COVID-19 Vaccine Clinic Program

January 20, 2020
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Thank you for selecting CVS Health as your vaccine partner!

Today’s Agenda:

• Review of Onsite COVID-19 Vaccine Clinic Process
• Introduce key communications
• Review important action items for your Facility
• Review common FAQs, timelines, and available support resources
• Q & A
Introduction to our Speakers

**Derek Darling**
Vice President, Strategy, Marketing and Internal Ops., Omnicare

**Ryan Jeanneret**
Senior Director, Omnicare Lead COVID-19 Vaccine Program for LTC

**Dr. Sree Chaguturu**
Chief Medical Officer, SVP CVS Caremark

**Nancy Losben**
Senior Director, Quality Omnicare

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**Vaccine Program Partners**

**Ruth Link-Gelles, PhD, MPH**
Lieutenant Commander, U.S. Public Health Service Lead, COVID-19 Vaccine Rollout Planning LTC

**Dr. David Gifford**
Chief Medical Officer, AHCA/NCAL
COVID-19 vaccine clinic program will be supported by several CVS Health brands

**National leader in pharmacy services to Long Term Care**
Serving chronic care patients across the nation

**9K+ retail locations nationwide**
With proven logistics and system management, as well as 33K+ immunizers

**1,100+ full-time clinics in 33 states**
Providing access to high-quality, lower-cost care

**Established networks with access to special populations**
COVID-19 Vaccine Clinics
Opening Thoughts

Ruth Link-Gelles, PhD, MPH
Lieutenant Commander, U.S. Public Health Service
Lead, COVID-19 Vaccine Rollout Planning LTC

Dr. David Gifford
Chief Medical Officer,
AHCA/NCAL

Dr. Sree Chaguturu
Chief Medical Officer, SVP
CVS Caremark
Introduction to Key Program Features

Consent Requirements:
Consent forms will be mailed directly to your facility and need to be completed by each individual planning to participate in the clinic (patient & employee), along with photocopies of insurance cards. A self-print version of the form can also be found on the Omnicare COVID-19 resource page. COVID-19 Vaccine Consent Form (self-print option)

Clinic Scheduling:
To accommodate all interested facilities and to streamline operations for a positive experience, COVID-19 vaccine clinics will be automatically scheduled for pre-selected clinic dates and times, based on location, staffing and vaccine availability into specific geographies. A minimum of 3 clinics will be scheduled for each facility, to accommodate both vaccine doses and potential new admissions and/or new hires.

LTC Facility Collaboration:
A partnership will be required between our pharmacy team and your facility staff, to ensure a successful clinic event.
Clinic Model

1. CDC survey completed to request clinic from CVS
2. CVS selects clinic dates and times for each facility
3. Consent forms will be shipped directly to facility
4. Email notification of clinic assigned clinic dates
5. Facility confirms their clinic via Confirm My Clinic portal or via phone
6. Consent forms completion and copies of insurance cards for each participant
7. Confirmation email
8. Multi Patient Registration completed and submitted
9. Pharmacy team arrives on-site the day of the clinic, brings all supplies, and administers vaccines
10. Vaccination documentation provided to patient and facility

Pharmacy team arrives on-site the day of the clinic, brings all supplies, and administers vaccines.
## What to expect first

<table>
<thead>
<tr>
<th>Item</th>
<th>“Thank You” Email Notification</th>
<th>Email Notifications of Clinic Dates (3)</th>
<th>Confirmation of Clinic (3 options)</th>
<th>Confirmation Emails (2)</th>
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<tbody>
<tr>
<td><strong>What You’ll Receive</strong></td>
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<td><strong>What You Need To Do</strong></td>
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<tr>
<td>• Verify/updated contact information</td>
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<tr>
<td>• Download Client Guide</td>
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<tr>
<td>• Be on the lookout for 3 emails from <a href="mailto:no-reply@cvshealth.com">no-reply@cvshealth.com</a> providing your clinic dates</td>
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<td>• Gather estimated number of participants (patients and staff)</td>
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<td>• Our team will make three (3) attempts to reach the facility via phone to confirm</td>
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<tr>
<td>• If your clinic date is 5+ day away you can visit our online Confirm My Clinic portal to confirm</td>
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<td>• If your clinic date is 3 to 5 days away, you can call our team at (866) 211-5678 to confirm</td>
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<td>• You will need these emails to access the Vaccine Clinic Scheduler and submit Multi Patient Form</td>
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# How to plan for a successful event

## Item

### Delivery of Clinic Material

- **What You’ll Receive**
  - A packet will be shipped directly to your facility, containing consent forms and event posters
  - Complete posters and hang in common areas to publicize event

### Consent Form Completion

- **What You Need To Do**
  - Collect consents and ensure a form is completed for each participant
  - Photocopies of insurance cards will need to be placed with the forms.

### Multi Patient Registration

- **What You Need To Do**
  - Access Vaccine Clinic Scheduler via the link provided in confirmation email
  - Follow steps to download, complete, and submit Multi Patient Registration

### Reminder Phone Call

- **What You Need To Do**
  - Update the pharmacy team on any changes to number of participants
# How to plan for a successful event

## Pre-Clinic Preparation

<table>
<thead>
<tr>
<th>Item</th>
<th>Have Consent Forms Ready</th>
<th>Prepare Clinic Space</th>
<th>Clinic Administration</th>
<th>Vaccine Documentation</th>
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<tbody>
<tr>
<td><strong>What You’ll Receive</strong></td>
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</table>

- Have the stack of consent forms and photocopies of insurance cards ready to hand to CVS pharmacy team member
- Have the stack of consent forms and photocopies of insurance cards ready to hand to CVS pharmacy team member
- Review space requirements on Client Guide for employee vaccinations
- Review space requirements on Client Guide for employee vaccinations
- Provide a rolling cart for room to room patient vaccinations
- Provide a rolling cart for room to room patient vaccinations
- A facility colleague will need to be made available to go room to room with CVS team member during entire clinic
- A facility colleague will need to be made available to go room to room with CVS team member during entire clinic
- 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
- 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
## Communication Outline

<table>
<thead>
<tr>
<th></th>
<th>email</th>
<th>phone call</th>
<th>email</th>
<th>confirmation</th>
<th>email</th>
<th>phone call</th>
<th>email</th>
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<tbody>
<tr>
<td>&quot;Thank You&quot;</td>
<td>Email with PDF guide for download.</td>
<td>Phone call outreach from assigned Omnicare representative to assist with preparation and answer questions</td>
<td>Automated email notifications* (3) from Vaccine Clinic Scheduler, providing pre-selected clinic dates and times.</td>
<td>Our team will make three (3) attempts to reach the facility via phone to confirm</td>
<td>Automated email notifications* (2) from Vaccine Clinic Scheduler listing confirmation of first two clinic dates and times and link to Multi Patient Upload</td>
<td>Reminder phone call from pharmacy team, one week prior to clinic date.</td>
<td>Reminder email with &quot;checklist&quot; to prepare for upcoming event.</td>
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*The scheduling email notifications and the clinic confirmation email notifications will both come from the email address no-reply@CVSHealth.com

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**Key Resources**

Helpful Tools & Resources

All program tools and resources can be found on our COVID-19 Vaccine webpage, including:

- COVID-19 Vaccine Client Guide
- Self-print Forms and Posters
- Frequently Asked Questions
- Helpful links
- Program Timeline
- Information on Omnicare and CVS Health

Questions? Please contact your Point of Care or CovidVaccineClinicsLTCF@CVSHealth.com

Visit our webpage
www.omnicare.com/covid-19-vaccine-resource
Next steps

1. Verify and submit facility point of contact information

2. Inform your facility team on the process and what to expect

3. Download client guide and other helpful tools and resources

4. Wait for outreach from us on next steps
Questions?
Thank you

We appreciate your partnership in keeping the Long Term Care population healthy through on-site immunizations.
“Thank You” Email Notification

Thank you for choosing CVS Health® as your facility's COVID-19 vaccine provider.

**Actions Needed**
* Download COVID-19 vaccine clinic guide
* Update contact information
* Watch for invitation to schedule and view webinar

**Download your COVID-19 vaccine clinic guide**
This guide details every step in the process, so your patients and staff are prepared for the upcoming CVS Health COVID-19 vaccine clinic. [Download Now]

**Let us get to know you better**
In order for us to better serve your facility, please let us know your up-to-date facility contact information. [Update Contact Information]

**As soon as a vaccine is ready, we will send another email to schedule your vaccination clinic for your patients and staff.**

We have the national infrastructure and experiences to help protect your facility from COVID-19.

- Automatic enrollment in our vaccine scheduling tool (we handle everything)
- CVS Health has conducted nearly 5 million COVID-19 tests since March (70% of all retail testing nationwide)
- Extensive vaccination experience with 20 million flu shots on track to be administered this season

**Save the Date**
**Upcoming Webinar November 24th, 4-5pm ET**

We encourage you to block this time as Omnicare will be hosting a webinar that covers important information about your upcoming clinic. We will send you registration details when available.

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Automated Email Notification with Clinic Dates - sample

Hello,

Thank you for choosing CVS Pharmacy® for your on-site vaccine clinic! We have received your request and your local pharmacy team will be in contact soon to confirm all of the details below.

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

Clinic Information:
Kayla Perry
TEST CLINIC
1 CVS Drive,
Woonsocket, RI 02895
Requested Clinic Date/Time: September 10, 2019, 10:00 AM – 12:00 PM*

“Clinic Date/Time not final until confirmed by pharmacy.

Please contact the local pharmacy team with any questions about this event. All other questions, contact CovidVaccineClinicsLTCF@CVSHealth.com

❤️CVS pharmacy❤️
© 2018 CVS Pharmacy, Inc.
One CVS Drive, Woonsocket, RI 02895
Automated Confirmation Email Notification - sample

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: Jane Smith
SMITH COMPANY
One CVS Drive,
Woonsocket, RI 02895
Phone Number: 401-555-1234
Email Address: Jane.Smith@smithcompany.com

Pharmacist Contact Information:
Name: Mary Adams
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: SYSTEM GENERATED CODE (alphanumeric)
Clinic Packet Materials
Event posters & Consent forms

Get vaccinated at our on-site COVID-19 clinic. A CVS Health vaccination team member will be here administering COVID-19 shots so residents and staff can be protected.

Date: 
Time: 
Location: 

Additional Resources:

COVID-19 Vaccination Clinic Poster (self-print option)
COVID-19 Vaccine Consent Form (self-print option)
COVID-19 Vaccine Responsible Party Consent Form (self-print option)
Spanish COVID-19 Updated Vaccine Consent Form (self-print option)
Spanish COVID-19 Vaccine Responsible Party Consent Form (self-print option)
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