COVID-19 Community Vaccine Scheduling Workflows

Overview

Patients that qualify for the COVID-19 Vaccine will be administered by either the MMF Community Vaccine Clinic or MMF department. Users will schedule and arrive the patient in Epic using the Appointment Desk functionality. This tipsheet will review the Scheduling and Check In workflows needed to administer the vaccine.

Epic Log In Department and Resource Schedule

It is important that the user is logged into the correct department and resource schedule.

1. Validate that the user is logged into the MMF Comm Vacc Clinic department.

![Change Login Information](image)

2. On the MPS (Multi Provider Schedule), navigate to the MMF Comm Vacc Clinic Department (All Providers) field and click the arrow to expand.

![Multi Provider Schedule](image)
3. Expand again by clicking the arrow in front of the **MMF Comm Vacc Clinic** schedule.
4. Click to highlight the appropriate resource schedule based on the generic resource the user will be administering the COVID-19 vaccine to patients.

![MMF COMM VACC CLINIC]

The user must select the appropriate scheduling resource to see the patients scheduled for that generic provider resource.

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**Scheduling an Existing Patient in Epic**

1. Click on **Appts** on your main toolbar or go to **Epic > Scheduling > Appts** to open the Appointment Desk.

![Schedule]

2. Find the patient in the **Patient Look Up** window.

![Patient Lookup]

The scheduler should enter the patients last name, first name in the name field as the initial search option. This will help ensure that the patient employee is selected. If other search options are utilized, make sure to use **at least 2 patient identifiers** to select the correct patient.
3. On the Appointment Desk, click the **Make Appt** activity button.

4. On the Make Appointment form, enter the following fields:
   - **Department**: MMF Comm Vacc Clinic [7850020] (default based on login)
   - **Appt notes**: Free Text (covid vaccine)
   - **Visit Type**: For the first dose select 52221 Covid Vaccine 1st Dose
   - **Provider/Resource**: Select the appropriate Resource schedule for this department.
   - **Start Search on date**: Select the date being scheduled for the appointment

5. Click **Search**
6. On the Provider Schedule, user may see multiple open slots. Double click on the desired appointment time on the date requested, then click **Schedule**.

7. The Appointment Review window allows the user to review the scheduled appointment details. Click **Accept**.
8. The Appointment Information screen opens. Click Accept.

9. On the Interactive Face Sheet (IFS) confirm demographic and guarantor account information is correct, click Finish.
Scheduling a New Patient not in Epic

1. Click on **Appts** on your main toolbar or go to **Epic > Scheduling > Appts** to open the Appointment Desk.

2. Find the patient using the Last Name, First Name and DOB of the **Patient Look Up** window.

3. If the patient is New and has not been uploaded in the MHS system and has never been seen at any MemorialCare facility, then the user will need to create a new record in Epic. If a matching patient was not found in Patient Search, click **Continue**.
4. On the Patient Lookup window, enter:
   a. **Name/MRN:** Last name, First Name
   b. **SSN:** 000000001
   c. **Sex:**
   d. **Birth date:** mmddyyyy

5. Click **New.**

6. The **New Patient** form will open. Enter the patient's address, phone number, email (optional), and preferred language.

7. Click **Accept.**
8. On the patients appointment desk, click the **Make Appt** activity button.

![Image of appointment desk](image_url)

9. Follow steps 4-6 of existing patient scheduling. See scheduling a patient in Epic section above.

10. From the IFS, click on Add Guarantor hyperlink to create a guarantor account.

![Image of registration and encounter](image_url)

11. On Acct/Cvg Wizard, the Personal/Family type account will default in if the patient does not have an existing account. Select ‘Self’ under responsible section and click Create New Account.

![Image of account creation](image_url)
12. Click **Finish** on the Create New Coverage form.

13. Before leaving the Interactive Face Sheet (IFS), click on the Demographics hyperlink and complete the Language, Race, and Ethnicity fields.
Schedule the 2\textsuperscript{nd} Dose Vaccine Appointment

The administration of the initial vaccine has been completed, and the patient needs to return for the 2\textsuperscript{nd} dose in 28 days.

This scheduling workflow must only occur the same day as the Initial Vaccine appointment. If this is happening on a different day see the Manual Appointment Entry section of this tipsheet.

1. Locate the patient on the MPS and single-click to highlight the patient.
2. Click the Appts activity button from within the Schedule.
3. The patient’s Appointment Desk will open. Click the Make Appt activity button.
4. Based on the initial administration and the 28 Day 2\textsuperscript{nd} Dose selection, the workflow will display the appointment times for the appropriate date +/-2 days. Select the desired time.
5. Continue the steps for Scheduling an Employee Existing in Epic.

Check In a Scheduled Appointment

1. Locate the Scheduled appointment for the employee on the MPS and single-click to highlight the patient.
2. Click the Appts activity button on the MPS.
3. Highlight the appointment on the Future tab, and click **Check In**.

4. From the IFS, confirm information is correct. Click Continue Check In.
5. Click **Continue** on the Confirmation Messages window.

6. Select the P/F guarantor account and click Accept. A guarantor account must be linked to the visit to complete the Check In process.

7. On the Payment screen, click Accept.
8. On the Appointment Desk, the status of **Arrived** is on the appointment and the employee is ready to receive their vaccine.

<table>
<thead>
<tr>
<th>Encounter Date</th>
<th>Time</th>
<th>Visit Type</th>
<th>Provider</th>
<th>Dept</th>
<th>Notes</th>
<th>RIN</th>
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<td>1/18/2021 Mon</td>
<td>1:00 P</td>
<td>COVID VACCINE</td>
<td>LW TOWER 1</td>
<td>MMFCOMM...</td>
<td>covid vaccine</td>
<td>[7008520]</td>
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<td></td>
<td>[52221]</td>
<td>[7000755]</td>
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