Patient COVID Vaccine Scheduling with MyChart

Overview and Pre-Process
The following is an overview of what you'll receive and steps you'll complete when using MyChart for COVID Vaccine scheduling.

Contents
Overview and Pre-Process ...................................................................................................................... 1
Step 1: E-mails Received ........................................................................................................................ 1
Step 2: Ticket Scheduling ......................................................................................................................... 3
FAQs ...................................................................................................................................................... 7

Step 1: E-mails Received
Two categories of patients exist – MyChart Active and Not MyChart Active. Both groups of patients will receive an e-mail explaining steps to complete. Here are the two potential e-mails you'll receive:

If you already have an active MyChart account, a dose 1 ticket is ordered, and you'll receive an e-mail similar to the following:

Schedule your COVID-19 Vaccine at https://mychartpoc.cchealth.org/mychartpoc/

Hello,

You can now go to MyChart to schedule your COVID-19 vaccination appointment. On MyChart, you can schedule your first or second vaccine dose.

Please note that we have a limited number of appointments available. If you don't see any available appointments, we encourage you to check back each morning on MyChart for newly added appointment times.

We are adding more appointments on each day as we build capacity.

If you have already scheduled a vaccination with someone other than Contra Costa Health Services, please disregard this email and keep your existing appointment.

While we offer COVID-19 vaccine at no cost to you, we do ask that you bring your health insurance card to your appointment. If you forget or are unsure, that's OK – you will not be turned away. Due to high demand, you may have to wait in line once you get to the vaccination site. People with mobility issues should bring their cane or walker.

Please arrive for your appointment within 30 minutes of the scheduled time. You will not get vaccinated if you arrive early.

For step-by-step instructions for scheduling an available appointment, please visit:
https://cchealth.org/covid19/mychartpatientCOVIDVaccineSchedulingWithMyChart?

Thank you for your patience.

Thanks for using MyChart.
Contra Costa Health Services

If you need technical assistance with your MyChart account, please contact MyChart Support at support@mychart.com or 1-855-377-8264. Please note that technical support staff cannot assist with scheduling COVID-19 vaccinations or answer medical questions.
If you are **NOT** MyChart Active, you’ll receive the following e-mail with activation instructions:

Clicking the ‘Click Here’ link in this e-mail launches a page where you will create your MyChart account. You must enter a zip code and your date of birth to validate your identity. On the second screen create a username and password, and upon completion you’ll be logged into MyChart.
Step 2: Ticket Scheduling

Log into MyChart and you will see a ‘ticket’ on the main home page after logging in. The ticket is valid to schedule both doses of your COVID-19 vaccine. While screens differ slightly on MyChart Mobile, the steps and general information on each screen are the same whether completed in MyChart / via browser, or on a mobile device.

![MyChart screenshot showing ticket and scheduling workflow]

Clicking ‘Schedule Now’ from the home page launches the scheduling workflow.

![Schedule an Appointment screenshot showing multiple options]

After clicking the ‘Got it, thanks!’ button, you will see location options and can select the location you’d prefer to schedule at.
**Tip:** If you select ‘Any Location’ you will see more options for dates and times to schedule your vaccine.

Available Dates and Times display based on availability at the site(s) you selected, and you click the ‘Continue’ button to make a selection:
Next review and verify personal information and demographics. Click ‘Edit’ to update any additional information and click ‘This information is correct’ button once complete to advance to the next step.

The final step is to review the date, time, and location, enter what you’d like addressed during the visit, and click the green ‘Schedule’ button:
After scheduling, you will see a confirmation page:

To modify visits at any time, open the Visits Activity. If you need to cancel or reschedule, you can do so directly from this page. Canceling will cancel both dose 1 and dose 2 appointments and will reactivate the ticket for scheduling again.
FAQs

• What should I do if there are no vaccine appointments at the location or on the date/time I’m looking for?
  o Log into MyChart early each day – more slots may open as we continually increase capacity and if other patients cancel or reschedule their appointments.

• Who can I call with questions about the COVID-19 Vaccine?
  o Visit coronavirus.cchealth.org/vaccine or call 844-729-8410

• Who can I contact for assistance with MyChart?
  o Patients can call 1-844-622-5465 or e-mail mychart.support@cchealth.org

• If I don’t have a 2nd dose visit scheduled yet, can I schedule it through MyChart?
  o If you receive the 1st dose from Contra Costa Health Services, a dose 2 ticket is created after the dose 1 visit is complete. Here are the steps to schedule dose 2.
    ▪ After your dose 1 visit, you will receive the same e-mail notification as above to log into MyChart and schedule, so keep an eye out for this e-mail.
    ▪ Again, after logging into MyChart you will see a ticket to schedule dose 2 right on the home page. The location you are scheduled into will match the location of the first dose and be appropriately spaced based on the manufacturer’s requirements (at least 21 days if you received Pfizer, at least 28 days if you received Moderna). Complete scheduling using the same process as above and you’re all set for your dose 2 appointment.