



MY TURN

Onboarding Playbook

CONTENTS

- Onboarding Journey
- Forms: New User and Clinic Scheduling
- Roles
- Onboarding and Training Schedule
- Support Resources



Onboarding Journey



Join

WELCOME | INTAKE

- Introduction to My Turn
- Discuss clinic operations
 - Assess technical readiness
 - Receive training schedule, resources and required forms
- Submit forms to email below:
 - Clinic scheduling form
 - New user list form
 - myturnonboarding@cdph.ca.gov



Ready

PREPARE | LOAD | TRAIN

- Confirmation of setup in My Turn system (My Turn username/password)
- Review of clinic scheduling and new user forms and approval for clinic and user creations
- Staff to review training videos and attend training sessions



Launch

GO-LIVE

- Morning training video before clinic start for clinic staff
- Launch initial clinic(s)
- Use My Turn Help Desk and Command Center for technical support



Operationalize

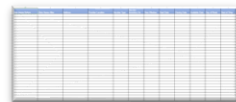
STABILIZE | SUPPORT

- Morning training video before clinic start for clinic staff
- Continue to use Help Desk and Command Center for technical support
- Transition system responsibilities to LHJ/Provider

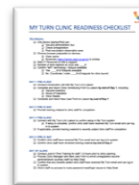
INTAKE FORMS AND SUPPORTING RESOURCES



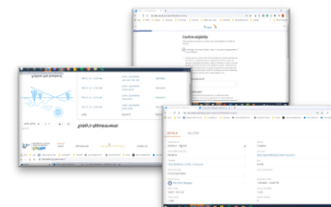
Clinic Scheduling Form



New User List form



Readiness Checklist



Training materials (videos, quick sheets, FAQ, role-driven training modules)



Account Creation & Password Reset Form

My Turn Organizational Readiness

Ensuring proper organizational structure and roles and responsibilities is critical for launching a My Turn Clinic



Central Team



My Turn Team Lead

Leads the My Turn Team and partners with the My Turn Clinical Ops team to plan and successfully launch My Turn



Site Coordinator

Identifies and **works with the Training Lead and on-site Site Leads** for all clinics, reports any successes and issues



IT / Help Desk Lead

Assists clinics in resolving any **technical requests, questions, and issues**



Training Lead

Coordinate's **training clinic site staff**

My Turn Clinic User Roles



Clinic Manager

Uses the My Turn System to **create and manage clinics** – uploads new users, schedules and manage patient reports.



Vaccine Administrator

Manages appointments, **records** key vaccination details, **reviews** patient medical information, and administers vaccine



VA Assistant

Supports VA, helps during the check in and observation area portion. Has same capabilities as VA **except** Vaccine Administration Details page access.



My Turn Onboarding Schedule

Onboarding sessions are held regularly every week. All LHJs and Providers are invited to register and join these sessions according to their own schedule and availability.

	Monday	Tuesday	Wednesday	Thursday	Friday
	Introduction to My Turn Onboarding 1-2:30 PM PST	My Turn Onboarding Office Hours 1-2 PM PST	Introduction to My Turn Onboarding 1-2:30 PM PST	My Turn Onboarding Office Hours 1-2 PM PST	Introduction to My Turn Onboarding 1-2:30 PM PST
Audience	For LHJs and providers who are ready to onboard to My Turn.	For LHJs and Providers who have attended the Introduction call, have additional questions, or would like a deep-dive on the clinic scheduling and new user forms.	For LHJs and providers who are ready to onboard to My Turn.	For LHJs and Providers who have attended the Introduction call, have additional questions, or would like a deep-dive on the clinic scheduling and new user forms.	For LHJs and providers who are ready to onboard to My Turn.
Description	<ul style="list-style-type: none"> • Introduction to My Turn Onboarding • Onboarding journey stages, requirements, and checklists • Q&A 	<ul style="list-style-type: none"> • Instructions for clinic scheduling and new user forms • Q&A 	<ul style="list-style-type: none"> • Introduction to My Turn Onboarding • Onboarding journey stages, requirements, and checklists • Q&A 	<ul style="list-style-type: none"> • Instructions for clinic scheduling and new user forms • Q&A 	<ul style="list-style-type: none"> • Introduction to My Turn Onboarding • Onboarding journey stages, requirements, and checklists • Q&A
Presenter	<ul style="list-style-type: none"> • Onboarding Liaison covering the Join stage of onboarding 	<ul style="list-style-type: none"> • Onboarding Liaison covering the Ready stage of onboarding • Clinic Ops representative • Functional Team representative 	<ul style="list-style-type: none"> • Onboarding Liaison covering the Join stage of onboarding 	<ul style="list-style-type: none"> • Onboarding Liaison covering the Ready stage of onboarding • Clinic Ops representative • Functional Team representative 	<ul style="list-style-type: none"> • Onboarding Liaison covering the Join stage of onboarding



My Turn Training Schedule

The My Turn Training Team hosts a set of weekly recurring trainings to enable providers to use My Turn successfully.

Monday	Tuesday	Wednesday	Thursday	Friday
My Turn E2E Overview 2-3 PM PST	My Turn User Training 3-4 PM PST	My Turn E2E Overview 2-3 PM PST	My Turn User Training 3-4 PM PST	My Turn E2E Overview 2-3 PM PST
Train-the-Trainer Session 1-2 PM PST	Clinic Manager Training 4-5 PM PST	My Turn User Training 3-4 PM PST	Clinic Manager Training 4-5 PM PST	What's New (Biweekly) 4-5 PM PST

	My Turn End-to-End Overview	My Turn User Training	My Turn Train-the-Trainer Session	My Turn Clinic Manager Training	"What's New" Session
Audience	For LHJs and providers who are new to My Turn.	For users to attend prior to their first clinic, who will have access to My Turn.	For LHJ / Provider Training Teams or Point(s) of Contact.	For Clinic Managers to attend after they have launched their first 1-3 clinics and are ready to take over the CM capabilities.	For LHJs / Providers who have been onboarded and want their users to stay up-to-date with new releases.
Description	The My Turn End-to-End Overview will cover: <ul style="list-style-type: none"> • Introduction to My Turn and Support Models • End-to-End Process Flow and User Personas • Clinic Creation Features • Patient Appointment Features • Vaccine Administrator Features • Q&A 	The My Turn User Training will cover: <ul style="list-style-type: none"> • Training Support Models • Instructions for logging into My Turn • Demo for My Turn Users <ul style="list-style-type: none"> - Vaccine Administrator (Includes any other clinic staff with VA user access) - Clinic Manager (only dashboards and reports) <ul style="list-style-type: none"> • Account Troubleshooting and General Tips 	The My Turn Train-the-Trainer Session will cover: <ul style="list-style-type: none"> • My Turn Training Resources in Detail • Clinic Manager, Vaccine Administrator, and Patient Functionality • Tips to Best Leverage Content in Support of Their Teams • Account Troubleshooting and General Tips • Open Q&A 	The Clinic Manager Training will cover: <ul style="list-style-type: none"> • Adding Vaccine Inventory to Account • Creating Clinics and Hours of Operation • Adding Vaccine Supply • Adding Vaccine Administrators • Viewing Dashboards and Reports 	The "What's New" Session will cover: <ul style="list-style-type: none"> • Summary of Release Notes and Updates • Open Q&A

Support Resources



EZIZ Training (eziz.org/covid/myturn)

This page lists out trainings that future and current My Turn users will need to equip themselves with (those who have started the onboarding process prior to their first clinic):

- Instructions for logging into My Turn and UAT
- Demo for any user with access to My Turn
- Vaccine Administrators and Assistants
- Clinic Manager (excludes clinic creation capabilities)
- Patient Check-in and Observation Staff
- Account Troubleshooting and General Tips

Public Support (Patients) Help Desk

Individuals without an email or mobile phone can call for patient scheduling, appointment bookings, and cancelling appointments (if the appointment was not booked on myturn.ca.gov).

- **Phone:** 1-833-422-4255
- **Hours:** Monday - Friday 8AM-8PM PST, Saturday & Sunday 8AM-5PM PST

Clinic Staff (Clinic Manager, Vaccine Administrators) Help Desk

Contact if you have technical issues with My Turn login (should end in .myturn).

- **Email:** MyTurn.Clinic.HD@accenture.com
- **Phone:** 1-415-621-9494, option 4
- **Hours:** 7 days a week, 7AM – 7PM PST

Command Center

The command center serves as a triage team for the first three days upon a clinic's launch date. The command center escalates issues to applicable areas for resolution. Setting up a command center is OPTIONAL, so LHJs/providers will not all have a command center.

Onboarding & My Turn questions and information

Contact for questions and support regarding **onboarding** documents, process, and general readiness for launch

- myturnonboarding@cdph.ca.gov

Contact for general questions and support regarding My Turn

- myturninfo@cdph.ca.gov