

# My Turn: Master Code Job Aid for Clinic Call Center



## Purpose:

This document provides step-by-step instructions for scheduling a COVID-19 vaccine appointment on behalf of a resident using a Master Code

## Target Users:

Call Center and Appointment Line Agents

## 1 Obtain Master Code

Obtain Master Code that will be used to schedule resident appointments on My Turn. It will be a 10-digit alpha numerical code (e.g., AB1C2DEFGH).

Have this code readily available on a Word document or email that can easily be copied and pasted for the booking process

## 2 Open My Turn

All appointments will be scheduled through <https://myturn.ca.gov>.

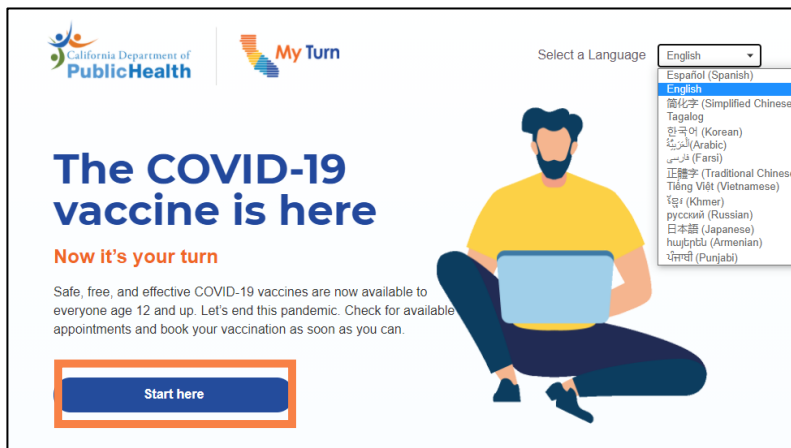
1. Ask the resident if they have mobile phone that can receive text messages OR if they have an email address.

- If the resident has a mobile phone and/or email address, proceed to **step 2**. If the resident does NOT have a mobile phone, direct them to the COVID-19 Hotline at +1 833-422-4255. Proceed to [Page 5, Scenario #4](#) for next steps

**NOTE: We recommend scheduling a follow-up with the resident to ensure they do not need further assistance to book an appointment.**

2. From the drop-down menu, select the language option that you will be using to schedule the appointment for the resident.

3. Click "Start Here" to begin. You do not need to log into the system.



For the latest My Turn educational materials, please visit [EZIZ](#) or [YouTube](#)



### My Turn Help Desk

Direct Line: 1-415-621-9494

Email: [MyTurn.Clinic.HD@accenture.com](mailto:MyTurn.Clinic.HD@accenture.com)

## 3 Ask Resident Initial Questions

Ask the resident the questions under the “Let’s get started” section to help My Turn find the right vaccination site. Select the resident’s responses.

1. If the resident is 12 years of age, agents must retrieve parent/guardian information
2. If the resident is between 13-17 years of age, parent/guardian information is optional
3. Patients can now schedule appointments for up to 2-5 at the time using the group scheduling function

**\*The person completing the application process must be 18 year or older**

### Let's get started

These questions help us find the right vaccination sites for you.

Privacy Statement (Civil Code section 1798.17)

The California Department of Public Health (CDPH) created this system for use by local health jurisdictions to collect information, which will be used to schedule you for an appointment to receive a COVID-19 vaccination, identify you at the vaccination site, and assure you receive the correct second dose, if required. The information is collected pursuant to Health and Safety Code sections 131050, 120175 and 120440 and will be kept confidential and on file as required by law. All requested information is mandatory; not supplying the requested information will result in an inability to use this online service. The information may be disclosed to the California State Auditor, the California Office of Health Information Integrity, the California Office of Information Security, or other state and federal agencies as required by law.

You have the right to review records CDPH maintains about you. CDPH will, upon request, inform you of the location of your records and the categories of persons who use the information in those records. For more information, contact Chief, Immunization Branch, California Department of Public Health; 850 Marina Bay Pkwy, Bldg. P, Richmond, CA 94804 or by phone (800) 578-7889.

### Please select the patient's age range

Check with the clinic about how you can consent for your minor and if you need to be at the appointment. If the clinic will accept a signed consent form, here is a [sample](#) to use.

12

13 - 17

18 and older

I certify that I, the person completing the registration process, am over the age of 18 years old.

Parent/guardian name

Parent/guardian phone number

Please enter a valid mobile number (555-555-5555)

Are you scheduling an appointment for an individual or a group/family?

You can schedule up to five people at a time.

Individual

Group/family

### Please select the patient's age range

Check with the clinic about how you can consent for your minor and if you need to be at the appointment. If the clinic will accept a signed consent form, here is a [sample](#) to use.

12

13 - 17

18 and older

I certify that I am at least 18 years of age, or an emancipated minor at least 16 years of age, or the parent or legal guardian of the minor patient.

Parent/guardian name (optional)

### Please select the patient's age range

Check with the clinic about how you can consent for your minor and if you need to be at the appointment. If the clinic will accept a signed consent form, here is a [sample](#) to use.

12

13 - 17

18 and older

I certify that I am at least 18 years of age.

## 4 Enter Master Code

Add the Master Code at the bottom of the page under “Access Code (optional)” BEFORE you click continue.

Access Code (optional)

← Master Code

I certify that, to the best of my knowledge, the information submitted in this application is true and accurate. I understand that the information I provide here will be used to determine my eligibility for receiving the COVID-19 vaccination and when the vaccine will be made available to me. I give my consent to share my information that I provide here as needed with a licensed healthcare provider administering the vaccine, the California Department of Public Health and its contractors, and local health jurisdictions to provide me with COVID-19 vaccination services.

Continue

## 5 Enter Zip Code

Ask the resident for their zip code. Enter the Resident’s Zip Code and click “Continue.”

### Let's find an appointment

Find a location near you.

**Johnson & Johnson Vaccine Update:** Following the recommendation of federal and state public health experts, California has resumed use of the Johnson & Johnson vaccine. To learn more about the rare risks associated with the Johnson & Johnson vaccine, which have mostly occurred in women under 50 years of age, visit [https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/JnJ\\_factsheet.pdf](https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/JnJ_factsheet.pdf)

NOTE: Even when you're fully vaccinated, it's still important to get tested if you've been exposed to someone with COVID-19 or have any symptoms. COVID-19 tests work the same for both vaccinated and unvaccinated people.

[Find a testing site near you](#) or call (833) 422-4255.

Enter your address or zip code

[Use your current location](#)

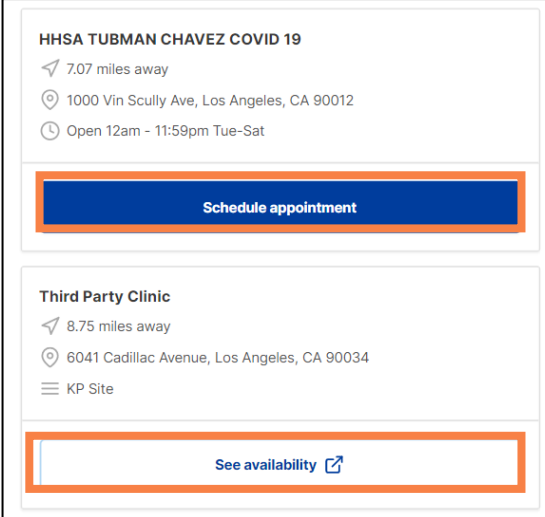
Continue

< Back

## 6 Select a Clinic

A list of clinic(s) will appear, organized by distance. Read aloud the available options to the resident and click on the clinic where the resident chooses for their appointment.

1. Click on “Schedule appointment” or “See Availability” to book an appointment
  - a) Please note: clinics with light blue boxes that say “See Availability” will redirect you to an external site outside of My Turn to complete the appointment. Follow the instructions on the site if selected.
2. Click “Continue”



HHSA TUBMAN CHAVEZ COVID 19

7.07 miles away

1000 Vin Scully Ave, Los Angeles, CA 90012

Open 12am - 11:59pm Tue-Sat

**Schedule appointment**

Third Party Clinic

8.75 miles away

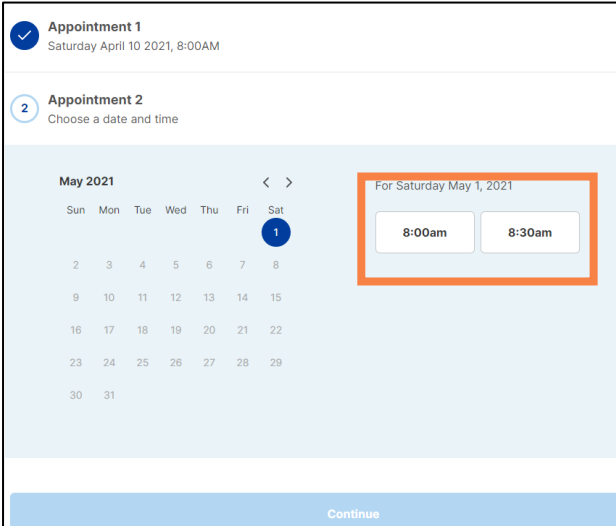
6041 Cadillac Avenue, Los Angeles, CA 90034

KP Site

**See availability**

## 7 Select Appointment

Read aloud available time slots to the resident and select their preferred appointment time.



Appointment 1  
Saturday April 10 2021, 8:00AM

Appointment 2  
Choose a date and time

May 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

For Saturday May 1, 2021

8:00am 8:30am

Continue

## 8 Collect Resident's Personal Information

1. Follow instructions below for different contact information scenarios
2. Continue to enter the resident's personal and contact information in the required fields
3. Click "Continue"

#	Scenario	Directions
1	Resident has a mobile phone AND an email address	<ol style="list-style-type: none"> <li>1. Enter their phone number in the "<u>Mobile Number</u>" field</li> <li>2. An email address is optional. Ask the resident if they would like to provide their email for notifications. If yes, enter it in the "<u>Email address (optional)</u>" field, otherwise leave blank</li> </ol>
2	Resident has a mobile phone, but does NOT have an email address	<ol style="list-style-type: none"> <li>1. Enter their phone number in the "<u>Mobile Number</u>" field</li> <li>2. Leave "<u>Email address (optional)</u>" field blank</li> </ol>
3	Resident does NOT have a mobile phone	<ol style="list-style-type: none"> <li>1. Direct the resident to the CA COVID-19 Hotline. We recommend referring to your LHJ/Provider's guidelines.               <ol style="list-style-type: none"> <li>a) If on the phone, provide the resident with the Master Code and forward the resident call to the CA COVID-19 Hotline at +1 833-422-4255</li> <li>b) If on the phone, dial-in the CA COVID-19 Hotline. If in person, call the CA COVID 19 Hotline for the resident. Tell the agent the Master Code, and offer to stay on the phone with the resident to complete the appointment</li> <li>c) Provide the resident with the Master Code and ask the resident to call the CA COVID-19 Hotline at +1 833-422-4255 to continue with the appointment.</li> </ol> </li> </ol> <p>NOTE: We recommend scheduling a follow-up with the resident to ensure they do not need further assistance to book an appointment.</p>

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## 9 Collect Resident's Personal Information (Continue following instructions on page 5)

Complete


<h3>Personal and contact information</h3> <p><b>First name</b></p> <input type="text"/> <p><b>Last name</b></p> <input type="text"/> <p><b>Suffix (optional)</b></p> <input type="text"/> <p><b>Date of birth</b> Please enter the date in the format mm-dd-yyyy</p> <p>Month   Day   Year</p> <input type="text"/> <input type="text"/> <input type="text"/> <p><b>Mother or guardian's first name</b></p> <input type="text"/> <p><b>Gender</b></p> <p><input type="radio"/> Female</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Non-Binary</p> <p><input type="radio"/> Prefer Not to Say</p> <p><b>Race</b> This question helps us better understand who we are reaching. Your answer does not affect your eligibility to receive the vaccine in any way.</p> <input type="text" value="Select"/>	<p><b>Email address (optional)</b> Please enter a valid email address (janedoe@example.com)</p> <input type="text" value="agentemail@callcenter.com"/> <p><b>Mobile number</b> Mobile number is required for verification purposes. If you do not have a mobile phone you can call the CA COVID-19 hotline at 1-833-422-4255 for assistance. Please enter a valid mobile number (555-555-5555)</p> <p>Please provide a valid phone number</p> <input type="text" value="(555) 555-5555"/> <p><b>Home street address</b></p> <input type="text"/> <p><b>City</b></p> <input type="text"/> <p><b>Zip code</b> Please enter your five-digit postal code</p> <input type="text"/> <p><b>Do you have health coverage?</b> The COVID-19 vaccine is free for everyone and you do not need insurance to get it, but we are required to verify if individuals have health coverage. If you do have health insurance, it will cover the costs at the clinic that vaccinates you, at no cost to you.</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
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## 10 Confirm the Appointment

Once you land on the confirmation page, the booking is complete!

1. Read aloud the “Appointment Number” and “Appointment Details” clearly to confirm the resident has the correct information

**My Turn Site**

  
**Your vaccination appointment is confirmed!**

Your appointment number is  
rr178w9keq  
and an email has been sent to  
agent@callcenteremail.com

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**Appointment Details**


**Appointment 1: Date and time**  
Saturday April 10 2021, 8:00AM  
TEST - DO NOT USE - ST JOHNS - CALL CENTER  
15301 S. San Jose Ave, Compton, CA 90221

**Appointment 2: Date and time**  
Saturday May 1 2021, 8:00AM  
TEST - DO NOT USE - ST JOHNS - CALL CENTER  
15301 S. San Jose Ave, Compton, CA 90221

**Email**

**Your appointment is confirmed!**

Hello John, your COVID-19 vaccination appointment has been successfully scheduled.



Appointment [number]  
**rr178w9keq**

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**Patient**  
John Doe

**Your appointment date and time**  
Saturday April 10 2021 at 08:00AM  
TEST - DO NOT USE - ST JOHNS - CALL CENTER  
15301 S. San Jose Ave, Compton, CA 90221

## 11 Give Important Reminders

Before you end the conversation, be sure to let the resident know the following:

“Please bring a form of documentation with your name and birthdate on it when you go to your appointment. The clinic staff will ask you for your first name, last name, and Date of Birth (DOB) upon check in.

### What to bring to your appointment

Please bring a form of documentation with your name and birthdate on it. The name should match the name on your appointment confirmation.

**You 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.

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**Have questions?**


Our Virtual Assistant can help with your vaccine, registration and scheduling questions today. Click here to [chat now](#).

**Having trouble? Don't have an email address or mobile phone?**

Call the CA COVID-19 Hotline at 1-833-422-4255 (M-F 8AM-8PM, Sa-Su 8AM-5PM) for assistance.

[Give us feedback or report an issue](#)

Official California State Government Website

  
Please review the [Privacy Policy](#)

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