Overview

Patients who are eligible for COVID-19 vaccination will receive a MyUofMHealth portal message, letter, or other communication alerting them of their eligibility. This message will include instructions for ticket-scheduling their appointment through the MyUofMHealth patient portal. If needed, staff can schedule the appointment by working the UM OP COVID-19 VACCINATION (1068005) workqueue or using the new Order Up functionality from the patient’s Appointment Desk. In both instances, staff must schedule from the appropriate order.

This Job aid covers the scheduling ticket method, and outlines the steps the patient will take to schedule the appointment.

Please review the Scheduling Workflow for Covid Vaccine Job Aid for further information regarding staff scheduling, canceling and rescheduling these appointments.

Portal Scheduling

Patients will receive communication from their portal that will provide instructions for scheduling their appointment through the MyUofMHealth patient portal. Once the patient received this appointment scheduling ticket they will follow this workflow:

1. Patient will receive an email tickler that will provide information and instructions for scheduling.
2. The patient will log into their portal to schedule their appointment.
3. On the portal Home Page locate the notification that an appointment needs to be scheduled. Patient will Click Schedule Now.

4. Patient will complete the following appointment details to schedule their vaccination.

<table>
<thead>
<tr>
<th>Schedule an Appointment</th>
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<tbody>
<tr>
<td>Start over</td>
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<tr>
<td>Reason for visit COVID-19 Vaccination Initial Dose</td>
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<td>Time</td>
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<td>Verify and schedule</td>
</tr>
</tbody>
</table>

A couple of questions

* Have you ever had a severe allergic reaction (anaphylaxis) after a previous dose of an mRNA COVID-19 vaccine?

Yes  No

Continue
5. The *Reason for visit* is already populated.

6. Review the question to ensure you meet the criteria necessary to receive the first dose of the vaccination. If so, click **OK**.

7. Click **Continue**.

8. Select the preferred **location** to receive the vaccine.
   - Selecting *Any Location* displays the available times slots for all locations that are equipped to administer the COVID-19 vaccine.
   - Selecting *Temporary COVID-19 Vaccination Site* displays the available time slots at sites with limited dates of service, such as the University of Michigan – Flint and University of Michigan – Dearborn campuses.

9. Click **Continue**.
10. Select the preferred provider(s). There is a one-to-one location-to-provider correlation at all permanent vaccination sites. There may be multiple providers associated with the Temporary COVID-19 Vaccination Site location. Choosing specific providers is the only way that patients can include or exclude specific temporary sites from their search.
   - Selecting Any Provider displays the available times slots for all locations that are equipped to administer the COVID-19 vaccine, including all temporary sites.

11. Click Continue.

12. Search for the preferred date to receive the vaccine. Available dates are based on the order expected date and order expiration dates. Patients cannot schedule a same day vaccination appointment, even if “today” is within the allowed date range of the ticket.
   - Take note of the notification regarding the required second dose of the vaccine. Additional information about the second dose will be provided after the first dose is administered.
13. Select the preferred available time listed under the available date.

   - This step only displays if required information is missing or if it has been less than 30 days since the patient last verified their demographics.

15. Review the insurance information to ensure it is up to date and click This information is correct. There are also options to select Do not bill insurance or Add new coverage.
16. If all the details appear correct. Click Schedule.

17. The patient has scheduled their appointment.