

## 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.

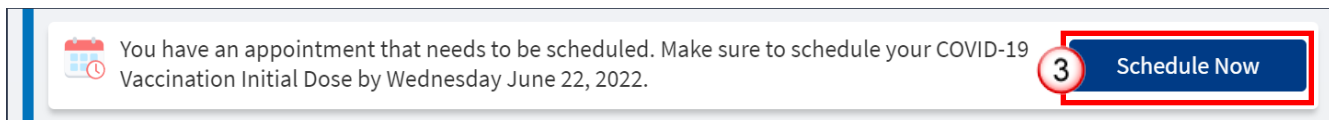
This Job aid covers the scheduling ticket method, and outlines the steps the patient will take to schedule the appointment.

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

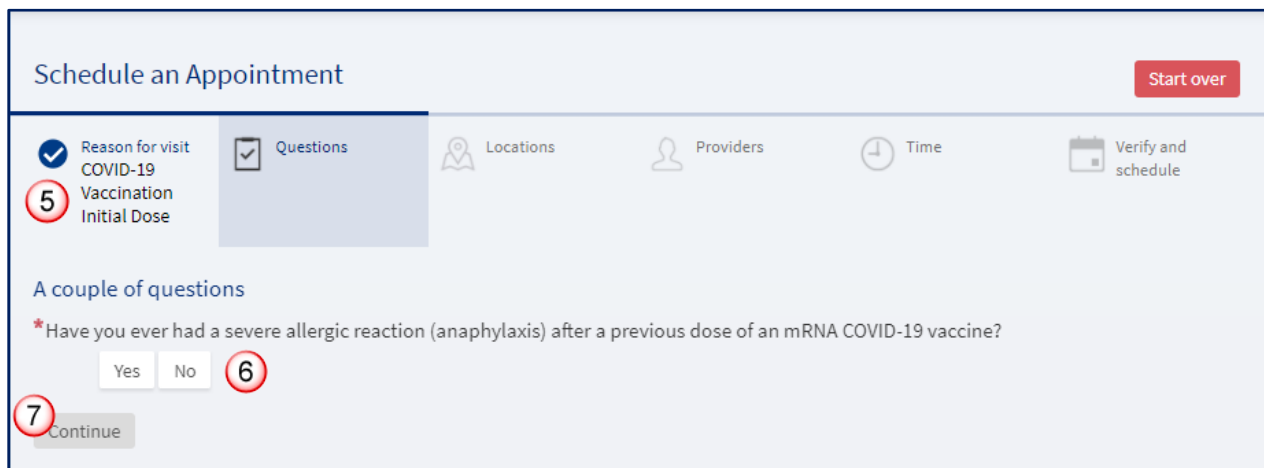
## Portal Scheduling

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.



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**.

Reason for visit: COVID-19 Vaccination Initial Dose

Locations: [Selected]

Providers: [None]

Time: [None]

Verify and schedule: [None]

Which locations work for you?

Any location Schedule at any available location.	BRIGHTON HEALTH CENTER	MICHIGAN STADIUM Jack Roth Stadium Club Entrance 1201 S. Main St Ann Arbor MI 48104
RACHEL UPJOHN BUILDING 4250 Plymouth Rd Ann Arbor MI 48109-2700	TEMPORARY COVID-19 VACCINATION SITE	UNIVERSITY HOSPITAL

? Looking for a specific provider? Select from available providers

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.

Reason for visit: COVID-19 Vaccination Initial Dose

Locations: Any location

Providers: Edit

Time: [None]

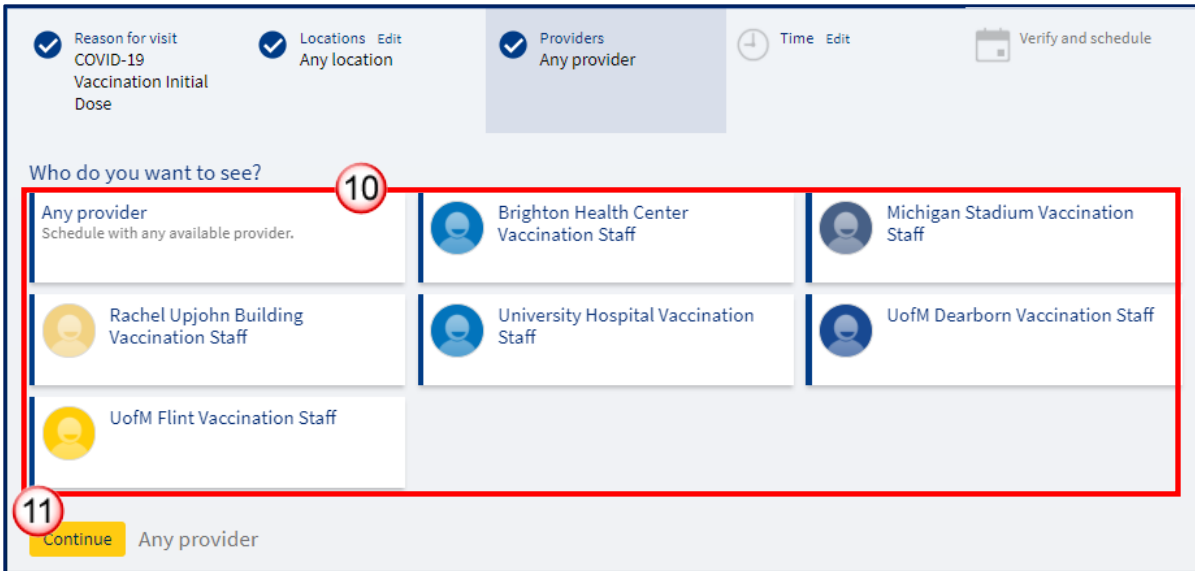
Verify and schedule: [None]

Which locations work for you?

Any location Schedule at any available location.	BRIGHTON HEALTH CENTER	MICHIGAN STADIUM Jack Roth Stadium Club Entrance 1201 S. Main St Ann Arbor MI 48104
RACHEL UPJOHN BUILDING 4250 Plymouth Rd Ann Arbor MI 48109-2700	TEMPORARY COVID-19 VACCINATION SITE	UNIVERSITY HOSPITAL

9 Continue Any location

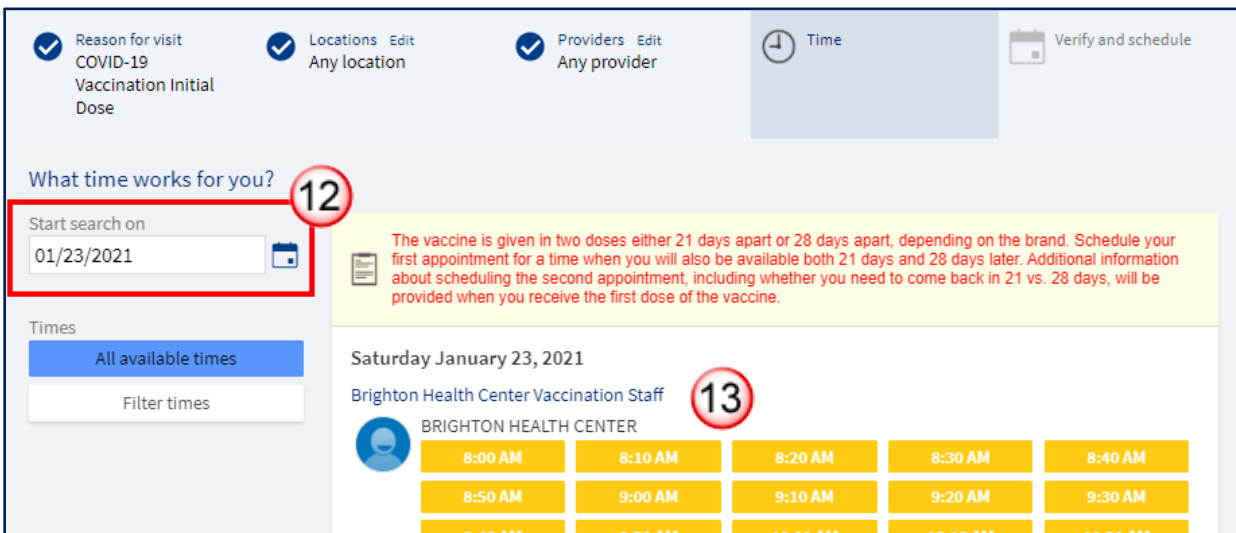
9. Click **Continue**.



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.

14. Review, update, and populate any missing demographic information.

- 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*.

Reason for visit  
COVID-19  
Vaccination Initial  
Dose

Locations Edit  
Any location

Providers Edit  
Any provider

Time Edit  
Monday February 8,  
2021 9:10 AM

Verify and schedule

**Almost finished!**

Your appointment is NOT yet scheduled. Review the details below. If everything looks correct, click the Schedule button to reserve your appointment time. You will receive an Appointment Scheduled message in your MyUofMHealth account confirming your appointment.

### COVID-19 Vaccination Initial Dose with Brighton Health Center Vaccination Staff

Monday February 8, 2021  
9:10 AM

Michigan Medicine COVID Vaccination Clinic | Brighton Health Center  
Lower Level  
8001 Challis Rd  
Brighton MI 48116-7446  
734-763-6336

[Directions for Michigan Medicine COVID Vaccination Clinic | Brighton Health Center](#)  
Surface parking available.

**Visit Instructions**  
The COVID vaccine is available only to those who have been randomly selected, personally received an invitation, and have an appointment scheduled, and the Outpatient Clinic visitor policy applies to this appointment. This policy is available at [michmed.org/visitorpolicy](#).

You will need to answer a symptom screening in order to enter our clinic building. Please complete the symptom screening within 24 hours of your appointment at [michmed.org/screen](#) or when you arrive at our building entrance.

The vaccine is given in two doses either 21 days apart or 28 days apart, depending on the brand. Schedule your first appointment for a time when you will also be available both 21 days and 28 days later. Additional information about scheduling the second appointment, including whether you need to come back in 21 vs. 28 days, will be provided when you receive the first dose of the vaccine.

View full instructions

Schedule

16. If all the details appear correct. Click **Schedule**.

### Appointment Details

**Appointment Scheduled**

You're all set! You can review details of your upcoming appointment below.

### COVID-19 Vaccination Initial Dose

Monday February 08, 2021  
9:10 AM EST  
 Add to calendar

Michigan Medicine COVID Vaccination Clinic | Brighton Health Center  
Lower Level  
8001 Challis Rd  
Brighton MI 48116-7446  
734-763-6336

X Cancel appointment

[Directions for Michigan Medicine COVID Vaccination Clinic | Brighton Health Center](#)  
Surface parking available.

**Visit Instructions**  
The COVID vaccine is available only to those who have been randomly selected, personally received an invitation, and have an appointment scheduled, and the Outpatient Clinic visitor policy applies to this appointment. This policy is available at [michmed.org/visitorpolicy](#).

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View full instructions

17. The patient has scheduled their appointment.