

# Clear a Patient Record

## Purpose:

This document is a quick reference guide on how to clear a patient record as a Vaccine Administrator. This is applicable to both flu and COVID functionality.

## 1 [Clear a Patient Record](#)



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### **My Turn Help Desk**

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### Clear a Patient Record

Only Vaccine Administrators can clear a patient record

1	To undo a vaccination, select <b>Vaccinated</b> from the <b>Status</b> drop-down menu and locate the patient's appointment using the <b>Search</b> button.
2	Once found, click the <b>Patient name</b> to open the patient record.
3	Navigate to the <b>Immediate Adverse Reactions</b> page by clicking the <b>Next</b> button. Continue to click the <b>Next</b> Button until you reach the final page.
4	Click the <b>Clear Form</b> button at the bottom of the page to clear the vaccination details and reset the patient's record.
5	Click <b>Proceed</b> when prompted.
6	You will be redirected to the first page of the patient's record; exit the patient's record by clicking Home or <b>Back to Appointments</b> button.

#### Notes:

- Completed patient records can only be undone within the 4-hour buffer period set between the hours of 12:00am and 7:00pm, or the 1-hour buffer period set between the hours of 7:00pm and 11:59pm. Afterward the specified time, records will be locked for editing and be sent to IIS

## Glossary

<b>Pending Vaccination</b>	Patient is registered for an appointment and has not yet been check-in.
<b>Checked-in</b>	Patient is registered for an appointment and has been check-in by clinic staff.
<b><u>Vaccinated</u></b>	Patient's vaccine appointment has been completed
<b>Cancelled</b>	Cancelled appointment.
<b>Pending Complete</b>	Patient is in the waiting/observation period.
<b>Pending Cancellation</b>	Temporary status when registered appointment is initially cancelled
<b>Resubmission</b>	Patient's IIS record has been cancelled and is awaiting resubmission. The record is unlocked and editable.
<b>All Status</b>	all the above statuses

**Note:**

- Click on term in the glossary to go back to the original page in the document where the term appeared.