

Onsite Support Staff

Frequently Asked Questions (FAQs)

**Purpose:**

This document is a quick reference guide to answer frequently asked questions from various clinic stakeholders

Target Users:

Onsite Support Staff

1 Patients

Q: How do I schedule my second dose appointment?

A: Patients can schedule their second dose appointment in the following ways:

- Ask the clinic where you got your first dose about how to schedule your second appointment.
- Online on myturn.ca.gov
- Call the CA COVID-19 Hotline at 1 (833) 422-4255 (M-F 8AM-8PM, Sa-Su 8AM-5PM)

2 Clinic Managers

Q: How do I see remaining appointments for the day/time?

A: At this time, this functionality does not exist yet; however, on the "Home" tab, Clinic Managers and Vaccine Administrators can view appointments by setting the status field to "Pending Vaccination." You can then filter the results by using the clinic location and date fields. Additionally, Clinic Managers can see a Dashboard of appointments scheduled for "yesterday," "today" and "tomorrow" by status. Clinic Managers can also export a patient report to view patient appointment, demographic, health insurance, and contact information.

Q: How do I see my current and remaining vaccine allotment for the day?

A: Clinic Managers can find data on the doses given and doses remaining to be given at their clinic in the Reports tab by pulling the "Jobs – Yesterday/Today/Tomorrow" report

3 Vaccine Administrators

Q: How can I update patient dosage number?

A: If the patient is registered for an appointment with the wrong dosage number, you can update their record to the correct dose number by using the drop-down arrow on the right side of the appointment listing and clicking "Edit Appointment". Then adjust the patient's dose number to the correct number and click "Edit Appointment" to save.

Q: How do I cancel a patient record?

A: To cancel a patient record, click on the downward arrow on the right side of an appointment listing and click "Cancel Appointment." Then select a reason from the drop-down menu and click "Cancel Appointment."

Q: How are walk-in second appointments handled?

A: Please speak with your Clinic Managers about how your clinic is handling second dose appointments. If approved to do so, second dose walk-in appointments can be scheduled through the Add Walk-In Appointment functionality.



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