COVID Vaccination
Self-Scheduling via MyChart

Epic Cadence
MyChart
v 2020
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Workflow Overview

Some patients will have orders placed for their COVID vaccination(s). If our patients are MyChart users, they will have an opportunity to self-schedule the appointment. Note that the below represents the steps the patient will take to proceed with this MyChart self-scheduling. Further, after the first dose administration, patients can follow these same steps to schedule their second dose.

Frequently Asked Questions

I cannot find my email tickler. Is the ticket still valid?

Yes, the ticket is still valid. The tickler is triggered when the order is placed and goes to the default email in Epic. The Ticket is still available whether or not the tickler is viewed.

Where do I find the appointment to schedule?

To access your ticket:

From the website: click the Visits button, click Schedule Appointment

From the mobile app (Apple/Android): click Appointments, click Schedule Appointment

How do I reschedule my dose 1 appointment?

Within MyChart you can open up your upcoming vaccine appointment in the Visits or Appointments section. There you will see a link to reschedule your appointment.

How do I reschedule my dose 2 appointment?

Within MyChart, you can open up your upcoming vaccine appointment in the Visits or Appointments section. There you will see a link to reschedule your appointment.

What are the criteria for rescheduling?

The patient/employee can reschedule if the end date for their ticket has not expired.

If I get an invite to schedule but have problems with MyChart, who can I ask for help?

Email MyChartSupport@ynhh.org for support.

If employees email vaccineeligibility@ynhh.org when should they get a response to their question?

Our team review all emails individually. To ensure we have completed a thorough review in determining eligibility, it could take up to 5 days to receive a response.

From call center clinicians: Can we have a printout of the e-consent questions and answers to understand warnings vs. C/I?

See the applicable PP with screenshots and latest Decision Tree. Click here.
Steps to Follow as a Patient to Schedule in MyChart.

1. Patients with an order placed and active MyChart account will receive an email indicating that an order is ready to be self-scheduled. Patients will also receive a push notification if they have the MyChart app on their phone.

   MyChart Support
   MyChart Action needed - schedule your ordered test
   
   MyChart Action needed - schedule your ordered test
   
   Dear Sami,

   You have had an order placed by your provider. You can schedule your own appointment (location, date, and time) that best suits your needs here https://mychart.ynhhs.org/

   To access your ticket:
   - From the website: Click on Visits -> Schedule Appointment
   - From the mobile app (Apple/Android): Select Appointments then Schedule Appointment.

   If you are scheduling for a pre-procedure COVID test you will only be able to schedule a time that is 2-3 days before your upcoming procedure.

   For more information about COVID-19 (including testing and vaccine) click here

   Any Covid 19 questions/concerns, please call:
   Call 833-ASK-YNHH (833-275-9644)

2. To proceed with scheduling from the MyChart App, click the Appointments button and click Schedule an Appointment.
3. To proceed with scheduling from the MyChart Website, click the Visits button and click Schedule an Appointment.

![MyChart Website Scheduling Screen]

4. Locate the order to be scheduled and click Schedule Now.

![COVID Vaccine Order to Schedule]

5. At any point in time, you can click the START OVER button to begin the scheduling process again.

![START OVER Button]

6. Patients scheduling their first COVID vaccine dose will need to answer a series of questions.

Questions to be answered by Patient during Scheduling

1. Statement: Listed below are some conditions/situations where you may want to have a discussion with a care provider prior to receiving the Covid-19 vaccine. You are eligible for the vaccine, even if these apply to you, so you will be able to continue on to schedule an appointment. If you would like to wait to schedule your vaccine appointment until you speak to a provider, that is up to you. Click Acknowledge, Click Continue.

   - You are or could be currently pregnant, or planning to be pregnant in the next 3 months.
   - You are currently breastfeeding.
   - You had an anaphylactic or other severe reaction to any type of vaccine, injectable drug or food in the past.
   - You have a severe allergy requiring you to carry an Epi-Pen.
1. Question: Have you tested positive for COVID-19 in the last 4 weeks? Answer the question and click Continue.

2. Question: Do you have any of the following Covid-19 symptoms? Fever, nasal congestion, new loss of taste or smell, runny nose, sore throat, conjunctivitis (“red eye”) shortness of breath, new headaches, body aches, nausea/vomiting, diarrhea, or severe fatigue. Answer the question and click Continue.

3. Question: Do you have a severe bleeding disorder such as hemophilia or a platelet count <50,000 x 1000/uL or on a blood thinner? Answer the question and click Continue.

4. If you indicate yes to either of the previous three questions, you will receive the following prompt and are asked to speak with your PCP or Occupational Health department prior to scheduling.

5. Question: Are you employed by either entity listed below? Click an answer and click Continue.
6. Question: Have you read the Emergency Use Authorization Fact Sheet and consent to receiving the vaccination for Covid-19? **Click the links to view the materials. Answer the question and click Continue.**

![Emergency Use Authorization Fact Sheet](image)

7. If you indicate that you’ve “Received/Will Receive Vaccine Elsewhere” you will receive the following prompt.

![Not all visits can be scheduled online](image)

8. If you indicate “Don’t Agree” you will be asked to provide a reason. **Click a reason and click Continue.**

![A couple of questions](image)

9. **Note that the prompt for consent will only be seen if the previous answer was “Yale New Haven Health System” or “Yale University” and will not prevent scheduling based on answer. Select a response and click Continue.**

![A couple of questions](image)

10. Question: Are you in quarantine for COVID19 or related exposure? **Select a response and click Continue. Note that the answer to this question will not impact the ability to schedule, but if you are under quarantine, you will receive a prompt to schedule your first dose after your quarantine period.**

![A couple of questions](image)
Appointment Selection

1. Select an appointment location from the list and click Continue.

2. Select an appointment time, noting you can adjust the date in the Start Search On field. You can return to the Locations screen to change the appointment location. Select an appointment time.

3. Enter any description in the box on the following screen and click schedule.
4. From the App complete the same description screen and click **Schedule**.

5. You then receive an appointment confirmation. Optionally, you may choose to use **ECHECK-IN** prior to your appointment to verify demographic information. You will also note the options to **reschedule or cancel** the appointment directly from MyChart.
Reschedule an Appointment

1. Within MyChart, you can return to the **Visits or Appointments** section at any time to view your upcoming appointment to **cancel or reschedule**, should the need arise.

   ![Appointments and Visits](image)

   **IMPORTANT!** Depending on which dose brand you receive a second dose may be needed to complete the vaccination process. The second dose **MUST** be scheduled within a certain timeframe. If you have any questions about this, please review with your vaccinator upon receiving your first dose.

   ![Important Note](image)