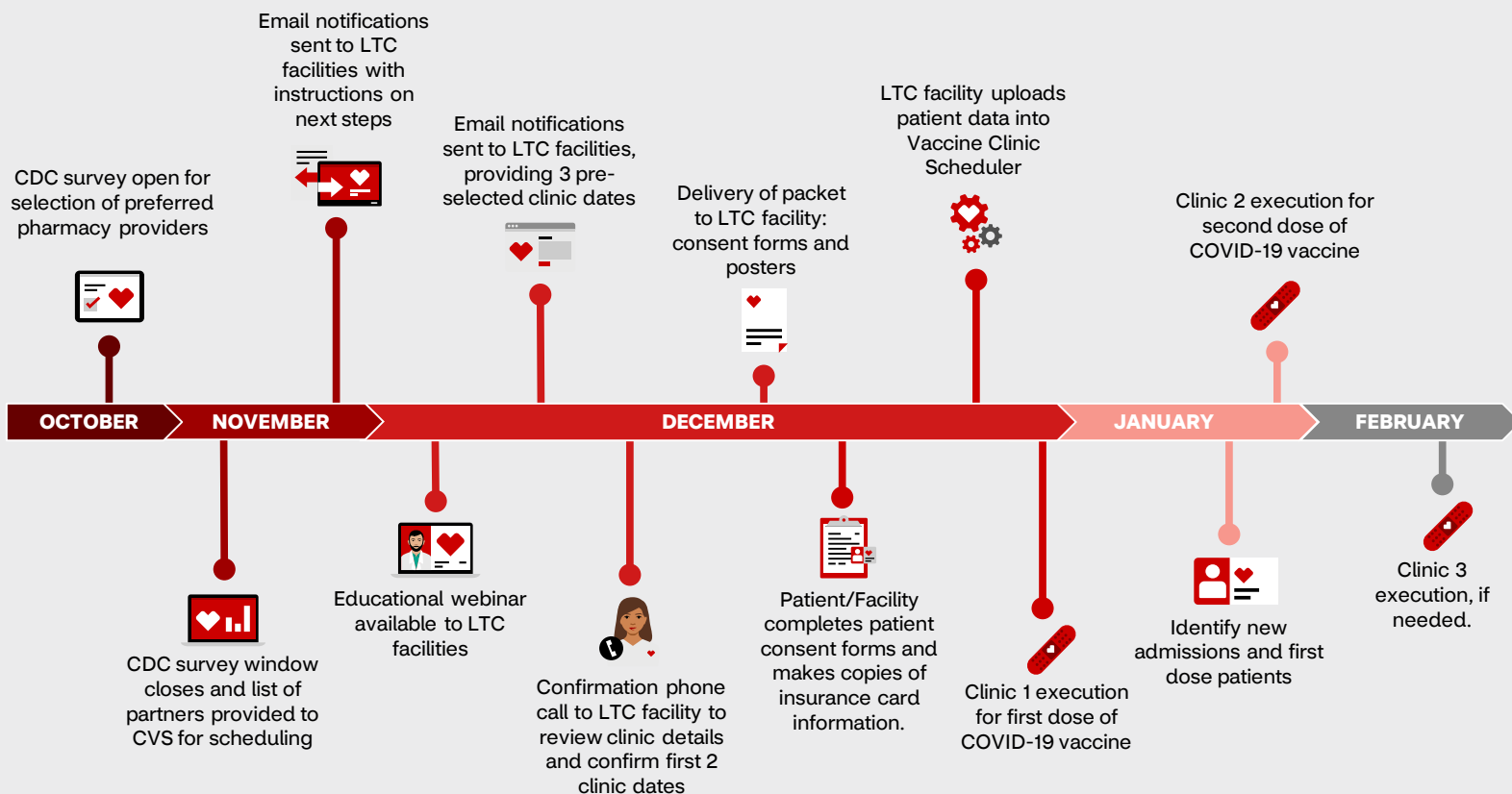


# Thank you for selecting CVS Health as your preferred pharmacy provider to administer COVID-19 vaccines!

Since March, CVS Health has led the fight against COVID-19. Now, we're ready to leverage 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.

**We come to you!** Our pharmacy teams will administer COVID-19 vaccinations through our on-site clinic model, making it easy and convenient for your facility's patients and employees to get vaccinated against the coronavirus.



**Omnicare<sup>®</sup>**  
a **CVS** Health<sup>®</sup> company

\*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.

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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. Clinic Scheduling

- To ensure your facility receives necessary notifications regarding scheduling and on-site clinic details, ensure your facility contact info is correct. [Verify the contact info for your community.](#)
  - 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.
  - 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.
  - The three scheduled clinics will be arranged to accommodate the clinical requirements for the vaccine's second dose and ensure 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.
  - Each Long Term Care facility that selected CVS Health as a preferred pharmacy provider will receive three (3) separate email notifications, each listing the pre-selected vaccine clinic dates and times as an acknowledgement that the requests have been entered into our system. The email notifications will come from the email address [no-reply@CVSHealth.com](mailto:no-reply@CVSHealth.com) and be automatically sent to the facility point of contact who completed the survey. The initial email notifications will be followed up by confirmation phone calls, to ensure the pre-selected clinic dates and time work for your facility.
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## 2. 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.
  - The first two scheduled clinic dates will be confirmed, to complete both vaccine doses at the first two clinics. The third clinic date will remain tentative as a placeholder, to vaccinate any new admissions or new hires that were not able to attend the first clinic, if needed. This third clinic date will be confirmed as the date approaches.
  - Once the phone call conversation occurs to officially confirm the first two pre-selected clinic dates, a second email notification will be sent to the facility. This confirmation email will also come from the email address [no-reply@CVSHealth.com](mailto:no-reply@CVSHealth.com) and be automatically sent to the facility point of contact.
  - The second confirmation email will provide a link to our web-based Vaccine Clinic Scheduler, which will be accessed to submit a Multiple Patient Scheduling spreadsheet by the facility in advance of the clinic. More information regarding this process can be found in section 4.
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## 3. Consent Form Process

- A packet will be mailed directly to your facility, containing consent forms and clinic posters. Consent forms for both the first and second clinic will be mailed at the same time.
- **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. These 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. (Note: Please provide a photo-copied image of each participant's insurance card, both front and back, along with their corresponding consent form).
- **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 in Section 4).
- After administration of the vaccine, the CVS Pharmacy team member will provide one copy of the consent form to the patient, as well as one copy of the form to the facility for documentation.
- Posters can be filled out and hung up around the building to assist with publicizing the clinic event and increase awareness to patients and employees when they can expect to receive their on-site vaccinations.
- If additional consent forms and/or posters are needed, please contact [CovidVaccineClinicsLTCF@CVSHealth.com](mailto:CovidVaccineClinicsLTCF@CVSHealth.com)

## 4. Planning for Clinic 1

- **Facility Action Item:** 10 days prior to the scheduled clinic date, facilities will be required to submit the Multiple Patient Upload spreadsheet into the Vaccine Clinic Scheduler, in order to register patients and employees to receive the vaccine.
    - Please see below for instructions on completing and uploading the Multi Patient Registration form.
  - 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. For patients in Skilled Nursing Facilities, patients should be grouped by location for vaccination in their room.
  - **Facility Action Item:** Please remember to have all consent forms and copies of the insurance cards ready prior to the clinic date. NOTE: The consent forms will need to be in the order in which patients receive their vaccinations (more details from CVS Health will follow).
  - **For Skilled Nursing Facilities only:** A facility colleague needs to be made available to go room to room with each CVS Immunizer during the entire clinic. Facility should be providing a rolling cart or rolling table to carry vaccine and supplies from room to room during vaccinations.
  - Please see page six for clinic space requirements and recommendations.
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## 5. Day of Clinic 1

- The day of your scheduled clinic event, the CVS Pharmacy team lead is expected to arrive roughly one hour 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.
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## 6. 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.
  - **Facility Action Item:** Please remember to have the second round of consent forms completed before the second clinic date.
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## 7. Day of Clinic 2

- The day of your scheduled second clinic event, the CVS Pharmacy team lead is expected to arrive roughly one hour early, to clean and prepare the clinic area.
- CVS Pharmacy team will bring all supplies required to conduct the clinic, including the scheduling roster, vaccines, supplies, PPE, and cleaning materials.
- The CVS Pharmacy team member will review a series of screening questions with each participant, prior to administration of the vaccine and confirm first or second dose.
- 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.
- Second-dose patients will then complete the COVID-19 vaccination series.
- First-dose patients will receive their second dose at the pre-selected and scheduled third clinic date, if needed.

# 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:** [Shannon.Hulton@CVSHealth.com](mailto:Shannon.Hulton@CVSHealth.com)

### Pharmacist Contact Information:

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

**Clinic ID:** C1001512

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 displays the CVS Vaccine Clinic Scheduler web application. The top navigation bar includes the CVS Health logo, the title 'Vaccine Clinic Scheduler', and a 'Program Materials' link. Below the navigation bar, there are tabs for 'Active Clinics', 'Past Clinics', 'Reports', and 'Multi-Patient Registration'. The 'Multi-Patient Registration' tab is selected. The main content area is divided into three sections: 'Clinic Search', 'Download Template', and 'Multi-Patient Upload'. The 'Clinic Search' section has a search bar with 'Clinic ID' and 'Company Name' dropdowns, and a search button. Below the search bar is a table with the following data:

Clinic ID	Company Name	Clinic Date	Clinic Time
C1005703	DL MULTICLINIC HUB	05/22/2020	10:00 AM

The 'Download Template' section contains a text box with instructions: '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.' Below the text box is a button labeled 'Click here to download template' with a download icon.

The 'Multi-Patient Upload' section contains a text box with instructions: 'Verify that all required fields are populated and meet formatting requirements before uploading. Only one file can be uploaded at a time.' Below the text box is a large area with the text 'Drag & Drop Excel file here' and a cloud upload icon, and a button labeled 'Browse Excel File'.

At the bottom of the page, 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.'

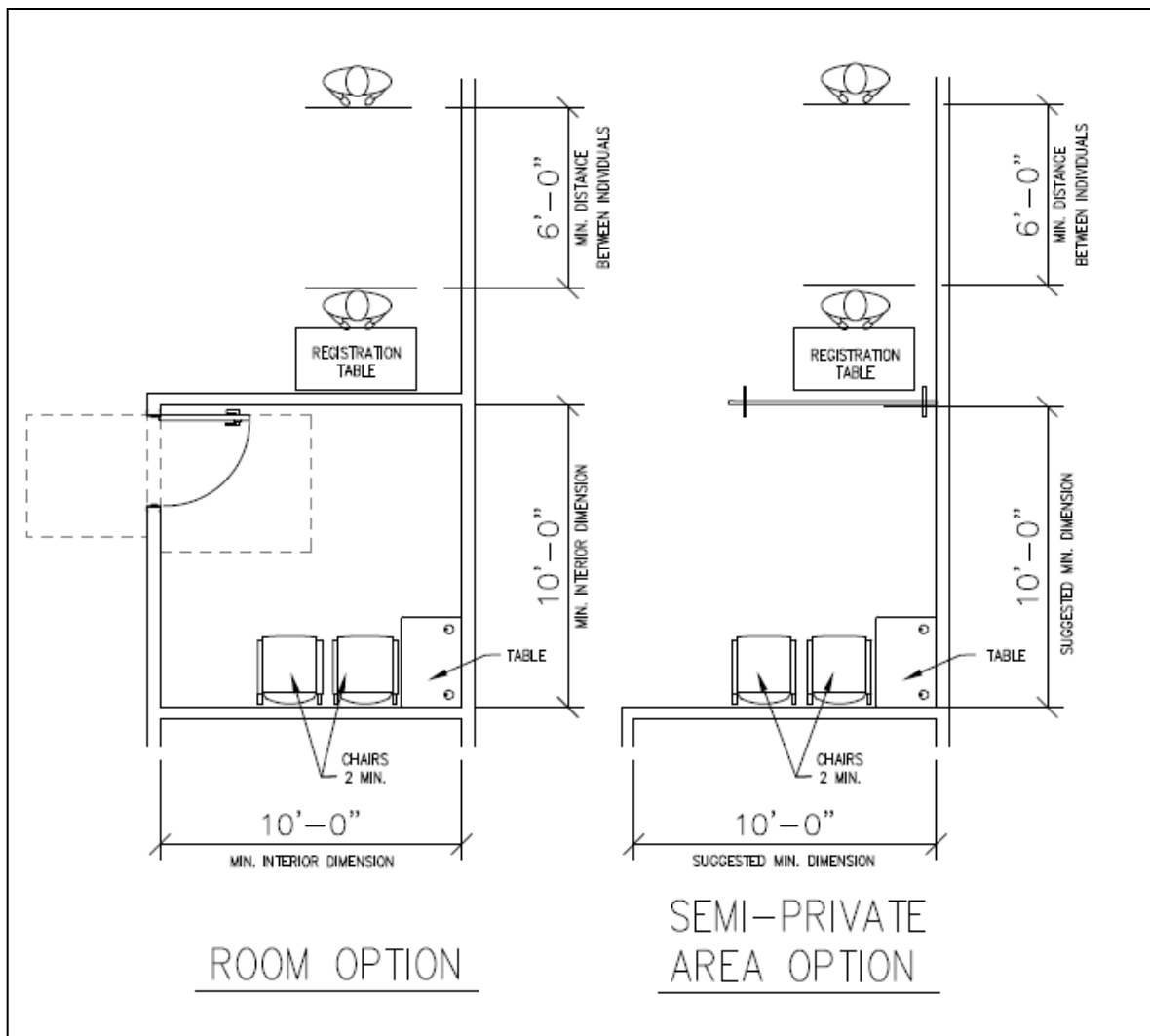
NOTE: the below space requirements are for facilities hosting a centralized clinic in their building, for resident and/or facility employee vaccinations.

**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 Account Representative or reach out to

[CovidVaccineClinicsLTCTF@CVSHealth.com](mailto:CovidVaccineClinicsLTCTF@CVSHealth.com)