CDPH California Department of Public Health | Immunization Branch

Benefits of Using My Turn Clinic

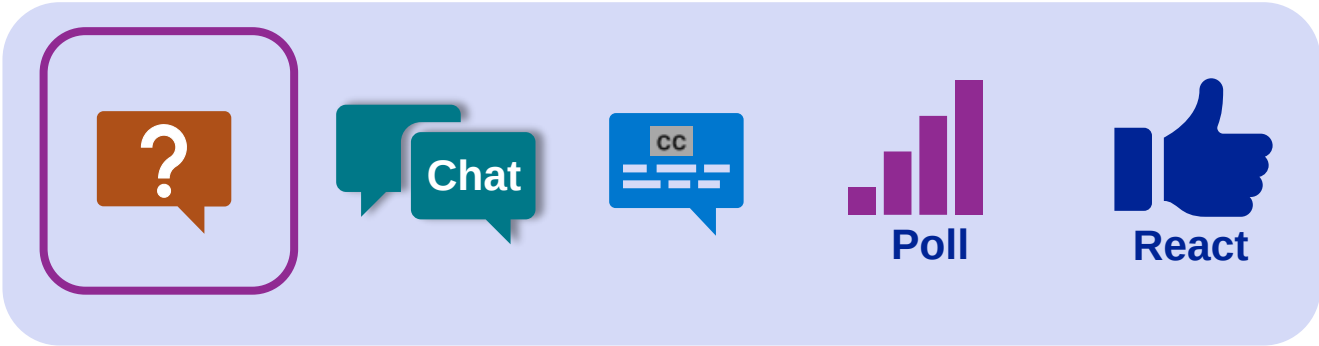
My Turn Webinar for CA Immunization Providers

Tuesday, January 14, 2025

12:00 pm – 1:00 pm

Q&A

During today's webinar, please click and open the Q&A icon to ask your questions so CDPH panelists and subject matter experts (SMEs) can respond.



Housekeeping

Reminder to Attendees:

Today's session is being recorded. For slides, webinar recordings, and other postings, see the My Turn on EZIZ webpage.

If you have post-webinar-related questions, please email leslie.amani@cdph.ca.gov.

Agenda: Tuesday, January 14, 2025

No.	Topic	Presenters (CDPH)	Time (PM)
1	Welcome and Announcements	Leslie Amani	12:00 – 12:05
2	My Turn Background and Survey	Nisha Gandhi	12:05 – 12:10
3	My Turn Overview	Josh Pocus	12:10 – 12:15
4	Demo: My Turn Enrollment	Hannah Shows	12:15 – 12:20
5	Benefits of My Turn	Josh Pocus	12:20 – 12:25
6	My Turn Use Cases	Josh Pocus	12:25 – 12:30
7	Demo: Use Cases	Hannah Shows	12:30 – 12:40
8	My Turn Success Stories	Josh Pocus	12:40 – 12:45
9	My Turn: Increasing Accessibility Across California	Nisha Gandhi	12:45 – 12:50
10	Appendix and Q&A	Leslie Amani and CDPH SMEs	12:50 – 1:00

Announcements

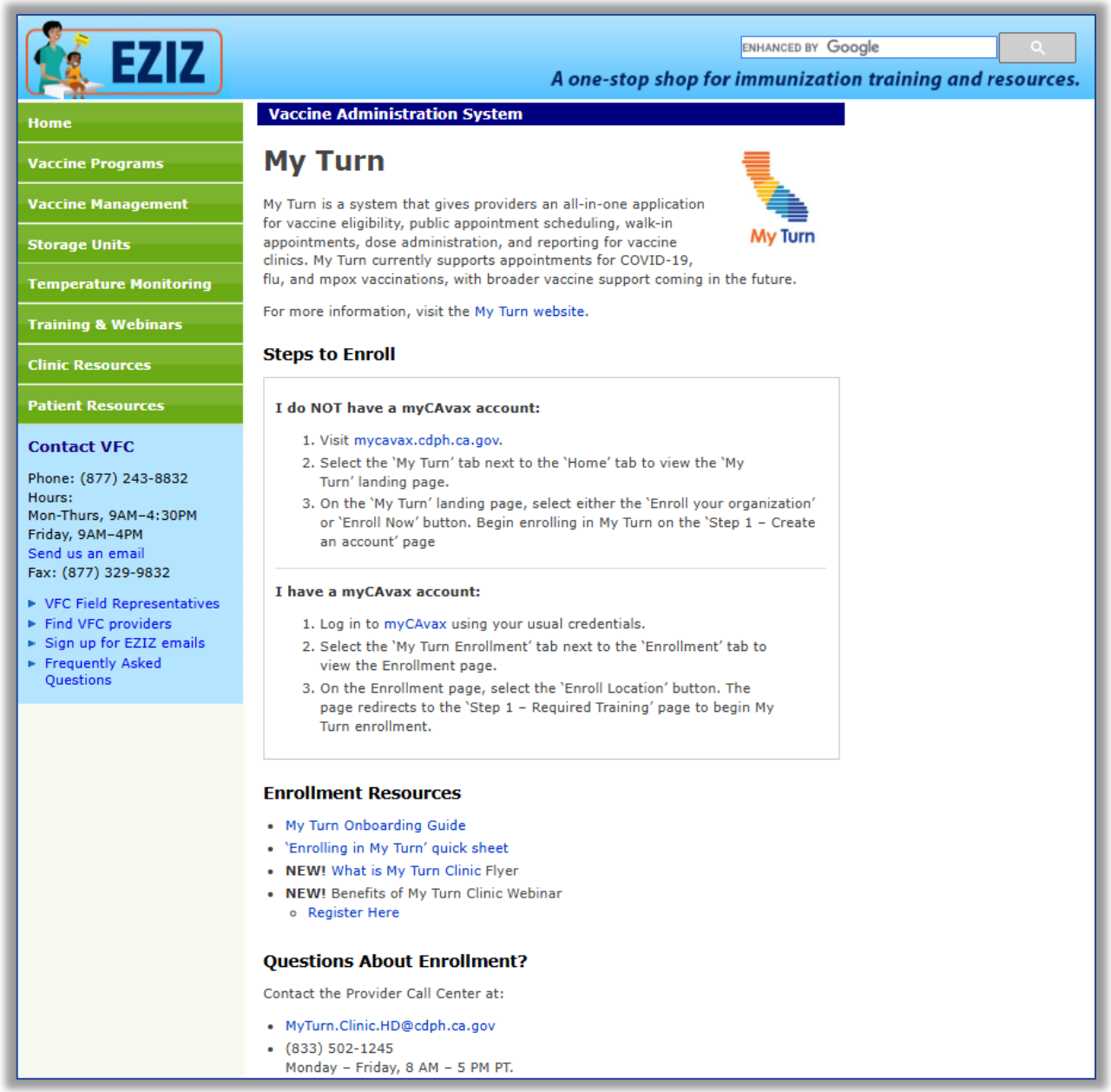
Leslie Amani

My Turn on EZIZ

Includes:

1. Steps to Enroll
2. Enrollment Resources
3. Resources
4. Contacts for Support

[My Turn Vaccine Administration System on EZIZ]



Office Hour for Personalized Technical Assistance

Join My Turn SMEs for a 30-minute session for help with adding your clinics in real time, or getting your questions answered by My Turn SMEs.

When: Tuesday, January 28, 2025

Time: 12:00 pm – 12:30 pm, PT

Register here: **My Turn Clinic Office Hour**

My Turn Background and Survey

Nisha Gandhi

My Turn Background and Impact

My Turn is a platform that 1) connects individuals/patients with tools and resources to receive vaccination and 2) provides Clinic Managers (CMs) and Vaccine Administrators (VAs) the tools to manage vaccination clinics. Since January 1, 2021, over 14 million people have used the My Turn platform to get vaccinated and over 8 million have used My Turn to find third party clinics by different providers.

- Manages vaccine eligibility and access.
- Enables LHJs and providers to create a variety of vaccination clinics: open, closed, walk-in only, mobile, mass vaccination
- Enables LHJs and providers to manage appointments and communicate with patients
- Directly reports data to CAIR2 the state's immunization registry
- Provides LHJs and providers with dashboards and reports
- Enables Californians to determine eligibility and to find and manage vaccination appointments

Survey

1. Do you use My Turn Clinic and, if yes, for how long?
   - ❑ 4 years
   - ❑ 3 – 4 years
   - ❑ 2 – 3 years
   - ❑ 1 – 2 years
   - ❑ 1 year or less
   - ❑ I have not used My Turn Clinic.

2. If you have never used My Turn Clinic, what is/are reason(s)?
   - ❑ E.g., Existing electronic health record (EHR)
   - ❑ E.g., Use of other clinic scheduling tool
   - ❑ Other [Please fill in comments below]

3. Other [Fill in response}

My Turn Overview

Josh Pocus

Ready to Enroll in My Turn Clinic? **CLICK HERE!**

My Turn Overview

myCAvax

Providers / LHJs can…

- Enroll organizations and locations
- Request vaccine
- Utilize Vaccine Marketplace and Provider Location to transfer vaccines
- Manage inventory
- See dose allocations
- View reports

My Turn Public

Patients can…

- Confirm vaccine eligibility
- Find providers in specific programs (VFC, VFA, 317, SGF)
- Schedule/Cancel vaccine appointments
- Receive email / SMS appointment reminders

My Turn Clinic

Providers / LHJs can…

- Full Clinic Management
- Manage appointments and patient information
- Manage vaccine supply / Inventory
- Register walk-ins
- Report doses to IIS (CAIR/RIDE)

CAIR Quick Entry

Providers / LHJs can…

- Submit records directly to doses to IIS (CAIR/RIDE)
- No clinic setup or maintenance
- Run reports and extract patient data
- CSV Template for off-line use
- Edit / update / cancel records

CA Vaccine Management System (CMS) Functionality

Wastage

Admin Corrections

Remediation

Ordering | Shipping | Storage | Eligibility & Scheduling | Administration | Reporting | Immunization Record Storage | Viewing / Obtaining Record

myCAvax | My Turn | CAIR2 | My DVR

Demo: My Turn Enrollment

Hannah Shows

The Benefits of My Turn

Josh Pocus

Ready to Enroll in My Turn Clinic? **CLICK HERE!**

Benefits of Using My Turn

- **Accessible:** Enrolling in My Turn Clinic provides your clinic the ability to be listed on the My Turn platform, making it easy for Californians to find your clinic locations for walk-ins or to book appointments, providing another avenue to promote your clinic's services and accessibility.

- **Efficient Scheduling:** Easily manage appointments and walk-ins, reducing wait times and improving patient flow. Automated Reporting: Seamlessly report doses to CAIR2/RIDE, ensuring compliance, accurate record-keeping, and real-time reporting.

- **Comprehensive Management:** Ability to manage clinic operations, vaccine inventory, clinic availability, and unique QR codes.

- **Enhanced Communication:** Automated SMS and email notifications to remind patients of their appointments and keep them informed.

- **Multiple Provider Use Cases:** My Turn offers different types of access for you to promote your clinics on our public website, depending on your current organization's setup.

My Turn Public Features

My Turn is a platform that connects individuals / patients with tools and resources to receive vaccination and provides Clinic Managers (CMs) and Vaccine Administrators (VAs) the tools to manage vaccination clinics.

GENERAL FEATURES

My Turn Public offers…

- Ability to search for local immunization providers using an electronic map
- Ability to utilize a clinic specific link for direct clinic scheduling and access
- Comprehensive search and filter system for vaccines, age range, insurance type
- Multi-vaccination Support for a single appointment
- Testing location search and testing resources

ADDITIONAL FEATURES

My Turn Public offers…

- External pharmacy resources and links
- Comprehensive vaccine focused Frequently asked questions (FAQs) page
- Multi Language support
- Vaccine eligibility by age chart
- Direct link to My DVR

My Turn Clinic Features

My Turn is a platform that gives Local Health Jurisdictions (LHJs) and providers an all-in-one application for public eligibility, patient scheduling, clinic management, dose administration and reporting, and walk-in registration for vaccine clinics.

TYPES OF CLINICS

- **Scheduled or Walk-In**
  - Fully closed for clinic's use or
  - Public clinic visible to general population
- **Coded**
  - Visible on My Turn only to patients with an individual code or master code
- **Third Party Clinics**
  - My Turn can also be used to promote clinics that use their provider managed scheduling system and or EHR
- **Mobile**
  - Visible or hidden to public on My Turn; operates out of transportation vehicle
- **School Vaccination**
  - Can be coded for direct access
- **Geofenced**
  - Visible only to patients within the same county

GENERAL FEATURES

My Turn offers…

- Comprehensive Knowledge Center
- Automatic dose reporting to CAIR2 / RIDE
- A Virtual Assistant, including SMS and email notifications and appointment reminders
- Appointment management
  - Bulk upload, cancel, and reschedule appointments
- Provider Call Center for support

REPORTING

Clinic Managers can run and export:

- Clinic reports
- Appointment reports
- Patient reports
- Vaccines administered report
- Clinic capacity report

CAIR Quick Entry Features

My Turn now supports direct submission of vaccine records to CAIR2 through a feature called CAIR Quick Entry (CQE). Providers who enroll in My Turn will automatically receive CAIR Quick Entry access. This tool gives providers the same functionality they are used to in Mass Vax with improvements to efficiency and in the future additional vaccine support

GENERAL FEATURES

CQE offers…

- Direct quick entry form to report vaccinations to the Immunization Registries (CAIR/RIDE)
- Single, bulk, and batch record uploads to CAIR2
- Ability to edit/cancel records post-submission

ADDITIONAL FEATURES

CQE offers…

- Offline CSV template
- Reporting for entire Location
- Supports all active CAIR2 vaccines
- Replaces CAIR2 Mass Vax tool

My Turn Use Cases

Josh Pocus

Ready to Enroll in My Turn Clinic? **CLICK HERE!**

CA Patients are Looking for You!

My Turn Clinic is a platform designed to streamline vaccine administration and clinic management.

It allows California immunization providers to manage

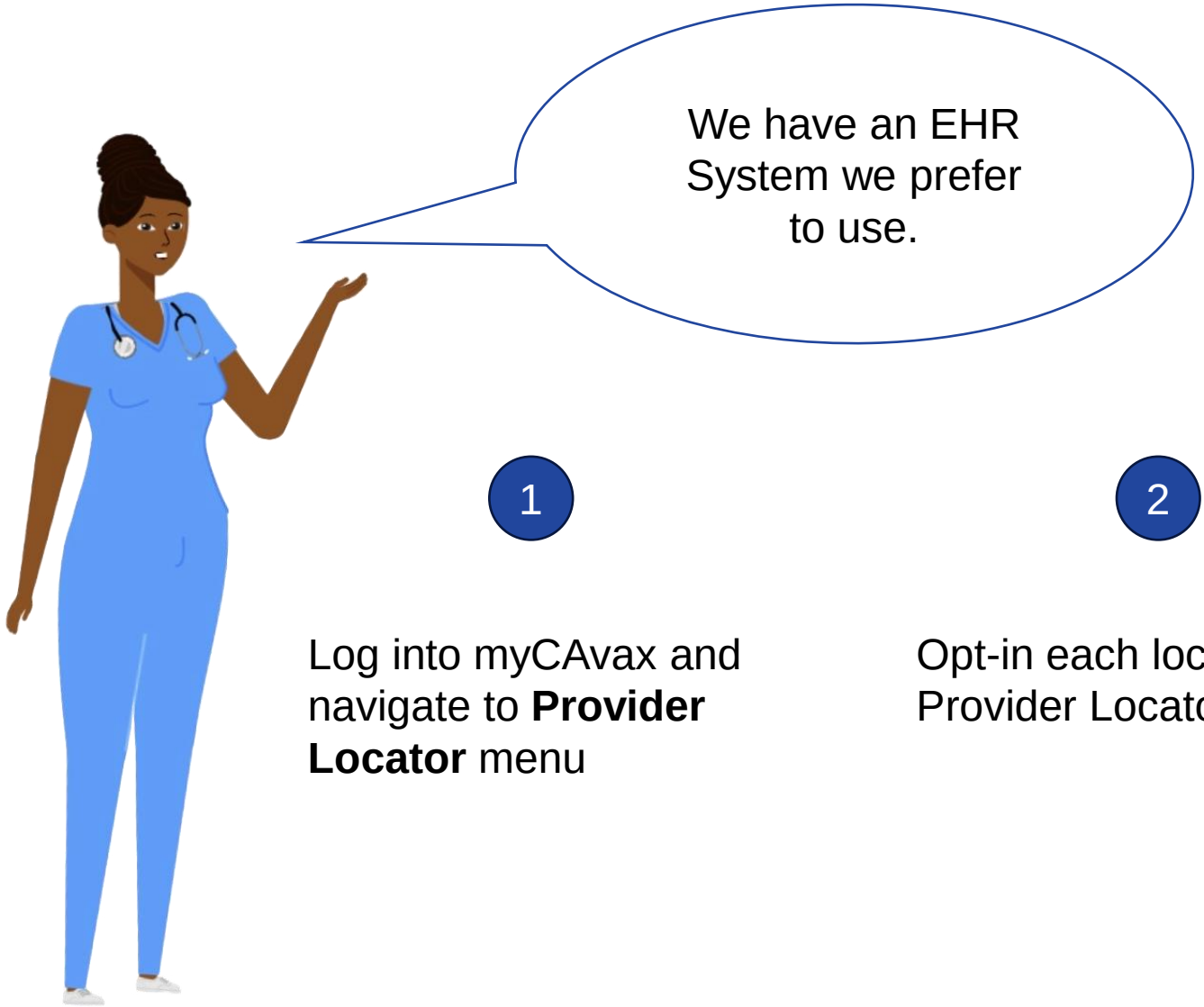
- ✓ Patient eligibility
- ✓ Scheduling
- ✓ Dose administration
- ✓ Reporting
- ✓ AB 1797 compliance

All in one place!

We're here to help!

Contact the CDPH provider call center for Customer Support at 833.502.1245 or email MyTurn.Clinic.HD@cdph.ca.gov

Use Case #1



1

Log into myCAvax and navigate to **Provider Locator** menu

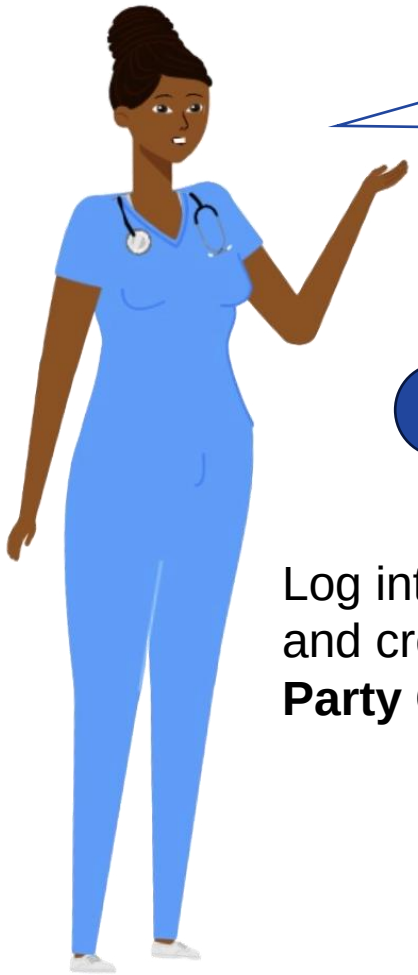
2

Opt-in each location into Provider Locator

Benefits:

- No access to My Turn needed
- No set-up necessary
- Simple opt-in form
- Lists your location on My Turn Public – Vaccine Locator Page for the public to find
- Ability to update at any point in time

Use Case #2



We have an EHR System but still want to use My Turn with minimal setup and maintenance.

1

Log into My Turn and create a **3rd Party Clinic**

2

Provide basic clinic information and a link to re-direct patients to your scheduling portal

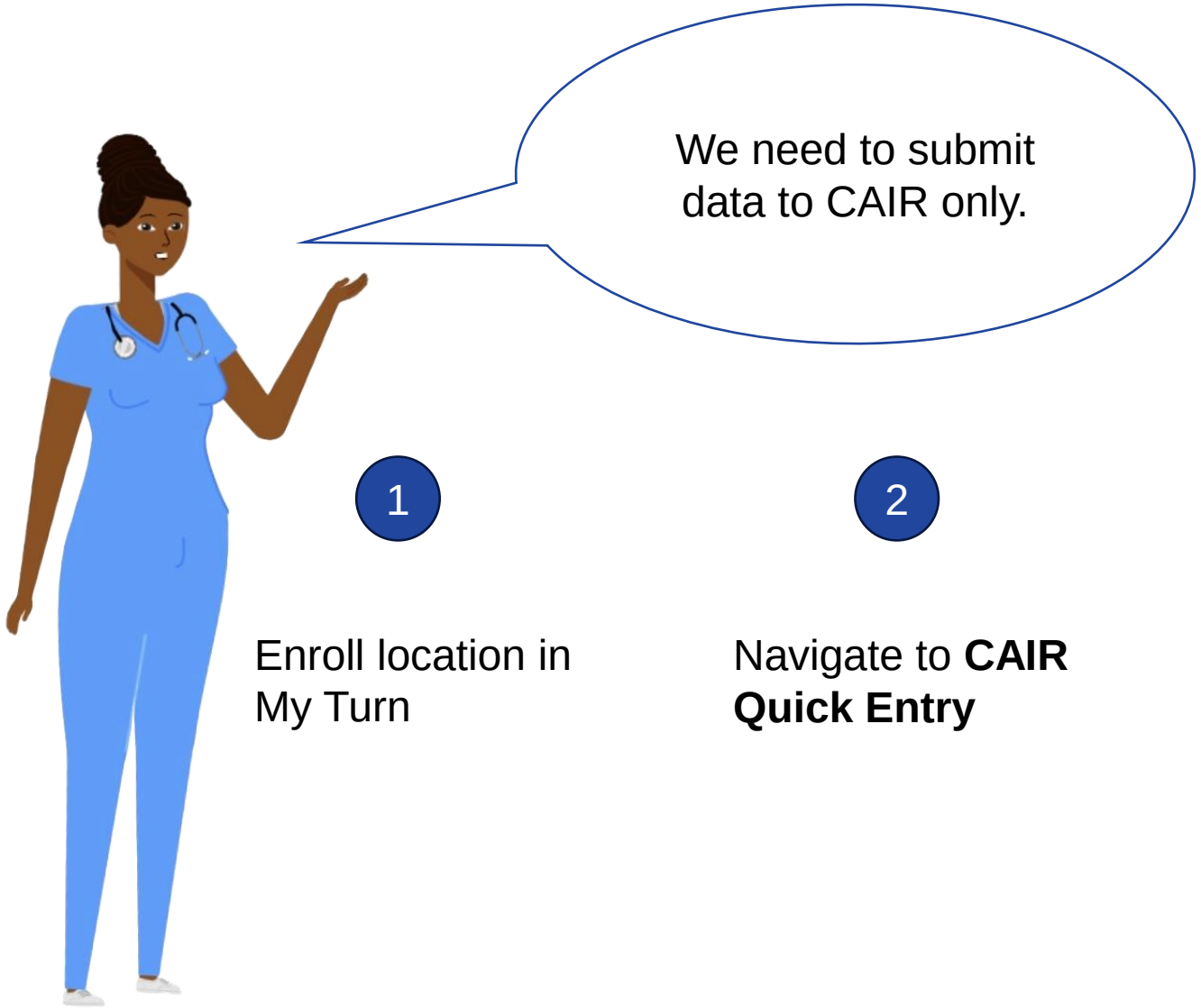
3

Add Clinic availability hours to show on My Turn and activate

Benefits:

- Minimal set-up
- Minimal clinic management needed
- Lists your clinic for the public to find and redirect to your scheduling/provider site
- Ability to update at any point in time

Use Case #3



1. Enroll location in My Turn
2. Navigate to **CAIR Quick Entry**
3. Input vaccinations or upload CSV template and submit

Benefits:

- Enroll location in My Turn for access to CQE (simple enrollment process)
- Data is sent directly to CAIR, no setup required
- Can update/re-submit/cancel records at any time
- Offline CSV template for mass record uploads

Use Case #4

1

Enroll in location **My Turn**

2

- Setup Clinic information
- Add hours of availability
- Add inventory
- Add or edit users

3

Turn Clinic on for scheduling when you are ready

Benefits:

- Full scheduling and screening process available for users
- Custom Screening can be added by CDPH
- Multiple Clinic types and use cases
- Multi-vaccination support
- Ability to update at any point in time
- User management

Demo: Use Cases

Hannah Shows

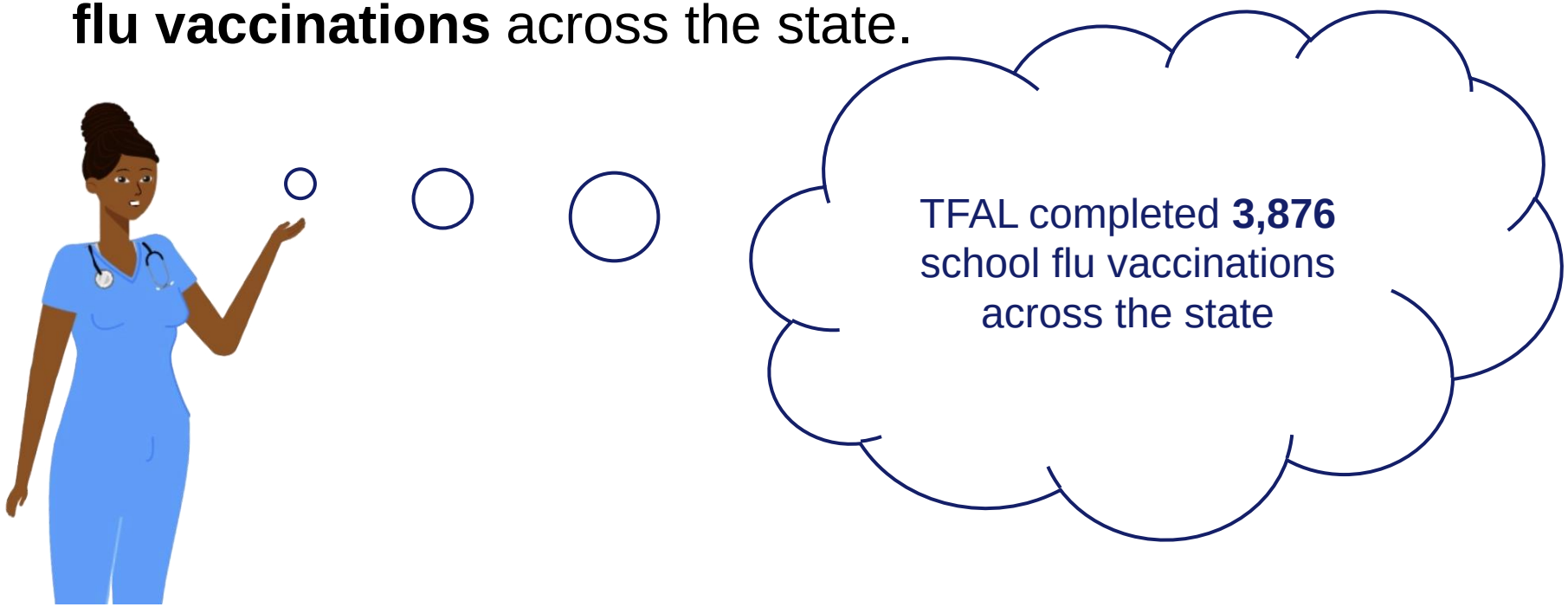
My Turn Success Stories

Josh Pocus

Ready to Enroll in My Turn Clinic? **CLICK HERE!**

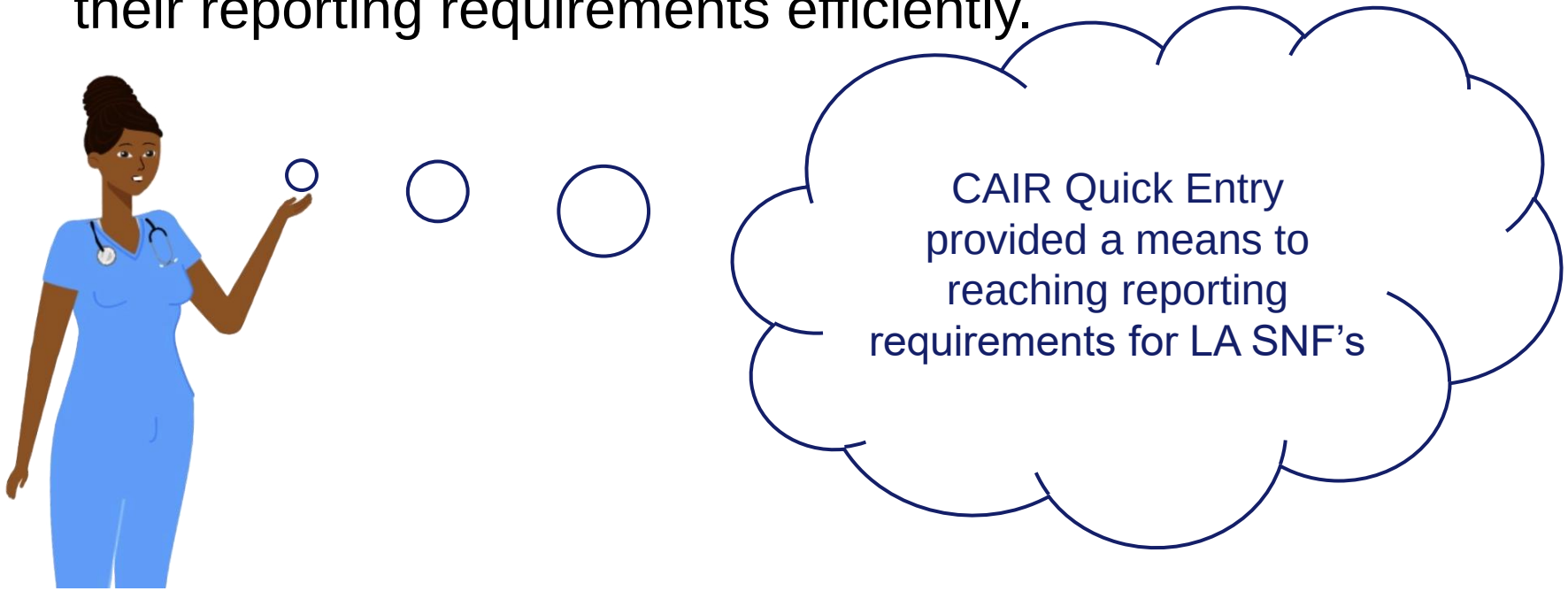
Teach Flu a Lesson (TFAL) Success Story

Teach Flu A Lesson (TFAL) partnered with the My Turn team to establish **CAIR Quick Entry (CQE)** accounts for partner locations hosted by Kaiser at school-based vaccination sites. Nursing students administered vaccinations and recorded data into CSV files, which were subsequently uploaded into CAIR Quick Entry. Through this initiative, TFAL successfully delivered **3,876 school flu vaccinations** across the state.



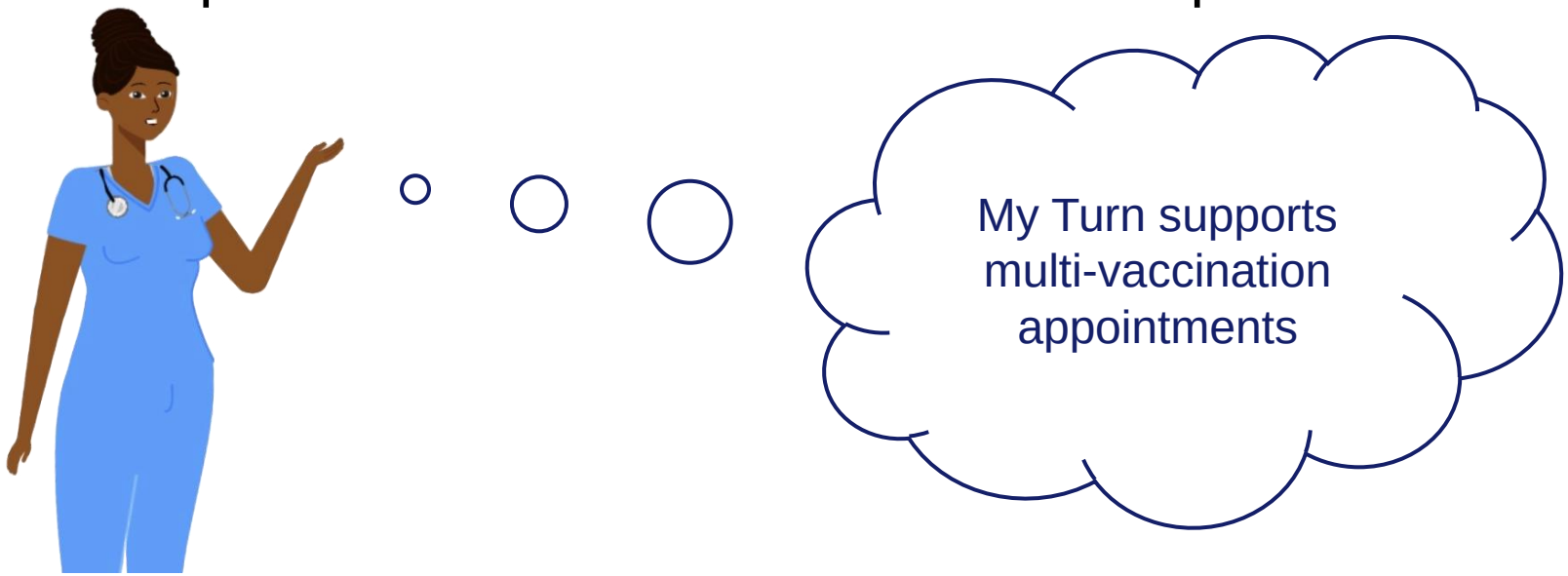
LA County Department of Public Health

In late 2023, the Los Angeles LHJ partnered with CDPH and local Skilled Nursing Facilities (SNFs) to encourage over 300 locations to report their vaccination doses into the CAIR system. This collaborative effort spanned approximately six months prior to the development of **CAIR Quick Entry**. The introduction of CAIR Quick Entry greatly supported these providers in meeting their reporting requirements efficiently.



My Turn Multi-Vaccination Support

Our My Turn team collaborated with Los Angeles LHJ to develop a groundbreaking solution called **Super Clinics**, designed to streamline **multi-vaccination appointment scheduling** and administration. Patients can now schedule and receive multiple vaccines during a single appointment, significantly improving efficiency and accessibility. This enhanced feature also included expanded support for administering all routine vaccines, ensuring comprehensive care in one streamlined process.



My Turn: Increasing Accessibility Across California

Nisha Gandhi

Ready to Enroll in My Turn Clinic? **CLICK HERE!**

My Turn Partnering with California

1. My Turn immunization clinic access in every California county.
2. Strengthen partnership with local LHJs to ensure annual clinics are listed.
3. Partnership with providers and LHJs to increase accessibility in rural counties.
4. List active testing sites or future testing campaigns

Office Hour for Personalized Technical Assistance

Join My Turn SMEs for a 30-minute session for help with adding your clinics in real time, or getting your questions answered by My Turn SMEs.

When: Tuesday, January 28, 2025

Time: 12:00 pm – 12:30 pm, PT

Register here: **My Turn Clinic Office Hour**

Call to Action! 1 – 2 – 3!

1. List your annual clinics
2. List your locations
3. Opt-in to vaccine locator

Need Help? Provider Call Center

Dedicated to medical providers and Local Health Departments in California, specifically addressing questions about State program requirements, enrollment, and vaccine distribution.

For myCAvax Help Desk inquiries: **myCAvax.hd@cdph.ca.gov**

For My Turn Clinic Help Desk inquiries: **MyTurn.Clinic.HD@cdph.ca.gov**

For all other inquiries: **providercallcenter@cdph.ca.gov**

Phone: (833) 502-1245, Monday through Friday from 8AM–5PM

Appendix

Enrolling in My Turn

Do you have a myCAvax account?

YES!

If your location is **already participating** in one of these programs (VFC, VFA, LDH 317, BAP, SGF), follow these steps:

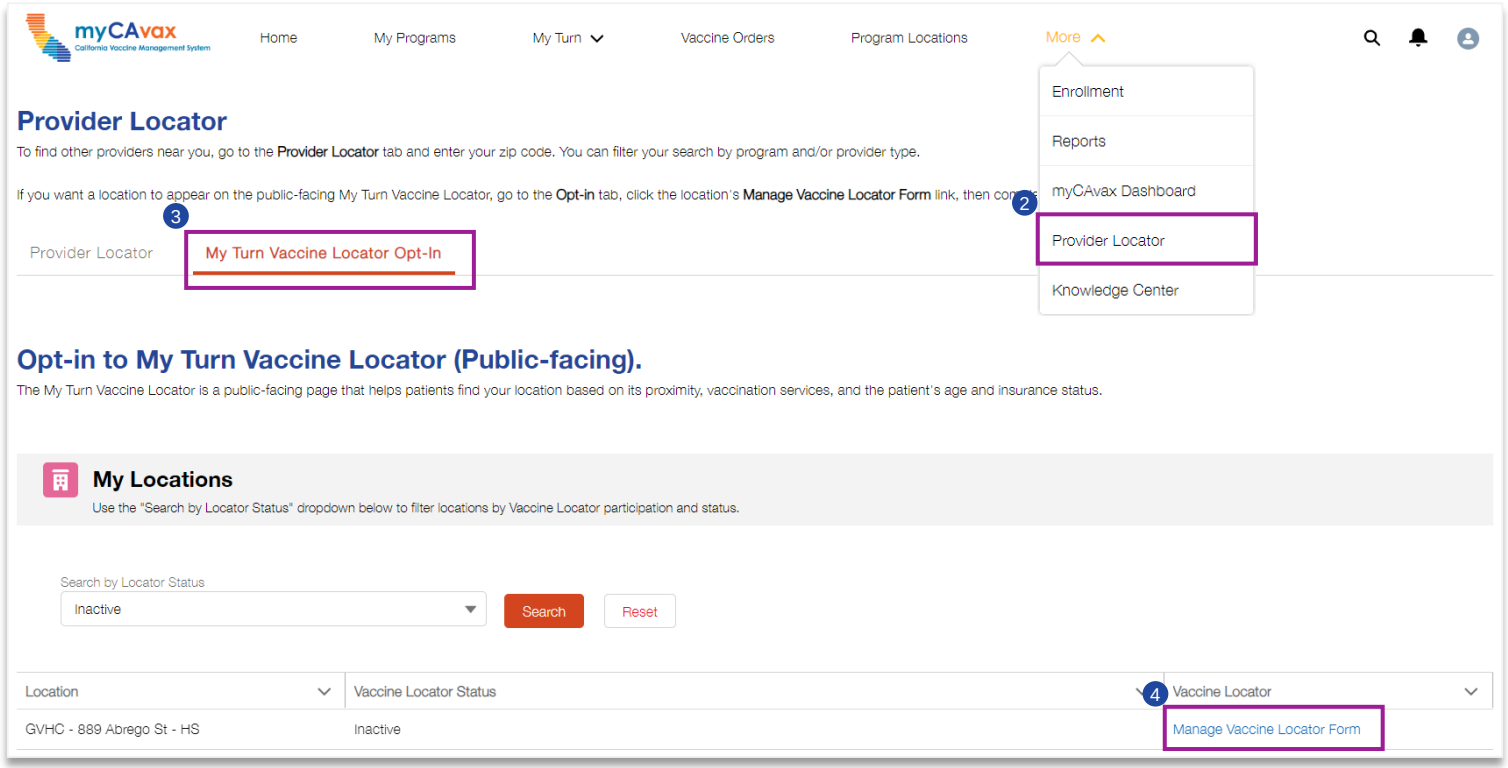
1. Log in to myCAvax using your usual credentials.
2. Select the ‘My Turn Enrollment’ tab next to the ‘Enrollment’ tab to view the ‘My Turn - Enrollment’ page.
3. On the ‘My Turn - Enrollment’ page, select the ‘Enroll Location’ button. The page redirects to the ‘Step 1 - Required Training’ page to begin My Turn enrollment.

NOT YET?

1. Visit mycavax.cdph.ca.gov.
2. Select the ‘My Turn’ tab next to the ‘Home’ tab to view the ‘My Turn’ landing page.
3. On the ‘My Turn’ landing page, select either the ‘Enroll your organization’ or ‘Enroll Now’ button. Begin enrolling in My Turn on the ‘Step 1 - Create an Account’ page.

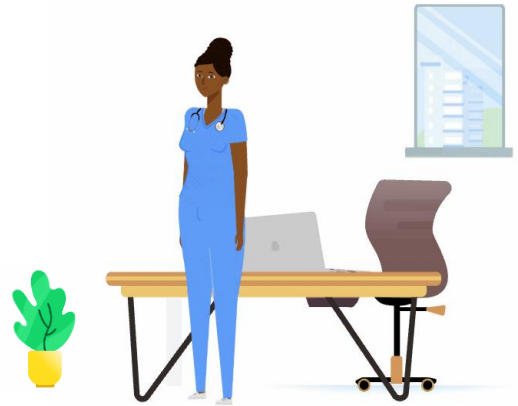
For more information, view the ‘**Enrolling in My Turn**’ job aid on EZIZ.

My Turn Locator Opt-In



How to Opt-In

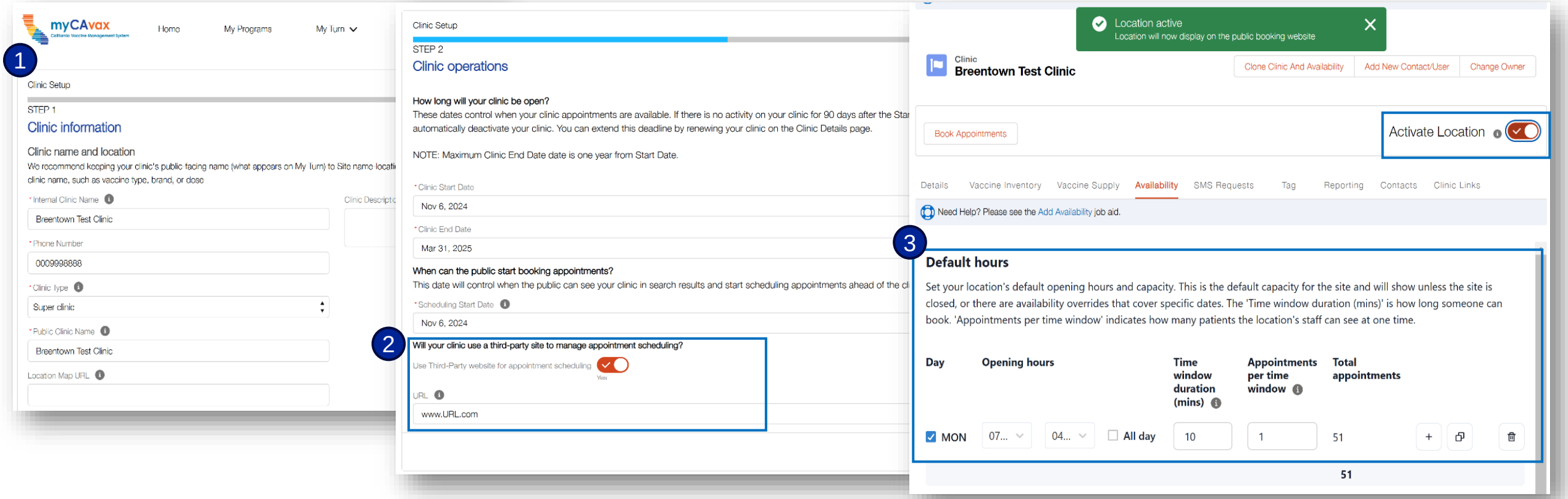
1. Log into myCAvax
2. Navigate to “Provider Locator” page
3. Navigate to the sub-page “My Turn Vaccine Locator Opt-In”
4. For each location, click the blue “Manage Vaccine Locator Form” button
5. Fill in the fields and press submit



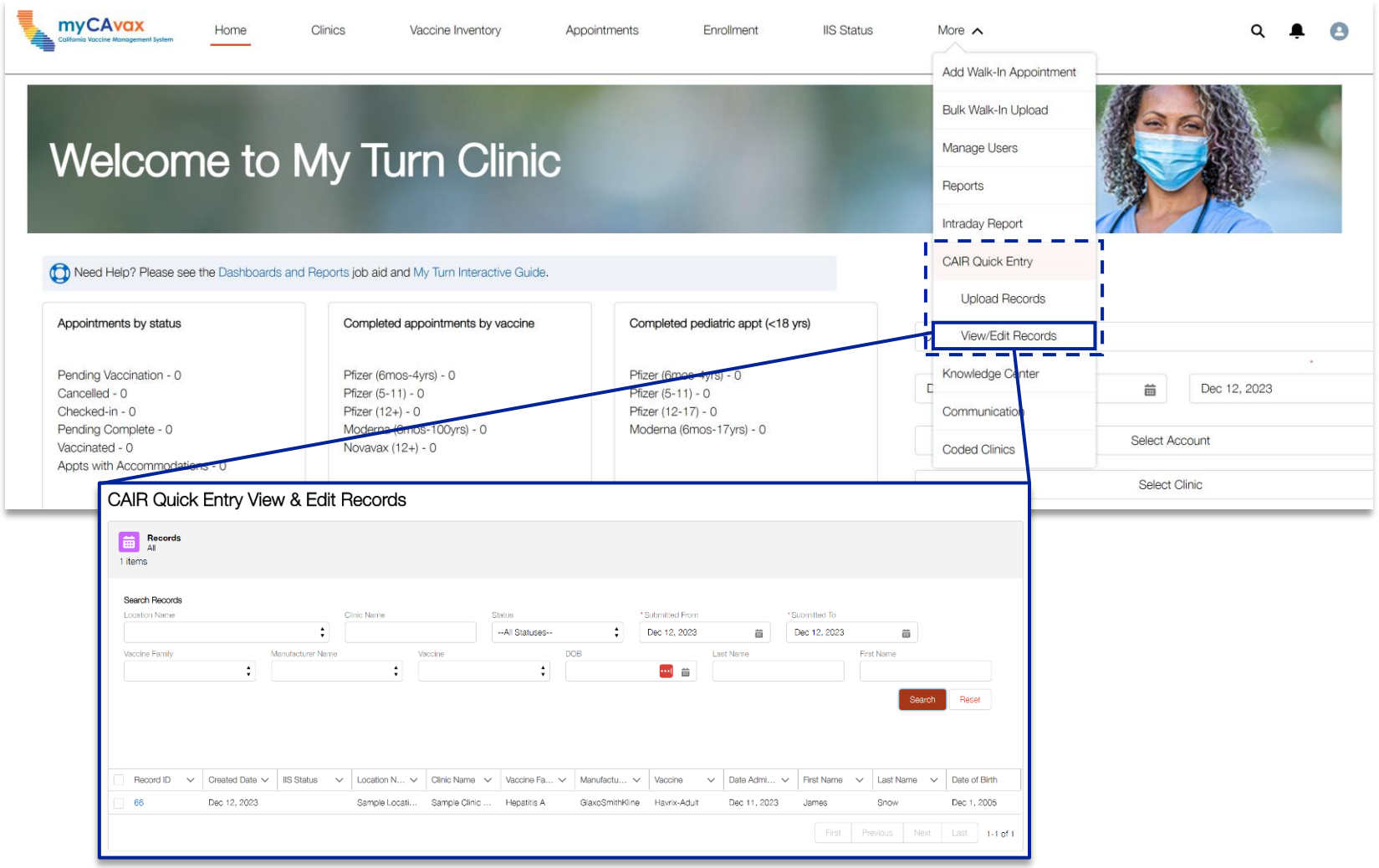
NOTE: To change opt-in at any time, click the “manage form” button for the location.

Setting up a Third-Party Clinic in My Turn

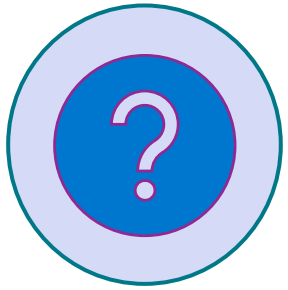
Begin the Clinic Set Up process. On Step 2, enable the ‘Third Party Clinic’ checkbox. Finally, if your third-party clinic will allow walk-in appointments, add clinic hours of availability and enable the clinic as active.



CAIR Quick Entry



Q&A



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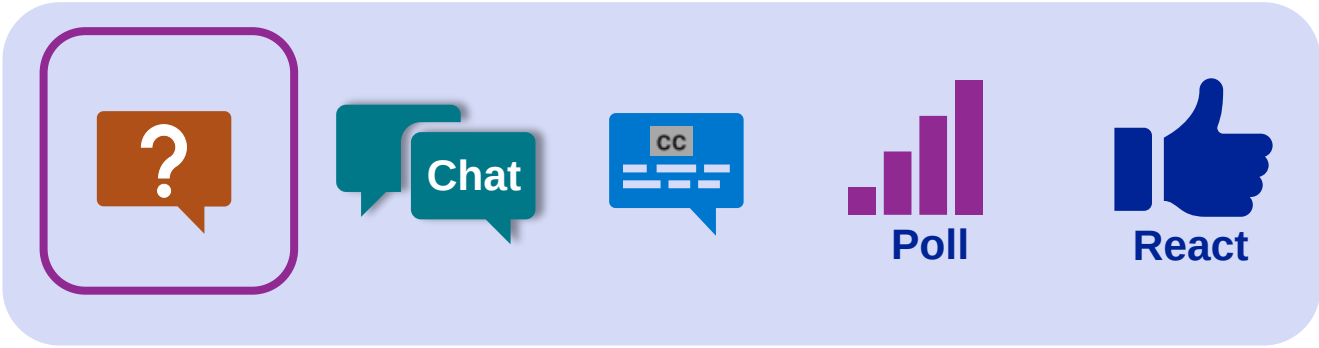

Thank you for attending!

CDPH California Department of Public Health | Immunization Branch

Next CDPH Immunization Updates for Providers

Friday, January 24, 2025

CDPH Immunization Updates for Providers Registration Link