Types of Clinics in My Turn

Purpose:

This document is a quick reference guide for Types of Clinics in My Turn as a Clinic Manager. This is only applicable to flu and COVID functionality.

1	Types of Clinics
A	Scheduled Clinics
B	Walk-In Clinics
C	Coded Clinic

2	Clinic Modifications
A	Mobile Clinics
B	Geofenced
C	Group Scheduling

For the latest My Turn educational materials, please visit EZIZ- Covid, EZIZ – Flu, YouTube or the Knowledge Center tab on My Turn Clinic

My Turn Help Desk
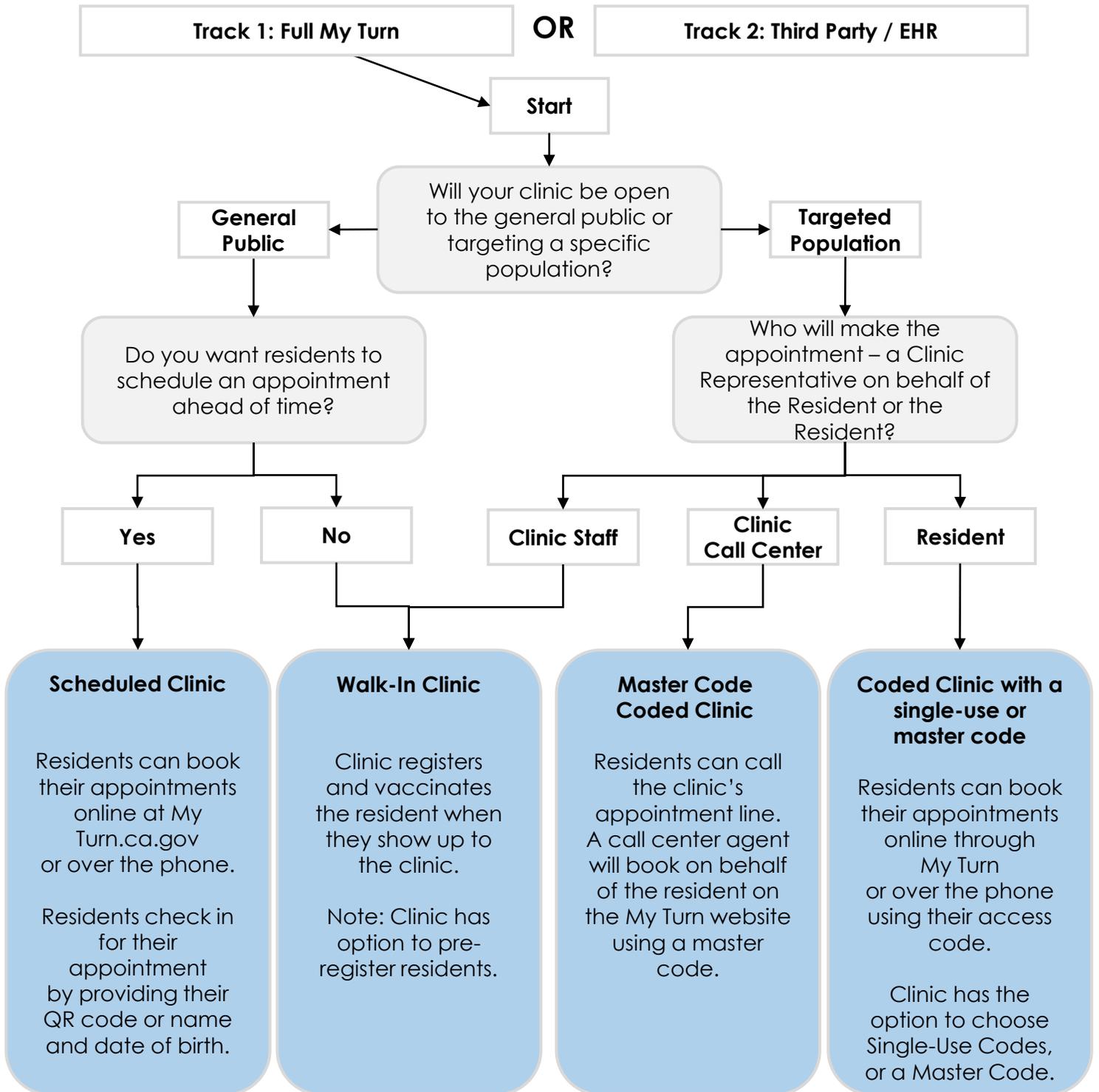Direct Line: 1-833-502-1245, Option 4
Email: My Turn.Clinic.HD@accenture.com

Clinic Manager
Types of Clinics

My Turn

Clinic Type	Description	When to use (Ex.)
Scheduled Clinic	• Residents can schedule an appointment via My Turn.ca.gov or the CA COVID-19 hotline • Standard Clinic type • Walk-in appointments can still be accepted at this clinic depending on the clinic's policies/procedures	• Repeat clinics that are held continuously • Large vaccination sites • Open to the general public
Walk-In Clinic	• Added to My Turn.ca.gov Automatically when indicated in My Turn Clinic • Clinics can schedule residents for an appointment on site	• Drive clinic traffic • Last minute clinic needed • Extra/unused vaccines at the end of the day • Alternative to a Coded Clinic
Coded Clinic	• Residents can schedule an appointment on My Turn.ca.gov if provided an access code • Codes can be single-use or master codes (used to book multiple appointments) • Clinics/providers give single-use or master codes to their target population	• To target a specific subset of the population, such as vulnerable, hard-to-reach populations • Target only existing patients in the provider network
Mobile Clinic	• Operates out of a transportation vehicle and can move to service multiple locations • Can be visible for appointment scheduling on My Turn.ca.gov or can be hidden	• Provide vaccinations to areas with low clinic coverage • Provide vaccinations to homebound patients
Geofenced Clinic	• Prevents patients from outside the LHJ/Provider's county from viewing and scheduling appointments	• To target patients who live in the Location Pool tied to the clinic
Group Scheduling	• Allows users to schedule group appointments for up to 5 individuals.	• Increase clinic traffic by allowing ease of booking through the patient portal

Process before submitting New User List

Clinic Manager
Types of Clinics

My Turn

Use the decision tree below to understand which clinic type is most suitable for your situation. Please consult your My Turn Clinic Operations Pod for further questions and to complete the Coded Clinic Request Form.

Track 1: Full My Turn	OR	Track 2: Third Party / EHR

Start

Will your clinic be open to the general public or targeting a specific population?

General Public

Targeted Population

Do you want residents to schedule an appointment ahead of time?

Who will make the appointment – a Clinic Representative on behalf of the Resident or the Resident?

Yes **No** **Clinic Staff** **Clinic Call Center** **Resident**

Scheduled Clinic

Residents can book their appointments online at My Turn.ca.gov or over the phone.

Residents check in for their appointment by providing their QR code or name and date of birth.

Walk-In Clinic

Clinic registers and vaccinates the resident when they show up to the clinic.

Note: Clinic has option to pre-register residents.

Master Code Coded Clinic

Residents can call the clinic's appointment line. A call center agent will book on behalf of the resident on the My Turn website using a master code.

Coded Clinic with a single-use or master code

Residents can book their appointments online through My Turn or over the phone using their access code.

Clinic has the option to choose Single-Use Codes, or a Master Code.

Note: All Clinic Types can also be modified to be either (1) Mobile and/or (2) Geofenced.

Legend | **Question** | **Clinic Types** |

Scheduled Clinics

See Detailed Instructions in the [Clinic Manager Quick Sheet](#) for how to:
- Setup a Clinic (Option 1)
- Add Vaccine Supply
- Add Vaccine Inventory
- Schedule Clinic Hours of Operations

Walk-In Clinics – New clinic

Use the [COVID – Set Up a Clinic](#) or [flu- Set Up a Clinic](#) quick sheet to set up a new clinic. When following the steps, be sure to address the following for walk-in clinics:
- Select the **Does this clinic accept walk-in patients?** Checkbox
- Select the **Exclude From Search** checkbox
- For Vaccine Supply, set **Current Supply** to zero.
- For Availability, fill out the walk-in clinic's hours of operation and set **Appointments per time window** field o 0.
- When making a new walk-in appointment, select this clinic to tie the appointments to.

Notes:
- The **Exclude From Search** checkbox ensures the clinic is not available for scheduling on My Turn Public.
- Remember to fill out "**Vaccine Inventory**" and update **"Lot"** number as needed.
- **For Existing Clinics:** Indicate your clinic is a Walk-in Clinic by adding the **Walk-ins Welcome** tag. Visit the **COVID & Flu - Add Tags** quicksheet for more information.

Coded Clinics

Residents are given an access code to see a coded clinic on the My Turn website when scheduling an appointment. Residents with an access code will see scheduled and third-party clinics with appointment availability AND coded clinic(s) within a 200-mile radius of their address or zip code. Without the code, residents will not see the coded clinic as an available location.

Setting Up a Coded Clinic

1
Work with Your Clinic Ops Lead to Complete the Coded Clinic Form

Main Considerations:

- Identify # of codes
- Identify code type:
  - Single-Use (expires after use)
  - Master Code (does not expire)
- Identify clinic duration:
  - Single - <14 days
  - Master - flexible
- Identify the fiduciary (i.e., individual responsible for distributing codes)

2
Creation of Clinic and Access Codes by My Turn Team

My Turn Process:

- Clinic is created
- Location Pool assigned to clinic
- Codes generated
- Codes distributed to the Fiduciary

3
Share Access Codes with Targeted Individuals

Clinic Responsibilities:

- Fiduciary distributes the codes
- Communicate to residents how to book appointments via My Turn.ca.gov or the CA COVID-19 Hotline

24 hours end-to-end*

Once the My Turn team receives the request form, a service ticket will be created, and the request will be processed within 24 hours Monday – Thursday, and before 2pm Friday.

Coded Clinics – Frequently Asked Questions

Q: What is the resident's experience?

A: Please refer to the figure on the right for a view of the resident flow.
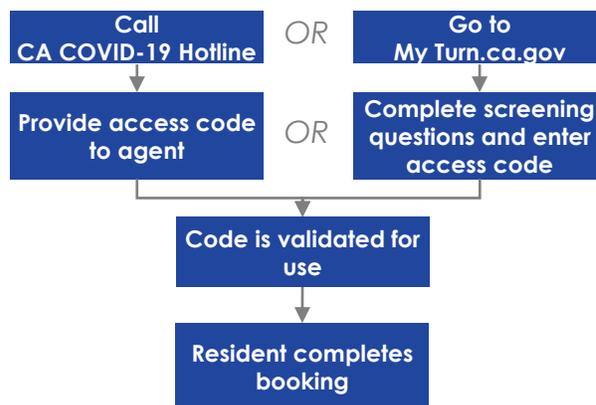
Q: Are the codes single-use?

A: The provider can choose **(1) Single-use:** unique codes that are generated for specific number of individuals that expire once the code is used to book an appointment on My Turn, **or (2) Master Code:** Can be used to book multiple appointments and will not expire.

Call CA COVID-19 Hotline	*OR*	Go to My Turn.ca.gov
Provide access code to agent	*OR*	Complete screening questions and enter access code

Code is validated for use

Resident completes booking

Q: Do the codes expire?

A: A **single-use code** is deemed to be 'used/expired' only when a booking has been successfully confirmed on the My Turn website. If a resident enters their code into the Screening questions on the website but does not successfully book an appointment or if the user goes to a Third-Party Clinic (i.e., links out to a provider), the code remains valid. A **Master Code** does not expire. There is an option to specify an expiration date if needed.

Q: Can Track 2 (EHR API – Third Party) clinics be coded?

A: Yes, the clinics can be configured to use single-use codes or master codes.

Q: Can multiple clinics be tied to a code?

A: Yes, the provider/LHJ can request for their access codes to be tied to more than one Coded Clinic (i.e., Coded Clinic Pool).

Q: Can residents' book appointments at other Coded Clinics with their access code?

A: The access code holder will see the Coded Clinic(s) associated with the location pool, along with publicly available clinics in a 200-mile radius. There is a way to configure to not have public clinics show if needed.

Q: Why do we need a fiduciary?

A: Codes are distributed to one approved fiduciary or clinic administrator. The fiduciary is accountable for (1) maintaining and distributing the codes and (2) ensuring delivery of the codes to the appropriate and approved individuals. This is usually the provider's requestor who is making the coded clinic request.

Q: What if the resident does not show up for their appointment or if the clinic has extra/open appointments?

A: The clinic should "release" unscheduled coded appointments by making appointments available to the public via a scheduled clinic or walk-in clinic.

Coded Clinics – Frequently Asked Questions

Q: Can the Master Code be distributed to the public?

A: Yes, the Master Code can be distributed to the population that you are targeting.

Q: Can a clinic be coded and geofenced?

A: Yes, you can have a hybrid clinic that is both coded and geofenced. If you would like to geofence a coded clinic, please specify it on the Coded Clinic Request Form. Enabling geofencing after you have received codes will invalidate the codes. This must be configured prior to code generation.

Q: Can we configure the codes to only show the Coded Clinic(s)?

A: By default, My Turn search results will show the coded clinic(s) along with all public clinics in a 200-mile radius. You can choose to have only the coded clinic(s) appear in the search results.

Q: Can several Master Codes be issued at the same time?

A: Yes, you can have more than one Master Code tied to the same clinic, or you can have the Master Code tied to multiple clinics.

Q: If a resident doesn't use their code for the intended coded clinic, can they use it for a future coded clinic?

A: Yes, please work with your Clinic Ops team.

Q: Can My Turn send codes through SMS?

A: Yes, codes can be distributed via SMS by the My Turn team. Please work with your Clinic Ops team to discuss the process.

Q: Is the code alphanumeric and how long is the code?

A: Yes, the code is 10 characters long and alphanumeric e.g., ABCDA23F12.

Q: What is the CA COVID-19 Hotline #?

A: 1-833-422-4255 (M-F 8AM-8PM, Sa-Su 8AM-5PM). Please note that the CA COVID-19 Hotline is for the public. Clinic Staff should contact the My Turn Clinic Help Desk for assistance.
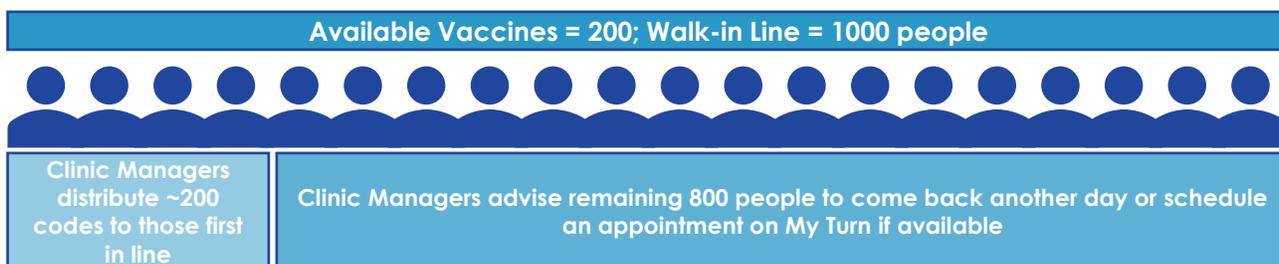
Self Scheduling Coded Clinics

With vaccine eligibility expanding in California, walk-in appointments are increasing. In order to manage increasing lines, clinics can issue Single-Use Codes or a Master Code to walk-in patients for same or next day appointments. Benefits include the following:
1) reduce time spent processing walk-in appointments
2) reduce resident's time spent in line
3) optimize scheduling and vaccine distribution

Clinics hand out Single-Use Codes or a Master Code to the first people in line, depending on vaccine availability. Walk-in patients then use that code to book a same or next day appointment on My Turn.ca.gov. Those in line that do not receive an access code can go home and come back another day or schedule an available appointment on My Turn.

Self Scheduling Coded Clinics - Example

Available Vaccines = 200; Walk-in Line = 1000 people

Clinic Managers distribute ~200 codes to those first in line

Clinic Managers advise remaining 800 people to come back another day or schedule an appointment on My Turn if available

Self Scheduling Coded Clinics – Frequently Asked Questions

Q: Does a clinic need to be a coded clinic in order to issue codes?

A: Yes, clinics should work with their provider and My Turn representative to become a coded clinic prior to requesting/issuing access codes.

Q: How long does it take to receive codes at my clinic?

A: Once the My Turn team receives the request form, a service ticket will be created, and the request will be processed within 24 hours Monday – Thursday, and before 2pm Friday.

Q: Do codes have to be used the same day?

A: Not necessarily. Walk-in patients can use the codes provided to book appointments on My Turn depending on the clinic's availability. A Single-Use Code is deemed to be 'used/expired' only when a booking has been successfully confirmed. Master Codes do not expire.

> **Background:**
> Mobile Clinics are created for providers facilitating mobile vaccinations, home health visits, or one-off mass vaccination clinics.

Mobile Clinics – Walk-In

Use the COVID – Set Up a Clinic or flu- Set Up a Clinic quick sheet to set up a new clinic. When following the steps, be sure to address the following for walk-in clinics:

- When setting up the clinic, associate the **provider location** as the location that will receive/store the vaccine (i.e., wherever the mobile clinic will be parked at night).

Clinic Managers can continuously change the **address** on the **Clinic Details** page.

Mobile Clinics – Scheduled

Use the COVID – Set Up a Clinic or flu- Set Up a Clinic quick sheet to set up a new clinic. When following the steps, be sure to address the following for walk-in clinics:

- When setting up the clinic, associate the **provider location** as the location that will receive/store the vaccine (i.e., wherever the mobile clinic will be parked at night).
- If the mobile clinic relocates, the Clinic Manager must **create a new clinic** for each additional location. Update the new address in the **Clinic Details** page.
- If a mobile clinic returns to a previously used address, update the **start & closing dates** for the existing clinic profile at that address. Since My Turn prompts patients to schedule both doses, mobile clinics must be at the same address for the second dose.

My Turn

Geofenced Clinics

Functionality

Geofenced clinics are created to ensure that patients can only schedule their COVID-19 vaccine appointment(s) in their county of residence. Clinic Managers can create Geofenced Clinics.

Geofenced Clinics will be accessible to patients based on the patient's response to the following eligibility question: What county do you live in?

Details

- When booking, patients will see (by closest distance first) Geofenced Clinics within their county of residence, Public Clinics within 200 miles of their address provided, Coded Clinics (if using a code), and Third-Party Clinics.
- Geofencing will prevent patients from outside the LHJ/Provider's county from viewing and booking appointments.
- Geofenced Clinics will map to one County/LHJ by default. Clinic Managers can contact their Clinic Operations Pod Lead to geofence multiple LHJs together.

Tips

1. When Clinic Managers set up a new clinic or edit existing clinics in My Turn Clinic, they will be able to denote the clinic as a Geofenced Clinic by selecting the "**Enable Geofencing**" checkbox
2. Clinic Managers can activate or deactivate geofencing for a clinic at any time using the same checkbox
3. Existing appointments will NOT be affected by this update
4. Prior approval is NOT needed to create Geofenced Clinics
5. It is possible to geofence a Coded Clinic. However, this will invalidate existing unused codes and require new codes to be generated. To geofence a Coded Clinic, Clinic Managers should work with their Clinic Operations Pod Lead

Note: The county/LHJ will only be used in the location search to return clinic locations that are identified in this eligibility questions.

Geofenced Clinics – Frequently Asked Questions

Q: What determines the county for a Geofenced Clinic?

A: A clinic is geofenced to the county of the "Provider Location" address. For example, if the Provider Location address is in Alameda County, the clinic will be geofenced to Alameda County.

Q: If I click on "Enable Geofencing," on My Turn Clinic, when does the "geofencing" go into effect?

A: Almost immediately – the information will be passed along to the My Turn Public site and changes will be reflected almost instantaneously.

Q: Can a clinic be geofenced to more than one county?

A: By default, Geofenced Clinics will only be mapped to one County. If mapping to more than one county is needed, please contact your My Turn Clinic Operations Pod.

Q: Can a clinic be both Geofenced and Public at the same time?

A: No. Each clinic can only be mapped to one category (Geofenced or Public) at a time.

Q: Can "geofencing" be turned off?

A: Yes. Clinic Managers can turn geofencing on or off for a clinic at any time using the "Enable Geofencing" checkbox in the Clinic Details page.

Q: Can existing clinics be geofenced?

A: Yes, existing clinics can be geofenced, but please note that geofencing an existing clinic will not affect existing appointments (e.g., if existing appointments exist from out-of-county bookings, those will not be canceled by enabling geofencing).

Q: Can a Coded Clinic be geofenced?

A: Yes. Please note that existing codes in circulation will be invalidated (but existing appointments booked with a code will not be cancelled). Please contact your Clinic Operations Pod to geofence an existing Coded Clinic and minimize disruption to patients and clinic staff.

Q: Can Third Party Clinics be geofenced?

A: Yes, all clinics including third party clinics can be geofenced.

Q: Is a patient's address validated or checked against the "county" for a Geofenced Clinic?

A: The address entered in the personal information fields to complete the appointment booking is not validated/checked against the County. The Geofenced Clinics shown to a patient are dependent on the patient's response to the county of residence question outlined on the previous page.

Q: Can Providers geofence their clinics?

A: Geofenced and Public Clinics can be setup by all types of organizations including Local Health Jurisdictions and Providers.

Group Scheduling

Functionality

Group Scheduling clinics will be accessible to patients based on the patient's response to the following question:

Are you scheduling an appointment for an individual or a group?

Details

- Only one appointment is created for all individuals within a group appointment. Geofencing will prevent patients from outside the LHJ/Provider's county from viewing and booking appointments.
- At the time of the appointment, additional walk-in appointment slots need to be created for the remaining individuals within the group.
- To reduce confusion and possible overbooking at existing clinics, Clinic Managers are advised to create a separate Group Scheduling clinic and consider potential group sizes and timing when setting up the clinic's availability.

Tips

1. When Clinic Managers set up a new clinic, they will be able to select the "Does this clinic accept group scheduling?" checkbox to add the group booking tag.
2. If cloning a clinic, Clinic Managers need to add the Tag through the clinic detail's "Tags" tab once the clinic has been cloned.
3. Run the Group Booking report to review the group appointments booked at the clinic.
   - If only one individual registers for a Group Scheduling, only one will show on the report.
4. Prior approval is NOT needed to create Group Scheduling clinics.
5. The county/LHJ will only be used in the location search to return clinic locations that are identified in the above question.

Group Scheduling – Frequently Asked Questions

Q: How will patients know my clinic accepts Group scheduling?

A: When creating a group scheduling clinic, Clinic Managers will add a "Group Booking" tag to their clinic through the Setup a Clinic flow or the "Tags" tab. This tag will appear on the My Turn Public scheduling site to let patients know that this clinics accepts group scheduling.

Q: How many appointment slots are reserved for group scheduling?
A: A group will take up one time slot regardless of group size.

Q: What is the check-in process for group scheduling?

A: Vaccine Administrators (VA) will find the appointment for the primary contact and see a new field for "Group Size" (2-5). For additional group members, the VA will use the walk-in flow to create the appointments.

Q: Do I need to create a separate clinic for group scheduling?

A: Yes. To reduce confusion and possible overbooking at existing clinics, we advise Clinic Managers to create a separate group scheduling clinic.

Q: How do I set "Availability" for a group scheduling clinic?

A: "Availability" can be set using the same steps as non-group clinics, however, clinic capacity (Time window duration and Appointments per time window) should be managed conservatively to accommodate group sizes of up to 5.

Q: Is there a report that can be run to see how many group appointment bookings there are?

A: Yes. Clinic Managers can view group appointment data on the "Group Scheduling Report" in the Reports tab. Please review the Clinic Manager Reporting Quick Sheet available on EZIZ for detailed instruction on how to access and use clinic reports.