding of platform
- Understand how to complete the forms
- Attend Office Hours (optional)
- Submit your completed forms
- Direct staff to proper training materials

- Meet with your Clinic Ops Pod Lead to review your forms and prepare your clinic for launch
- Ensure all necessary members of your organization have reviewed their respective training
 - Clinic Manager (CM)
 - Vaccine Administrator (VA)
 - Vaccine Administrator Assistant (VAA)
- * For schools that have chosen Option 1 for the flu, only the VA & VAA training is necessary
- * For schools that have chosen Option 2 for the flu, all 3 roles apply

- Launch your Clinic with help of your My Turn Onboarding Team
- Utilize Command Center Meeting
- Leverage My Turn Resources

- Attend “What’s New In My Turn” sessions
- Self Sufficiency: Manage your own clinics
- Continue to leverage My Turn Resources

My Turn Functionalities:

- Types of Clinics
- Types of Users



Types of My Turn COVID Clinics

Track 1

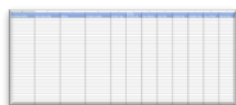
Track 2



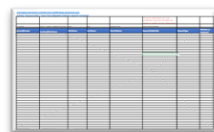
	Scheduled	Walk In Clinic (Closed)	Coded Clinic	EHR
What it Is	<ul style="list-style-type: none"> A scheduled clinic is a clinic that is visible on My Turn to the Public Eligible patients can call in or log in, and schedule an appointment for a scheduled clinic Once it is made the appointment will show up in the clinics system <i>Eligibility:</i> This is filled in prior to arrival 	<ul style="list-style-type: none"> A walk-in (closed) clinic is a clinic that is not visible on My Turn Patients will have to be notified that there is a walk-in clinic occurring Patient can't schedule an appointment for closed walk in clinic Clinic has option to pre-register patients** <i>Eligibility:</i> This is filled in upon arrival 	<ul style="list-style-type: none"> A coded clinic is a clinic visible on My Turn, however it is only visible for patients with the correct access code An access code is given by the clinic to patients who are deemed eligible to get the vaccine <i>Eligibility:</i> This is filled in prior to arrival 	<ul style="list-style-type: none"> An EHR clinic is a clinic that is visible on My Turn, but is linked to an organizations own EHR/EMR. Patients will be rerouted to the organizations EHR during the scheduling portion <i>Eligibility:</i> This is filled in prior to arrival, and on the organizations EMR/EHR page
When to Use	<ul style="list-style-type: none"> Ex. <ul style="list-style-type: none"> Repeat clinics that are held continuously Large vaccination sites Etc. 	<ul style="list-style-type: none"> Ex. <ul style="list-style-type: none"> If you do not want to be open to the public Last minute clinic needed Extra/unused vaccines at the end of the day Etc. 	<ul style="list-style-type: none"> Ex. <ul style="list-style-type: none"> If you need to target a specific subset of the population You want to target only existing patients Etc. 	<ul style="list-style-type: none"> Ex. <ul style="list-style-type: none"> Recommended: If you have 10+ locations/ >10,000 in weekly capacity If your organization has the technical capabilities to complete an API integration with My Turn If your EHR/EMR system submits data directly to CAIR
Process	<ul style="list-style-type: none"> When filling out your clinic scheduling form, indicate that you are holding a scheduled clinic Submit New User List Form 	<ul style="list-style-type: none"> When filling out your clinic scheduling form, indicate you are holding a Walk-In clinic Submit New User List Form 	<ul style="list-style-type: none"> Work with your My Turn representative to complete your coded clinic form Your clinic receives the codes from the My Turn team and shares them Submit New User List Form 	<ul style="list-style-type: none"> After attending the My Turn Onboarding Session, determine if you're eligible for Track 2 via the checklist on slide 6 If applicable, contact the EHR team at MyTurnEHR@accenture.com & request EHR form On the form, provide a technical POC who will work to integrate the API with My Turn



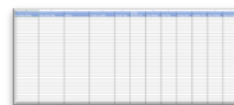
Clinic Scheduling Form



New User List form



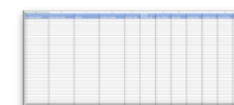
Clinic Scheduling Form



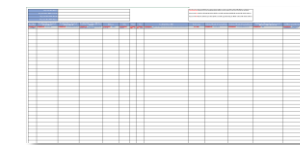
New User List form



Coded Clinic Form



New User List form



Clinic Submission-Facility EHR Form

Recommended My Turn Clinic Options for Schools Administering Flu Vaccine



QR Code

School issues unique code to parent/guardian to register student on My Turn

Benefits:

- Allows families to 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 student and quickly check-in student on clinic day

Considerations:

- Some families may lack computer access to register on My Turn but can call telephone hotline to register if lack of computer or smartphone; families can attempt in-person registration (availability may be limited)

Walk-In Closed

School holds closed walk-in clinic and staff registers student

Benefits:

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

Considerations:

- May require staff additional time to register student on-site or before clinic day

User Profiles – Access



	VA Assistant	Vaccine Administrator (VA)	Clinic Manager
View all Clinics (within the associated provider account(s))	✓	✓	✓
View all Clinic 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	✓	✓	✓
Cancel Appointments	✓	✓	✓
Bulk upload walk-ins and change appts	✓	✓	✓
View Clinic Dashboard and Reports	-	-	✓
Export Clinic Reports	-	-	✓
Create Clinics	-	-	✓
Edit Clinic Hours and Availability	-	-	✓
Add New Vaccine Supply	-	-	✓
Edit Existing Vaccine Supply	-	-	✓
Send SMS to Standby & Availability List	-	-	✓
User Management	-	-	✓

After Clinic Manager Training

Forms Review

- Readiness Checklist
- Clinic Scheduling Form
- New User Form



My Turn Readiness Checklist



Join

WELCOME | INTAKE



Ready

PREPARE | LOAD | TRAIN



Launch

GO-LIVE



Operationalize

STABILIZE | SUPPORT

Clinical

- Confirm vaccine supply
- Attend myCAvax Session
- Attend Intro to Onboarding Session
- Submit to myturnonboarding@cdph.ca.gov your:
 - 1) [Clinic Scheduling Form](#)
 - 2) [New User Form](#)
- Identify and confirm clinic facilities, workflow, and staff
- Receive and send onboarding and training schedule to staff (see: *Action Needed: Welcome to My Turn!* Email)

- Identify and confirm team roles, responsibilities, and reporting structure
- If needed, review and edit forms with your My Turn Clinic Operations Pod
- Meet with your Clinic Ops Pod to discuss outstanding questions
- Confirm/communicate vaccine lot #* to Clinic Ops Pod
- Confirm Trainer has reviewed User Training and Train the Trainer and reviewed training materials: [YouTube videos](#), EZIZ, and Office Hours

- Trainer facilitates just-in-time training and give any reminders before clinic start
- Utilize the Command Center via Microsoft Teams (invite sent by My Turn team)

- Clinic Manager(s):** Complete CM training
- Confirm your CMs ability to set up and schedule clinics by themselves
- Stay up to date by attending “What’s New in My Turn” Sessions and reviewing Release Notes
- Confirm any new staff has reviewed training sessions/materials

Technical

- Ensure one device (tablet/laptop) per:
 - Vaccine Admin duo
 - Check-In/Registration
 - Post-Vaccination observation area
- Chrome browser preloaded on devices
 - Clear cache
 - Bookmark My Turn provider portal

- Confirm dedicated IT support on site
- Confirm “MiFi” technology/hotspots available
 - Yes: ___ # of hotspots available
 - No: Coordinate/order ___ # hotspots for clinic launch
- 24-48 hours before launch: confirm staff have received usernames and can log in
- Contingency: Download and study My Turn’s contingency plan

- Escalate tech issues/ add new accounts via the Help Desk (HD)
- Confirm staff added on launch day can get in to system
- Inform staff on process to route issues to HD
- Contingency: Run the Patient Export Report and save a local copy

- Continue to use Help Desk and Command Center for support

* Vaccine ordering and lot management in myCAvax are applicable to COVID-19 vaccine only.

Support Resources for COVID-19



My Turn Support Resources	
My Turn Onboarding, Training, and General Questions	<p>For all things My Turn (training schedule, how to's, onboarding resources): https://eziz.org/covid/myturn/</p> <p>For questions and support regarding onboarding documents, process, and general readiness for launch: myturnonboarding@cdph.ca.gov</p>
Public Support Help Desk CA COVID-19 Hotline	<p>Individuals can call for patient scheduling and appointment bookings</p> <ul style="list-style-type: none"> • Phone: 1 (833) 422-4255 • Hours: Monday – Friday 8AM – 8PM PST, Saturday & Sunday 8AM – 5PM PST
My Turn Clinic Staff Help Desk (Clinic Staff Only)	<p>Contact if you have technical issues with My Turn login (should end in .myturn)</p> <ul style="list-style-type: none"> • Email: MyTurn.Clinic.HD@accenture.com • Phone: 1 (833) 502-1245 • Hours: Monday – Friday 7AM – 7PM PST, Saturday & Sunday 8AM – 1PM PST
Additional Support Resources	
COVID-19 Call Center for Providers	<p>Dedicated to medical providers in California and their COVID –19 response. Specifically: addressing questions about program requirements, enrollment, and vaccine distribution.</p> <ul style="list-style-type: none"> • Phone: 1 (833) 502-1245 (M–F / 8AM – 8PM) • Email: covidcallcenter@cdph.ca.gov
VaccineFinder	<p>For any general questions you may have regarding VaccineFinder, you can refer to our FAQ</p> <p>For technical assistance once onboarding is complete:</p> <ul style="list-style-type: none"> • Email: vaccinefinder@castlighthealth.com • Phone: 1 (855) 886-4317
Technical Issues with myCAvax	<p>myCAvax set up resources: Here</p> <ul style="list-style-type: none"> • Phone: Phone: 1 (833) 502-1245, option 2 • Email: myCAvax.HD@accenture.com

Support Resources for Flu



General Flu Resources	
CDC Guidance for the Flu Season	For CDC issued guidelines related to the flu: https://www.cdc.gov/flu/index.htm
EZIZ Flu Resources	A one-stop shop for immunization training and resources related to the flu : https://eziz.org/resources/flu-promo-materials/
Shots for Schools	This resource contains information about immunizations required for school entry in California: https://www.shotsforschool.org/
Immunization Registries	
CAIR (California Immunization Registry)	The main immunization registry organization for the majority of counties across the state of California: http://enroll.cairweb.org
Healthy Futures / RIDE (Regional Immunization Data Exchange)	The immunization registry serving the following counties across the state of California (Alpine, Amador, Calaveras, Mariposa, Merced, San Joaquin, Stanislaus, and Tuolumne counties): http://myhealthyfutures.org
SDIR (San Diego Immunization Registry)	The immunization registry serving San Diego County: http://sdiz.org/cair-sdir/index.html

Onboarding & Training Journey/Resources

- User Role Training Journeys
- Onboarding & Training On-Demand Resources
- Demos and Training Links



Clinic Manager Training Journey



Prior to using My Turn Clinic, follow the training steps below to gain a full understanding of the Clinic Manager functionality (6 hours).



*Only applicable to providers/schools offering flu.

Vaccine Administrator / Assistant Training Journey



Prior to using My Turn Clinic, follow the training steps below to gain a full understanding of the Vaccine Administrator functionality (2 hours).



*Only applicable to providers/schools offering flu.

Onboarding & Training: Sessions and On-Demand Resources



	Type	Links
My Turn Onboarding	Intro to My Turn Onboarding	Here (On-Demand Video)
	My Turn / myCAvax Office Hours Session (Wednesdays, 1-2 PM PST)	Here
My Turn Demo's and Training*	Clinic Manager	Here
	Vaccine Administrator (VA) / VA Assistant	Here
	What's New in My Turn Session	Here
myCAvax	Vaccine Order* Request – Q&A and New User Overview	Here
	Provider 101 – Account Enrollment	Here

* Vaccine ordering and lot management in myCAvax are applicable to COVID-19 vaccine only.

Commonly Asked Questions



When should I submit my forms?

- Forms should be submitted ASAP after this session, and when you have been made aware that you are receiving vaccine shipment.
- **Clinic Scheduling Form**: Must be received a minimum of **48 hours before** desired schedule available date or a minimum of **24 hours before** walk-in clinic is scheduled to open.
- **New User Form**: Must be received **72 hours prior** to the clinic launch (users will be uploaded ~48 hours before).

Will I have to submit the two onboarding forms every week from now on?

- For your **first 1-3 clinic(s)**, you will submit your Clinic Scheduling and New User List form to our My Turn onboarding inbox. Once you have submitted these forms, your clinic operations team will help set up and manage your clinic with you.
- Once you have attended clinic manager training in **the operationalize phase** of onboarding, you will be able to set up and manage your own clinics autonomously.

What is the difference between My Turn and myCAVax?

- The MyCAVax and My Turn websites/interface look almost the same but have very different capabilities.
- MyCAVax is a **vaccine management platform** used to enroll vaccine administration locations and manage and order your vaccine inventory*.
- My Turn is a **vaccine scheduling platform and clinic management system** with a public interface.

* Vaccine ordering and management in myCAVax are applicable to COVID-19 vaccine only.

Attendance + Survey



Please complete the following [mandatory survey](#) to record your attendance and provide feedback.

The survey can be accessed via:

<https://forms.office.com/g/5Jj8q0GFSL>

Type the link above in your browser

OR



Scan this QR Code