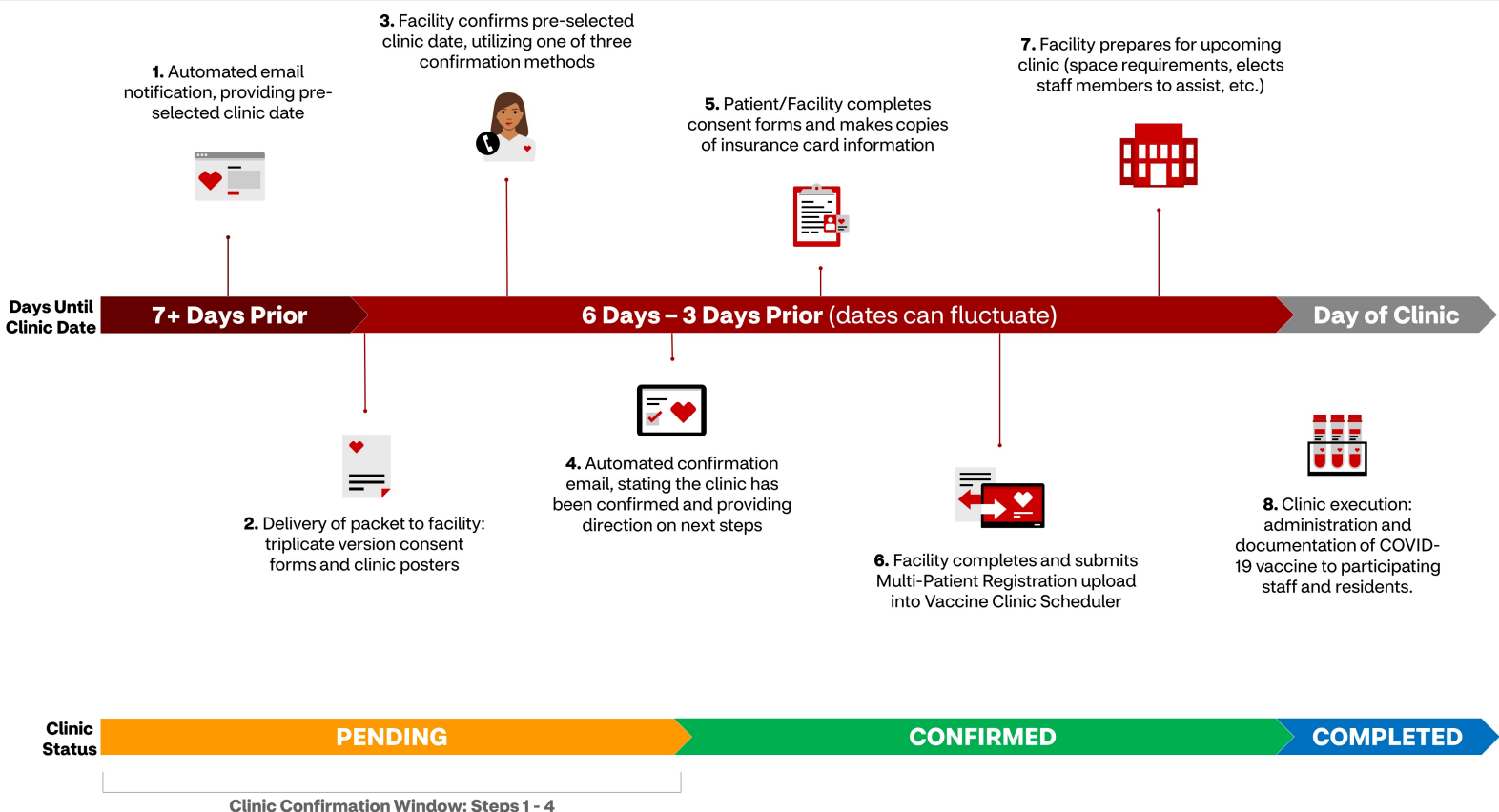


Thank you for selecting CVS Health as your preferred pharmacy provider to administer COVID-19 vaccines!

Since March, CVS Health has led the fight against COVID-19. Now, we're ready to use our network of retail pharmacies and our 30,000 pharmacists to administer vaccines. The purpose of this guide is to walk through the COVID-19 vaccination clinic journey and what to expect throughout this process.



*Sample timeline. You should expect a similar clinic cadence, but your actual dates may vary depending on the date on which your clinic is scheduled to occur.

Omnicare[®]
a **CVS** Health[®] company



CVS Health® is an enterprise comprised of many business units that are coming together to support this vaccination effort. It is possible that you may receive outreach from Omnicare®, our long-term care pharmacy team, as well as our retail CVS Pharmacy® and MinuteClinic® teams. Know that we are connected and are all part of the CVS Health enterprise. Our shared mission is to help you and your residents on the path to better health.

1. Automated Email Notification with Clinic Dates

- To accommodate all interested Long Term Care facilities and to streamline operations for a positive experience, the COVID-19 vaccine clinics through CVS Health will be automatically scheduled. The primary and secondary point of contact at your facility will receive an automated email notification from no-reply@CVSHealth.com listing pre-selected scheduled clinic dates.
- The three pre-selected on-site clinic dates will be scheduled for your facility, for dates and times based on location, staffing, and vaccine product availability.
- These will be arranged to accommodate the clinical requirements for the vaccine's second dose and maximize efficacy. Two clinics will be conducted to administer both the first dose and the second dose of the COVID-19 vaccine, with a third clinic date scheduled as a placeholder for any new admissions or new hires in need of completing the vaccine series.

2. Delivery of Consent Form

- A packet will be mailed directly to your facility, containing consent forms and clinic posters. You may receive multiple shipments of consent forms depending on the size and timing of your clinic.
- An electronic, self-print version of the consent form, responsible party cover sheet, and posters are available, on the [resource page](#) if needed
- Posters can be filled out and hung up around the building to assist with publicizing the clinic event and increase awareness.

PLEASE NOTE: Save any additional forms that you have at the end of a clinic for the following one.

HELPFUL TOOL: [COVID 19 Vaccine Consent Process Guide.pdf](#)

3. Clinic Confirmation

- After receiving the initial email notifications, providing information on your facility's vaccine clinic dates, your facility can expect to receive a confirmation phone call from the CVS Health team
- Facilities can confirm the pre-selected clinic dates by one of the following three methods:
 - Facilities will receive a phone call from our CVS Pharmacy team at 1-800-SHOP-CVS to confirm. Our team will make three (3) attempts to reach the facility via phone.
 - If the clinic date is greater than 5 days away, your facility can visit our online portal [Confirm My Clinic](#) to complete the survey and move forward with clinic confirmation
 - If the clinic date is 3 to 5 days away, your facility should call our team at **(866) 211-5678** to speak with a representative and confirm the upcoming clinic date.

PLEASE NOTE: if the clinic has not been confirmed 3 days prior to the clinic date, the clinic will be rescheduled to a new date.

4. Automated Confirmation Email

- Once the clinic has been confirmed by one of the above methods, the primary and secondary point of contact will receive a second automated email notification from no-reply@CVSHealth.com that states the upcoming clinic has been confirmed.
- This email confirmation will also contain important information regarding next steps in the clinic process, including links to access the Vaccine Clinic Scheduler and submit Multi-Patient Registration. More information regarding this process can be found in section 6.

5. Consent Form Completion

- **Facility Action Item:** Consent forms will need to be completed by each individual planning to participate in the clinic and receive a COVID-19 vaccination, including both patients and facility employees. The consent forms will collect the legal consent to receive the vaccine (either by the patient or their responsible party/POA) as well as provide insurance information for billing purposes.
- **Facility Action Item:** Please have the **completed consent forms AND copies of insurance cards ready** for the CVS Pharmacy team member the day of your clinic. The information collected on the consent forms will also help streamline completion of the Multi Patient Upload form. More information regarding this process can be found in section 6.

PLEASE NOTE: you must provide a photo-copied image of each participant's insurance card, both front and back, along with their corresponding consent form.

6. Multi-Patient Registration Upload

- In order to best plan for a successful event and accommodate all interested participants, a Multi-Patient Registration form will need to be completed and submitted into the Vaccine Clinic Scheduler prior to the clinic date.
- This step can be accessed via the link provided in the confirmation email notification.

PLEASE NOTE: Multi-Patient Registration form cannot be uploaded until the clinic has been confirmed.

HELPFUL TOOL: [COVID 19 Vaccine Clinic Multi-Patient Registration and Billing Guide.pdf](#)

7. Clinic Preparation

- One week prior to the clinic date, the facility will receive a reminder phone call from the CVS Pharmacy team in order to confirm the anticipated number of participants and review any final questions/details.
- Prior to the clinic, the facility must provide each participant with an appointment slot with instructions to go to the clinic site at that time.
- **Facility Action Item:** Please ensure all consent forms and copies of insurance cards are complete and ready prior to the clinic date. The consent forms will need to be in the order in which patients receive their vaccinations.
- For facilities holding a centralized clinic, please prepare the following clinic space requirements:
 - Have a minimum clinic space of 10ft by 10ft
 - Provide one table and two chairs for vaccine administration area with a power source
 - Please see the chart on the last page for additional clinic space requirements and recommendations.
- For facilities offering room-to-room patient vaccinations, please prepare the following:
 - A facility colleague needs to be made available to go room-to-room with each CVS Immunizer during the entire clinic
 - Provide a rolling table or cart to carry vaccine and supplies

PLEASE NOTE: For patients in Skilled Nursing Facilities, patients should be grouped by location for vaccination in their room.

8. Day of Clinic

- On the day of your scheduled clinic event, the CVS Pharmacy team member is expected to arrive roughly 60 minutes early, to prepare the clinic area.
- CVS Pharmacy team will bring all supplies required to conduct the clinic, including the vaccines, supplies, PPE, and cleaning materials.
- **Facility Action Item:** Please provide the completed consent forms, insurance card copies and the appointment schedule to the CVS Pharmacy team member, in the order in which the vaccinations will be given.
- The CVS Pharmacy team member will review a series of screening questions with each participant, prior to administration of the vaccine.
- Vaccines will be administered to patients in the order of the appointments scheduled. After administration, one copy of the completed consent form will be provided to the patient and one copy will be provided to the facility for documentation.

Planning for Clinic 2 (same process as planning for clinic #1)

- **Facility Action Item:** In between the first and second clinic dates, facilities will be required to upload a second Multiple Patient Upload spreadsheet into the Vaccine Clinic Scheduler, in order to register patients and employees to receive the vaccine. Facilities will need to indicate the dose for each patient and employee, including any new admissions and/or new hires.
- One week before the second clinic date, the facility will receive another reminder phone call from the CVS Pharmacy team in order to confirm the anticipated number of participants and review any final questions/details.

Multi Patient Upload Steps:

1. Access the Vaccine Clinic Scheduler via the link provided in your confirmation email notification:

Hello,

Your request for an on-site vaccine clinic has been **confirmed**.

The pharmacy team below has been assigned to your clinic and can be contacted with any questions regarding your event.

Pharmacy Information:

CVS Pharmacy #00590
1054 CASS AVENUE
WOONSOCKET, RI 02895
(401) 767-3600

Clinic Information:

Clinic Date/Time: November 10, 2020, 10:00 AM – 12:00 PM
Clinic Contact: Shannon Hulton
SMITH COMPANY
One CVS Drive,
Woonsocket, RI 02895
Phone Number: (123) 456-7890
Email Address: name@email.com

Pharmacist Contact Information:

Name: Mia M
Phone: (401) 555-1234

Clinic ID: CI001512

Clinic Registration Link for Participants: [Click here to register](#)

Multi-Patient Clinic Registration: Access the [Vaccine Clinic Scheduler](#), search by Clinic ID (number in red above), enter the access code below OR primary contact email.

Multi-Patient Access Code: SYTEM GENERATED CODE (alphanumeric)

2. Search by Clinic ID and Primary Contact Email or Access Code.
3. Download the excel template and complete all fields based on completed consent forms.
4. Save the file and upload into the VCS at least 10 days prior to your clinic date.

The screenshot shows the CVS Health Vaccine Clinic Scheduler web application. The header includes the CVS Health logo, the title "Vaccine Clinic Scheduler", and a "Program Materials" link. Below the header is a navigation bar with "Active Clinics", "Past Clinics", "Reports", and "Multi-Patient Registration" (which is highlighted). A "Create Clinic Request" button and a user identifier "SH 0001493" are also present.

The main content area is divided into three sections:

- Clinic Search:** Features a search bar with "Search by" dropdown, "Clinic ID" input, "and" dropdown, "Company Name" dropdown, and a "Company Name" input field. Below this is a table with the following data:

Clinic ID	Company Name	Clinic Date	Clinic Time
CI005703	DL MULTICLINIC HUB	05/22/2020	10:00 AM
- Download Template:** Includes a text box stating "Download the template below and complete all required fields. Maximum of 100 clinics per spreadsheet. Refer to the instructions in the spreadsheet for formatting requirements." and a button labeled "Click here to download template" with a download icon.
- Multi-Patient Upload:** Includes a text box stating "Verify that all required fields are populated and meet formatting requirements before uploading. Only one file can be uploaded at a time." and a large area with a "Drag & Drop Excel file here" instruction, a cloud upload icon, and a "Browse Excel File" button.

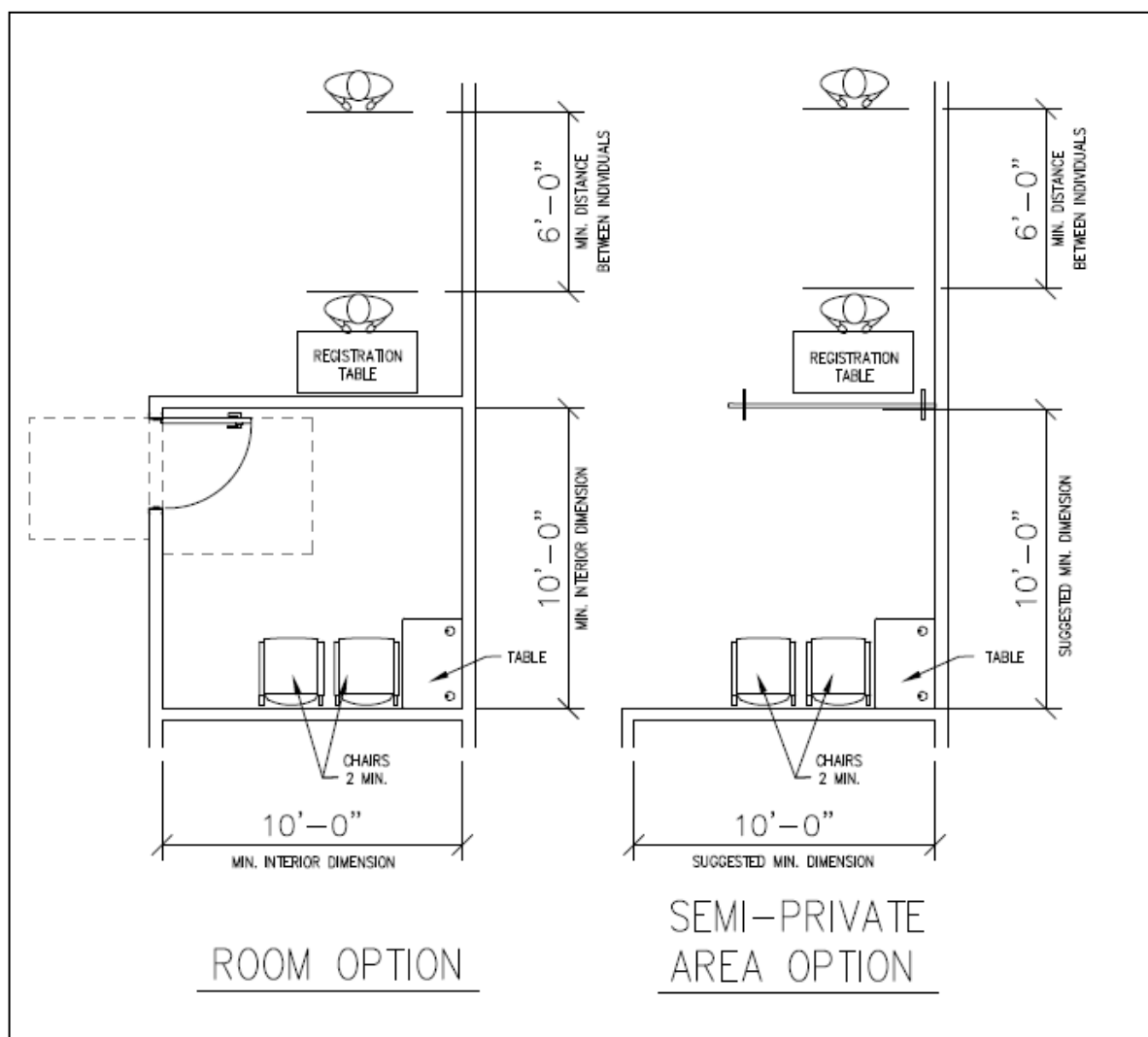
At the bottom, there is a footer with the text "CVS/pharmacy Customer Service: 1-800-SHOP-CVS (1-800-746-7287)" and "Chrome is the preferred web browser for optimal performance".

PLEASE NOTE: the below space requirements are for facilities hosting a centralized clinic in their building, for resident and/or facility employee vaccinations.
A separate model will be used for SNF patients with room-to-room

Clinic Space Requirements:

- **Have a minimum clinic space of 10ft x 10ft**
- **Provide one table and two chairs for vaccine administration area.**
 - If there is a separate area for registration, it should be 6ft away from the administration area.
 - Both the registration and immunization area require a power source or extension cords positioned in a way to safely provide power.
- **Provide a waiting area(s) with room for social distancing**
 - Scheduling appointments is highly suggested to reduce crowds.

Recommended Clinic Layouts



QUESTIONS?

Please contact your point of care or reach out to CovidVaccineClinicsLTCF@CVSHealth.com