

Clinic Manager Resources & Special Use Cases

November 2021



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Initial Log In to My Turn Clinic: <https://mycavax.cdph.ca.gov/s/>



1

Locate your email welcoming you to the Salesforce platform and select "**Register.**"

A screenshot of an email from the California Department of Public Health. It greets Andre Goode and explains that the department is welcoming healthcare providers with active licenses to become COVID-19 vaccine providers. It mentions that organizations and locations are enrolling for COVID-19 vaccines in California. A blue "Register" button is visible at the bottom left. At the bottom, it says "Please use the information below to Register."/>

Hello Andre Goode,

The California Department of Public Health welcomes Healthcare providers with an active license in the state of California to become COVID-19 vaccine providers.

The first step to becoming a COVID-19 vaccine provider is to register your organization and corresponding locations enrolled in the My Turn system for COVID-19 vaccines in California.

[Register](#)

Please use the information below to Register.

2

Create a password

A screenshot of the "Change Your Password" form. It asks the user to enter a new password for the email address andre.goode@accenture.com.cdphvax.dev. The form lists requirements: 12 characters, 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character. There are input fields for "New Password" and "Confirm New Password", and a "Change Password" button at the bottom.

Change Your Password

Enter a new password for andre.goode@accenture.com.cdphvax.dev. Make sure to include at least:

- 12 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character ⓘ

* New Password

* Confirm New Password

[Change Password](#)

3

Take note of your **username** (format: YourEmail.My Turn), **password**, and the [URL](#) for future reference

A screenshot of the myCAVax login page. It features the myCAVax logo (California Vaccine Management System) and a background image of a doctor. There are input fields for "Username" and "Password", and a red "Login" button. Below the password field, there are links for "Forgot your password?" and "Don't have an account yet? Create an account".

myCAVax
California Vaccine Management System

Username

Password

[Login](#)

[Forgot your password?](#)
[Don't have an account yet? Create an account](#)

Note: Make sure that you are logged in to My Turn, **not** myCAVax.

- If you will be away from the system for an extended period of time, you should LOG OUT.
- Please do not use "forgot your password"— instead, contact a Clinic Manager.



My Turn Login – Clinic Manager View

The screenshot shows the My Turn Clinic Manager Dashboard. At the top, there is a navigation bar with the myCAvax logo and menu items: Home, Clinics, Vaccine Inventory, Appointments, Add Walk-In Appointment, Bulk Walk-In Upload, and More. A search icon and a user profile icon are also present. Below the navigation bar is a large banner with the text "Welcome to My Turn Clinic" and a photo of a healthcare worker wearing a blue face mask. Underneath the banner, there are two tabs: "Dashboard" (selected) and "Calendar". A help message states: "Need Help? Please see the Clinic Manager - Dashboard and Reports Quick Sheet." The dashboard is divided into several sections: "Appointments by status" (Pending Vaccination - 0, Cancelled - 0, Checked-in - 0, Pending Complete - 0, Vaccinated - 0, Total non-cancelled appointments: 0, Total appointments: 0), "Pending appointments by vaccine" (Pfizer - 0, Pfizer (5-11) - 0, Moderna - 0, Janssen - 0, Total appointments: 0), "Pending pediatric appointments" (Pfizer (5-11) - 0, Total appointments: 0), and a "Reports" section with filters for "Covid-19", "Nov 17, 2021", "Select Account", and "Select Clinic", followed by a "Load Dashboard" button. The Reports section lists "Appointments by Dose and Brand", "Appointments by Status", and "Appointments Cancelled".

Upon logging in, if you don't see this view, please contact your site lead.

User Profiles – Access



VA Assistant

Vaccine Administrator (VA)

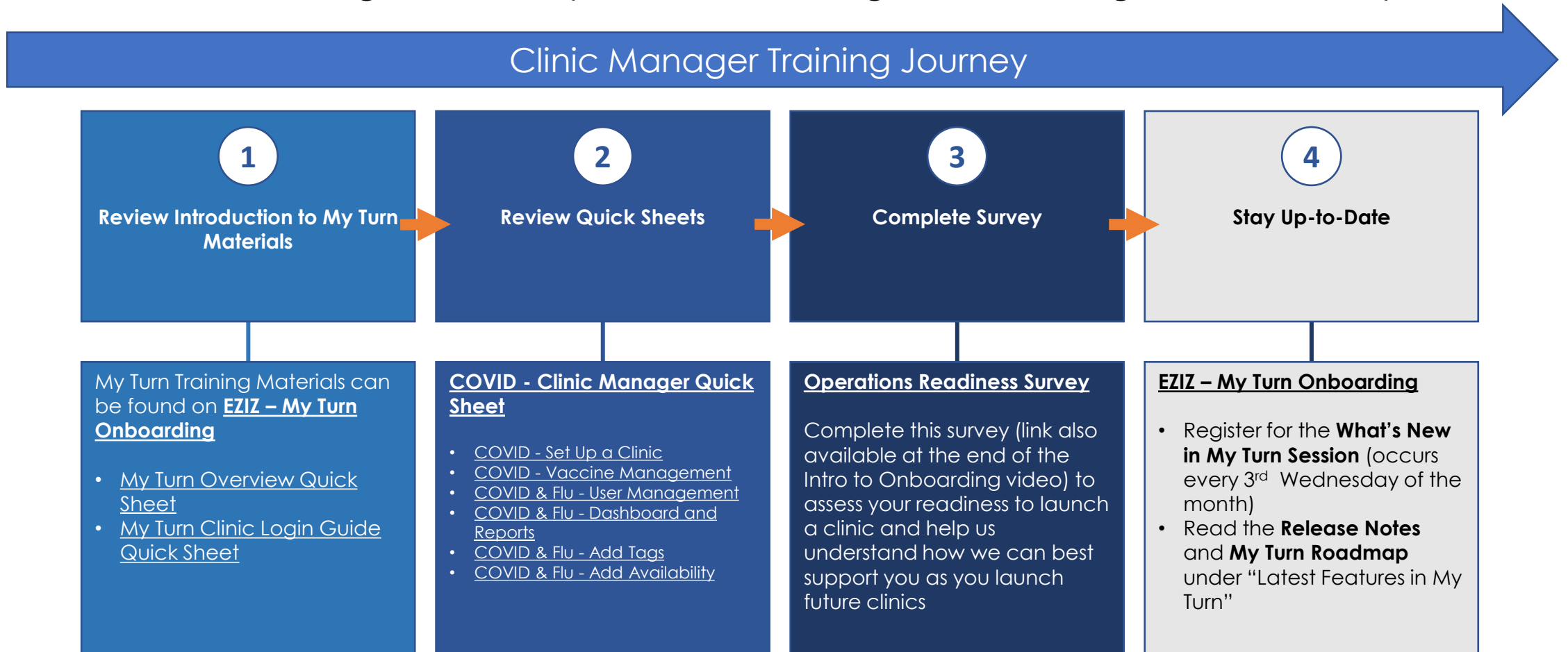
Clinic Manager

	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	✓	✓	✓
Add/Cancel Appointments in Bulk	✓	✓	✓
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	-	-	✓
Add Clinic Tags	-	-	✓

Clinic Manager Training Journey



To fully understand all Clinic Manager functions in My Turn, please review the following on-demand training resources prior to accessing clinic manager functionality.



Objectives



After reviewing the Clinic Manager Training materials, Clinic Managers will understand the following:

- 1 Clinic Creation
- 2 Clinic Operations
- 3 User Management
- 4 Ongoing Support & Resources



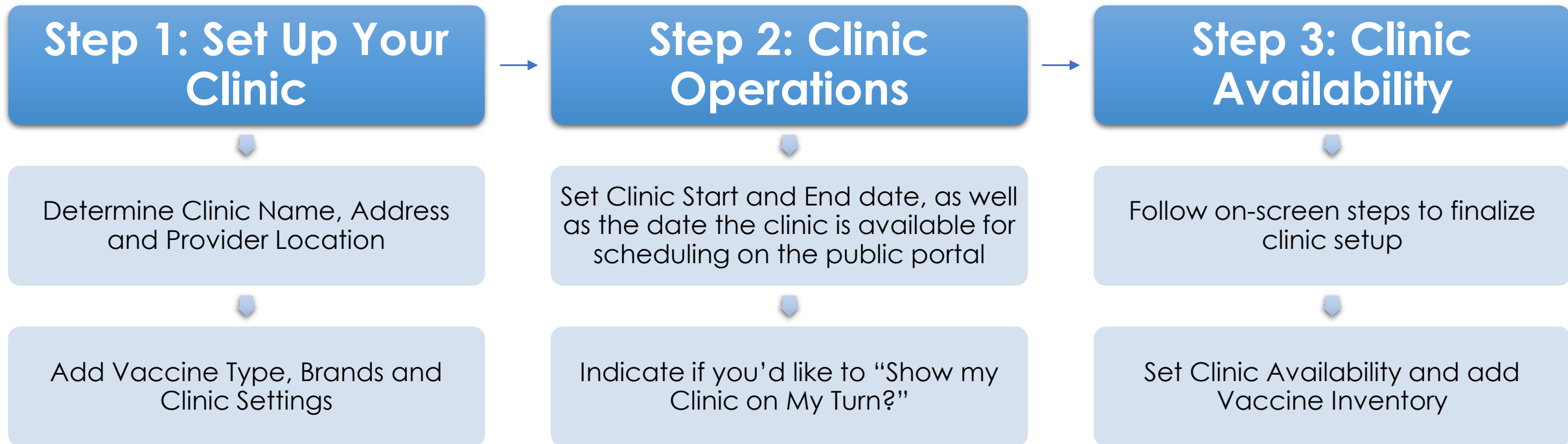
Clinic Manager Responsibilities

Category	Responsibilities	Ready?
Clinic Creation	Add a Clinic to an Account	<input type="checkbox"/>
	Add Vaccine Inventory to Account	<input type="checkbox"/>
	Add Vaccine Supply to a Clinic	<input type="checkbox"/>
	Edit/Delete Existing Vaccine Supply	<input type="checkbox"/>
Clinic Operations	Clinic Availability and Hours of Operation	<input type="checkbox"/>
	Clinic Dashboard	<input type="checkbox"/>
	Clinic Reports	<input type="checkbox"/>
	Manage Clinic Tags for Display in My Turn Public	<input type="checkbox"/>
User Management	Add Users (Individually and via Bulk Upload)	<input type="checkbox"/>
	Edit User Contact Details	<input type="checkbox"/>
	Reset User Passwords	<input type="checkbox"/>
	Add Users to Multiple Providers	<input type="checkbox"/>
Ongoing Support and Resources	Contact Clinic Operations Pod as needed	<input type="checkbox"/>
	Access My Turn Training Materials on EZIZ and YouTube (Materials are refreshed after every release)	<input type="checkbox"/>
	Review My Turn Training Session Recordings on EZIZ if needed	<input type="checkbox"/>
	Access new release information (What's New in My Turn Session and Release Notes)	<input type="checkbox"/>



Set Up a Clinic Process Flow

The My Turn Set Up a Clinic is a step-by-step process designed to complete all aspects of clinic set up and walks you through:



Clinic Naming Recommendation



Public Clinic Name – Name that appears to patients on myturn.ca.gov

- Format: Clinic Name – Location
- Example: The Getty Clinic – Los Angeles

Internal Clinic Name – Name that appears to staff on [My Turn Clinic](#)

- Format: Clinic Name – Location – Vaccine Brand – Dose Type (optional)
- Example: Mission Dolores Clinic – San Francisco – Pfizer – Both Dose



Best Practices for Clinic Naming

Use short, clear, easy-to-interpret language:

- Keep in mind multi-lingual audiences and translators
- Include recognizable key words (San Francisco, XX Arena/Center/Stadium/Site)

Eliminate acronyms, abbreviations and jargon whenever possible:

- Avoid SF, LA, CSUN, HHSA, HHS, LHD, CAL OES/CalOES, etc.
- Avoid PODs, Mega POD, MPOD, etc.

Use a dash with spaces to delineate between levels:

- Clinic/Site name – Location – Vaccine Brand – Dose Type (Optional)

Include available vaccine brand:

- Clinic Managers can add multiple vaccine brands to your clinic. For clinics offering multiple vaccine types, it is recommended you include each vaccine brand in the naming. This will allow you to easily identify within My Turn Clinic the type of vaccine offered at a clinic without needing to access the clinic's detail page. For example, I'll name this clinic The Getty Clinic – Los Angeles – Pfizer & Moderna – Both Doses.

If including dose type, spell out dose information consistently:

- Use First Dose Only, Second Dose Only, Additional Dose, Booster, or Both Doses (versus 1st or 2nd)

***Note:** Please ensure that each clinic has a unique name. Do not have duplicate names across multiple clinics.

Dose Type Options

Use this chart for guidance when:

- Selecting the **Dose Type** (in the "Vaccine Type" section on Step 1 – Set Up A Clinic) based on clinic availability and the targeted population
- Selecting **Vaccine Brand & Dose** in the Vaccine Supply tab



Clinic Availability	Name used in optional 4 th level of internal naming convention	Who can view and book at this clinic in My Turn?	Required Vaccine Supply settings in My Turn		Selection for Vaccine Brand & Dose field when entering Vaccine Supply
			Option 1: Adding Vaccine Supply via Setup a Clinic Flow	Option 2: Adding Vaccine Supply Manually	
Single Dose Clinic* (appointments offered for < 3 consecutive weeks)	Single Dose Clinic Dose number not specified	Patients seeking first or second dose	Select "First dose only" under Appointment Scheduling in Step 2	Add vaccine supply for Dose Number 1	<ul style="list-style-type: none"> • Pfizer – First Dose Only • Moderna – First Dose Only • Johnson & Johnson
	First Dose Only For clinics targeting Patients seeking first dose only appointments	Patients seeking first or second dose	Select "First dose only" under Appointment Scheduling in Step 2	Add vaccine supply for Dose Number 1	<ul style="list-style-type: none"> • Pfizer – First Dose Only • Moderna – First Dose Only
	Second Dose Only For clinics targeting Patients seeking second dose only appointments	Patients seeking second dose	Select "Second dose only" under Appointment Scheduling in Step 2	Add vaccine supply for Dose Number 1	<ul style="list-style-type: none"> • Pfizer – Second Dose Only • Moderna – Second Dose Only
	Additional Dose Add the following note to the clinic Description field during step 2: <i>Additional doses of the COVID-19 vaccine offered at this clinic.</i>	Immunocompromised patients who received their second dose at least 28 days earlier	Select "Additional Dose" under "What types of appointments will your clinic host?" In Step 1.	Add vaccine supply for Dose Number 1	<ul style="list-style-type: none"> • All Approved Brands
	Booster Add the following note to the clinic Description field during step 2: <i>Booster doses of the COVID-19 vaccine offered at this clinic.</i>	Will be available 6 months after a patient's second dose OR 2 months after patient's single dose vaccine.	Select "Booster" under "What types of appointments will your clinic host?" In Step 1.	Add vaccine supply for Dose Number 1	<ul style="list-style-type: none"> • All Approved Brands
Both Dose Clinic* (appointments offered for > 3 consecutive weeks)	Both Dose For clinics giving Patients the option to schedule both doses at the same time	Patients who have not yet been vaccinated, and are seeking first <u>and</u> second dose	Select "Both Dose" under Appointment Scheduling in Step 2	Add vaccine supply for Dose Number 1 & Dose Number 2	<ul style="list-style-type: none"> • Pfizer – Both Doses • Moderna – Both Doses

*Vaccine Brand and Dose are broken out by age range (12+ or 5-11) please ensure you are adding the correct Vaccine Supplies for each age range. CMs may mix-and-match dose types and vaccine brands in one clinic.

How Clinics Display in My Turn



If Patients qualify for multiple vaccine brands and dose types, My Turn will book them the brand and dose associated with the clinic's oldest vaccine supply (by the stock count date).

Clinics will display to Patients in the Public scheduling portal depending on:

- Number of doses Patient has received
- Vaccine brand Patient has received
- Clinic's vaccine supply

Patient Vaccination Status		Clinics Displayed to Patient for Appointment Scheduling (Dependent on Vaccine Supply)	
		Vaccine Brand	Clinic's Vaccine Supply (see Dose Type Options)
Unvaccinated		All vaccine brands	<ul style="list-style-type: none"> • Single Dose • First Dose Only • Both Dose
Pfizer	First Dose Received	Pfizer	<ul style="list-style-type: none"> • 2nd Dose • Additional Dose (immunocompromised only) • Booster dose*
Moderna	First Dose Received	Moderna	<ul style="list-style-type: none"> • 2nd Dose • Additional Dose (immunocompromised only)

* Minor patients (5-17) are only eligible for the Pfizer vaccine and will only be able to view clinics that offer Pfizer for their age range. Please visit myturn.ca.gov for the most up to date eligibility information.

Account Troubleshooting



1 Determine whether the user already has an account

- Check your LHJ/Provider contacts to see if the individual already had an account created.
- If the individual is on the user roster, ask them to check their email. They should have received an email with instructions to reset their password. *If the individual cannot locate the email, please proceed to Step 2 below.*

2 If the user has an account and cannot log in, complete “User Account Creation/Reset” template (Found on [EZIZ](#))

- County
- Location/Clinic Name
- First Name
- Last Name
- Email Address
- Requested Role/Profile
- Request Type
- Volunteer or Employee

Complete and send form to Helpdesk at MyTurn.Clinic.HD@accenture.com
 Email Subject should be "My Turn Account Help." Copy Clinic Manager/POD Lead for security purposes.

	County	Location/Clinic Name	First Name	Last Name	Email Address	Role/Profile	Request Type	Volunteer or Employee?	Remarks
Example	LA County	POD 1: Dodgers Stadium - First Dose	John	Doe	johndoe@county.gov	Vaccine Administrator	New Account	Employee	
Example	LA County	POD 1: Dodgers Stadium - First Dose	Jane	Doe	janedoe@county.gov	Vaccine Administrator	Password Reset	Volunteer	
Example	LA County	POD 1: Dodgers Stadium - First Dose	Jill	Doe	jilldoe@county.gov	Vaccine Administrator	Other	Volunteer	Turn off Training block on Provider Portal

3 Send Completed Template to Help Desk

- Clinic Manager emails completed template to My Turn Help Desk at [My Turn.Clinic.HD@accenture.com](mailto:MyTurn.Clinic.HD@accenture.com)
- If necessary, the Help Desk can also be reached at 833-502-1245, Option 4 | Mon-Fri 7am-7pm and Sat-Sun 8am-1pm.

The Help Desk can also be contacted for user deletion.

Clinic Manager Support Resources

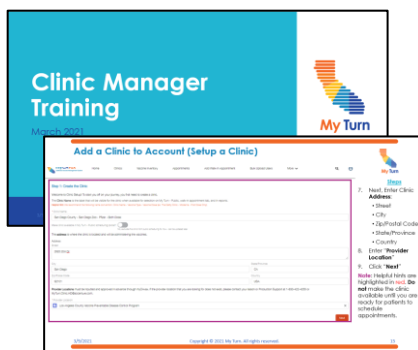
[EZIZ.ORG/Covid/My Turn](https://EZIZ.ORG/Covid/MyTurn)

Resources and Special Use Cases: Walkthrough of Clinic Manager capabilities, including special use cases and troubleshooting advice.

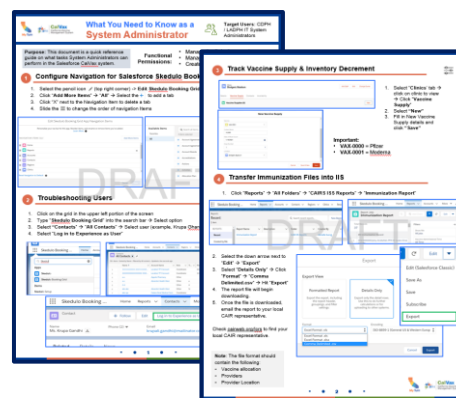
Quick Sheets: Quick reference cards for users detailing key steps and associated system thumbnails.

Trainings: What's new in My Turn sessions.

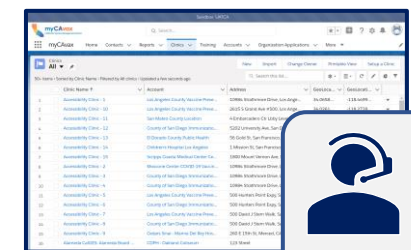
COVID Call Center (833-502-1245): For vaccine program information. Hours: Mon-Fri, 8AM-8PM.



PDF Walkthrough



PDF Quick Sheets



User-specific content

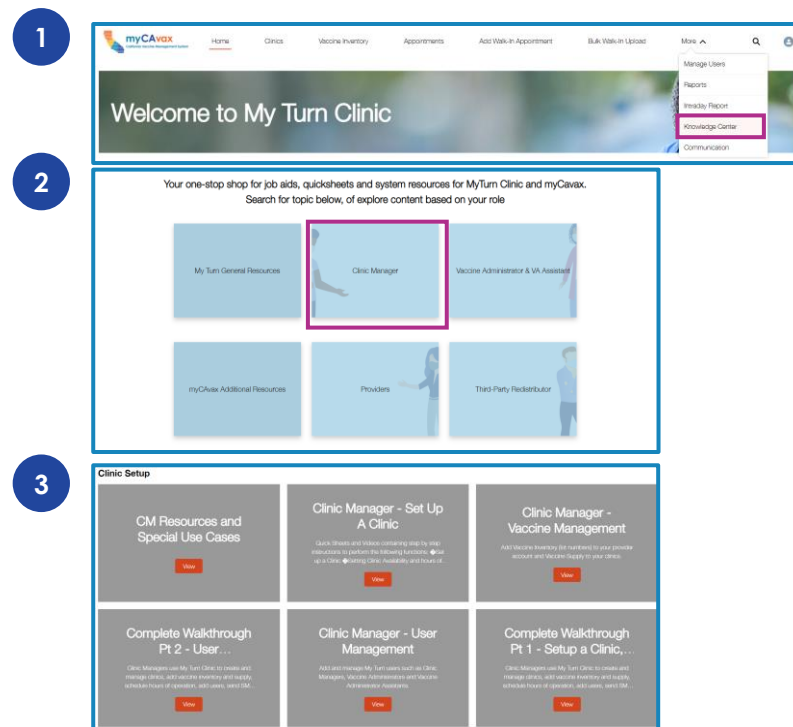
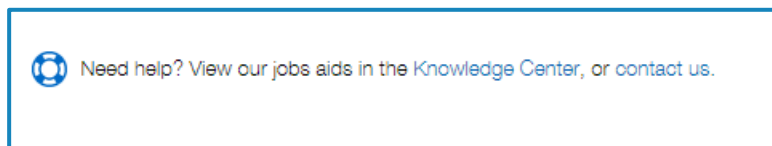
Clinic Manager Support Resources



The Knowledge Center is your one stop shop for all available resources to you. To access the knowledge center in My Turn Clinic, please do the following:

1. Click on the **More** tab and select **Knowledge Center** from the drop-down menu
2. Once at the knowledge center homepage select the **Clinic Manager** box
3. Once in the clinic manager section you will find resources to help you throughout

Additionally, the Knowledge Center can be accessed from most My Turn Clinic pages by selecting the Knowledge Center link located at the bottom of the screen.



General Tips



1	<p>Prevent staff from getting locked out of their accounts by reminding them to save their Username and Password Information and bookmark the URL: https://mycavax.cdph.ca.gov/s/</p>
2	<p>Bookmark the Eziz and YouTube URLs: https://eziz.org/covid/MyTurn/ https://www.youtube.com/playlist?list=PLZqpl41f-8c9nljyV-cEIYT_1hyeHH1ft</p>
3	<p>Use Chrome Browser. Clear cache before launching My Turn.</p>
4	<p>When stepping away from your device, don't forget to logout. When logging back in, use the URL you bookmarked. Do not try logging in from the email you received because you will get locked out of your account.</p>

Issue Management



My Turn Clinic Help Desk

Request type:

- Account creation/modification
- User login issues (password issues, lockouts, training completion blockers)
- System issues (T2/T3)

Contact:

- Phone: 1-833-502-1245, Option 4
- Email: My Turn.Clinic.HD@accenture.com

Hours:

- M-F 7 AM-7 PM PST
- Sat-Sun 8 AM-1 PM PST

*Note: Clinic Managers can also reset user passwords, create users, and modify certain user details. Escalate these issues to Help Desk if you are unable to use the CM functions.



My Turn Clinic Operations Pod

Request type:

- Questions around new clinic setup/updates and clinic schedule updates (using clinic scheduling form)
- Questions around initial User Creation of User lists
- Client-specific use case questions surrounding system limitations, clinic setup, etc.
- Troubleshooting not done by Help Desk
 - Appointments unreleased
 - Schedule irregularities
 - User-related visibility issues (unable to see clinics/inventory)

Operations Readiness Survey



If you have not done so already, please complete the following survey in order to assess your readiness to perform key My Turn responsibilities, such as clinic creation and management, dose allocation, user management, and data reporting.

Your participation also helps us ***understand how we can best support you as you launch future clinics.***

The survey can be accessed via:

<https://forms.office.com/>

Type the link above in your browser

OR



Scan this QR Code

Clinic Managers – Special Use Cases

Special Use Case scenarios describe specific situations you may encounter, and step-by-step instructions on what to do in My Turn to account for the situation.



Special Use Cases

Table of Contents

- 1 *My clinic is open for patients to schedule both 1st and 2nd dose appointments.*
- 2 *My clinic is only open for patients to schedule 1st dose (single dose) appointments.*
- 3 *My clinic is only open to schedule Additional Dose appointments.*
- 4 *How can I remove a duplicate vaccine inventory entry?*
- 5 *How do I set up a walk-in only clinic?*
- 6 *How does a mobile clinic change its address?*



Special Use Case

Case: My clinic is open for patients to schedule both 1st and 2nd dose appointments.

- 1** Create a clinic and indicate that it is a “Both Dose” clinic in the title (Clinic title format: Provider – Clinic Location – Vaccine Brand – Both Dose).
- For **Vaccine Supply**, enter the corresponding “Vaccine Brand & Dose” option for a Both Dose clinic, and add supply for both Dose 1 and Dose 2 separately. Reference the [Dose Type Chart](#) for more information.
If you are using the **Clinic Setup Wizard** function, indicate that your clinic will offer “Both doses” in Step 1 of the Setup a Clinic flow; 1st and 2nd doses will populate in the Vaccine Supply tab).
- 3** For **Availability**, ensure “End Date” is at least 3 or 4 weeks from the last day of appointments



Special Use Case

Case: My clinic is only open for patients to schedule 1st dose (single dose) appointments.

- 1** Create a clinic and indicate that it is a “First Dose Only” clinic in the title (Clinic title format: Provider – Clinic Location – Vaccine Brand – First Dose Only).
- 2** For **Vaccine Supply**, enter the corresponding “Vaccine Brand & Dose” option for a First Dose clinic, then only add one Vaccine Supply entry for Dose 1. Reference the [Dose Type Chart](#) for more information.
If you are using the **Clinic Setup Wizard** function, indicate that you will offer First Dose Only scheduling in Step 1 of the Setup a Clinic flow.

Note: In Vaccine Supply, “Dose Number” for a single dose clinic is always “1”.



Special Use Case

Case: My clinic is only open to schedule Additional Dose appointments.

- 1 Create a separate clinic for Additional Dose supply only
- 2 Add “Additional Dose Only” to the Clinic Name (e.g., Getty Clinic – Los Angeles – Additional Dose Only).
- 3 Check the “Additional Dose” checkbox in the “What types of appointments will your clinic host?” field.
- 4 Utilize the following fields to control clinic’s visibility on My Turn Public:
 - Exclude from Search checkbox (“Show My Clinic on My Turn” on Step 2 of Setup a Clinic)
 - Availability Date
 - Start Date

Note: Clinic will display on the Public site on the Available date when Exclude from Search box is unchecked. This use case also applies to Booster only clinics.



Special Use Case

Case: How can I remove a duplicate vaccine inventory entry?

Clinic managers cannot delete duplicate vaccine inventory entries; however, they can hide the asset from being available for selection during the vaccination process.

- 1 Navigate to the **Vaccine Inventory** tab.
- 2 Search for and select the vaccine inventory you wish to hide.
- 3 Click the pencil icon beside the “Status” field to edit, set status to “-None-”.
- 4 Next, set “Total Doses” to zero.
- 5 Click “Save”.

Note: You can archive vaccine inventory that is no longer in use. For more information, visit the [Vaccine Management Quicksheet](#).



Special Use Case

Case: How do I set up a walk-in only clinic?

- 1 Create a clinic.
- 2 Push clinic “Available Date” past the clinic “End Date.”
- 3 For **Stock Capacity/Vaccine Supply**, set “Current Stock” to 0.
- 4 For **Availability**, fill out the walk-in clinic’s hours of operation and set “Appointments per time window” to 0.
- 5 When making a new walk-in appointment, select this clinic to tie the appointments to.

Note: Remember to fill out “Vaccine Inventory” and update “Lot” number as needed.



Special Use Case

Case: How does a mobile clinic change its address?

- 1 If the clinic is **not** public facing, Clinic Managers can continuously change the address via the clinic details page.
- 2 If the clinic is public facing (patients can book directly online) and the mobile clinic relocates, Clinic Manager must open a new clinic at the additional location. Any change of address requires a new clinic to be made.
- 3 If a mobile clinic returns to a previously used address, simply update the start date/closing date for the existing clinic profile at that address. Since public facing clinics prompt patients to schedule both doses at the same site, mobile clinics must be at the same address for the second dose.

Note: If clinic is not public facing, follow the setup steps for a walk-in only clinic.



Additional Practice Questions



In which “Setup a Clinic” step can you hide a clinic from public view? How can this be updated?

In which “Setup a Clinic” step can you hide a clinic from public view? How can this be updated?

- In Step 2: Clinic operations
- This can be updated by going into the clinic details page and updating the “Exclude from Search” checkbox

Where do you update lot numbers?

- a. In the Vaccine Inventory Tab
- b. In the Vaccine Supply Tab
- c. None of the above

Where do you update lot numbers?

- a. In the Vaccine Inventory Tab**
- b. In the Vaccine Supply Tab
- c. None of the above

BONUS: Does vaccine inventory add inventory at the clinic level or the provider account level?

BONUS: Does vaccine inventory add inventory at the clinic level or **the provider account level?**