

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.

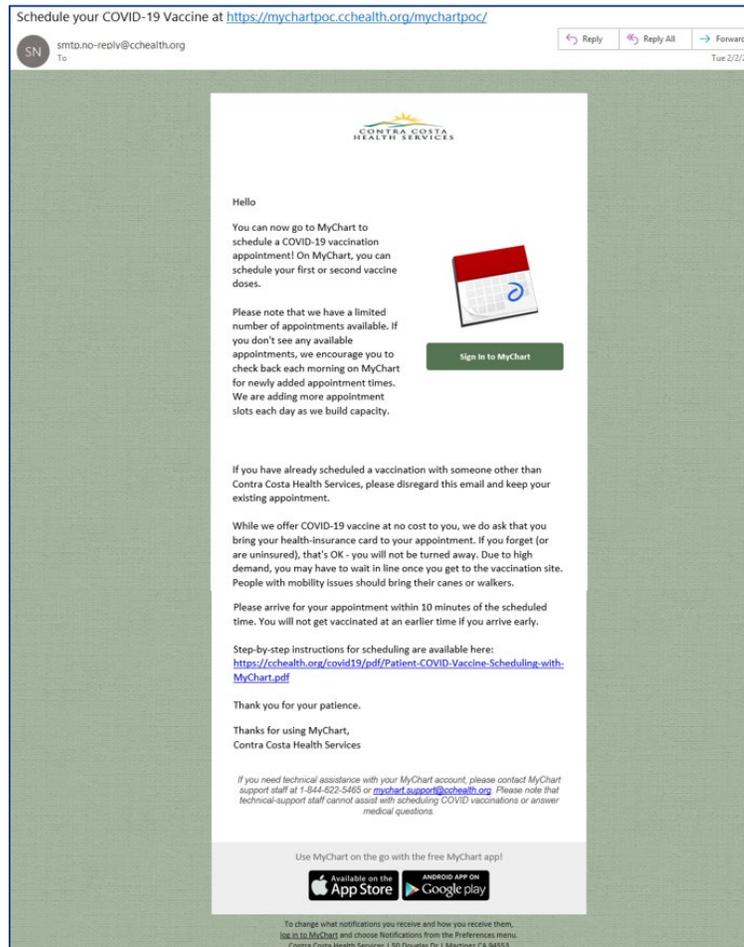
Contents

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

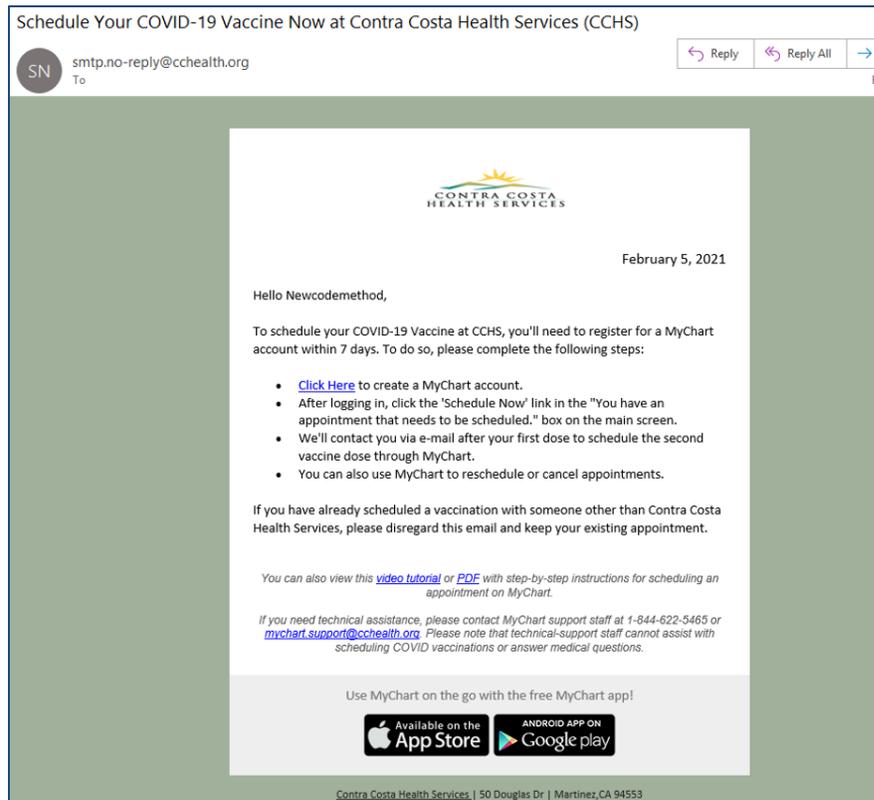
Step 1: E-mails Received

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:

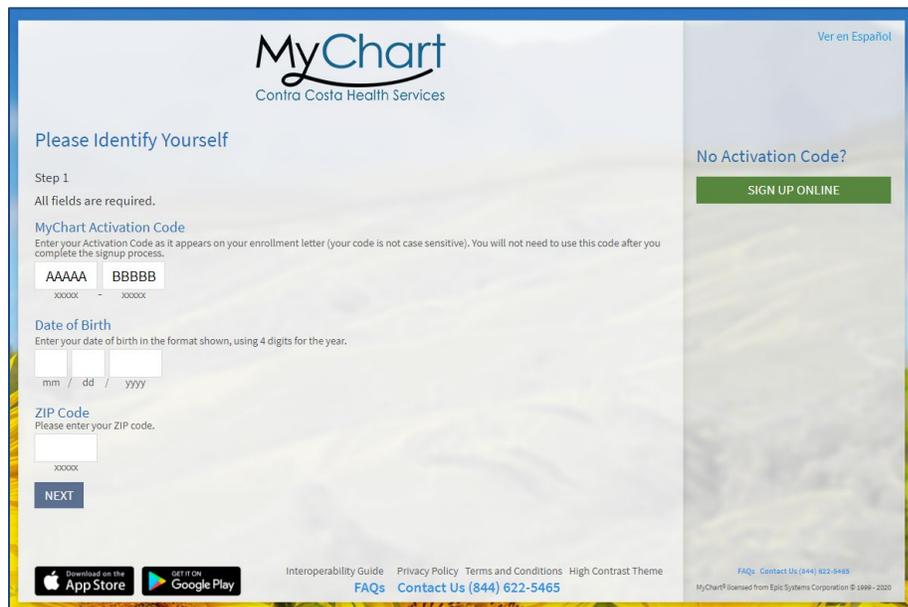
If you already have an **active MyChart account**, a dose 1 ticket is ordered, and you'll receive an e-mail similar to the following:



If you are **NOT MyChart Active**, you'll receive the following e-mail with activation instructions:

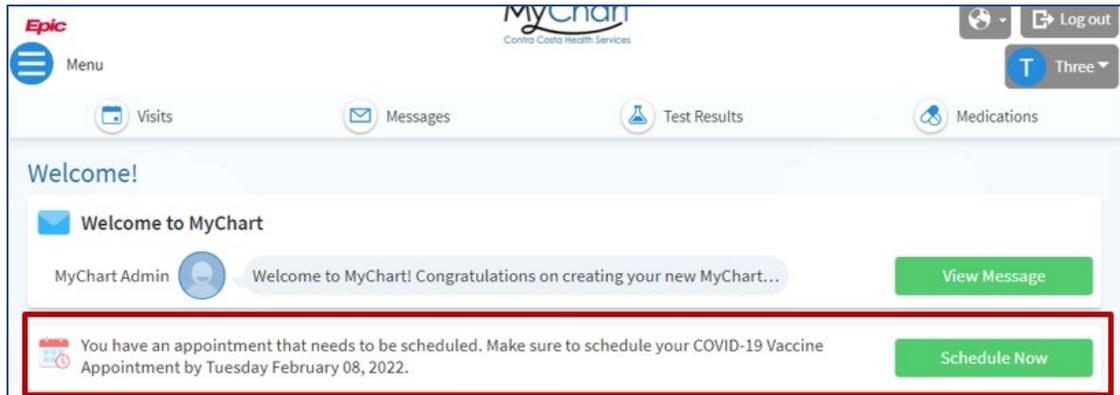


Clicking the '[Click Here](#)' link in this e-mail launches a page where you will create your MyChart account. You must enter a zip code and your date of birth to validate your identity. On the second screen create a username and password, and upon completion you'll be logged into MyChart.

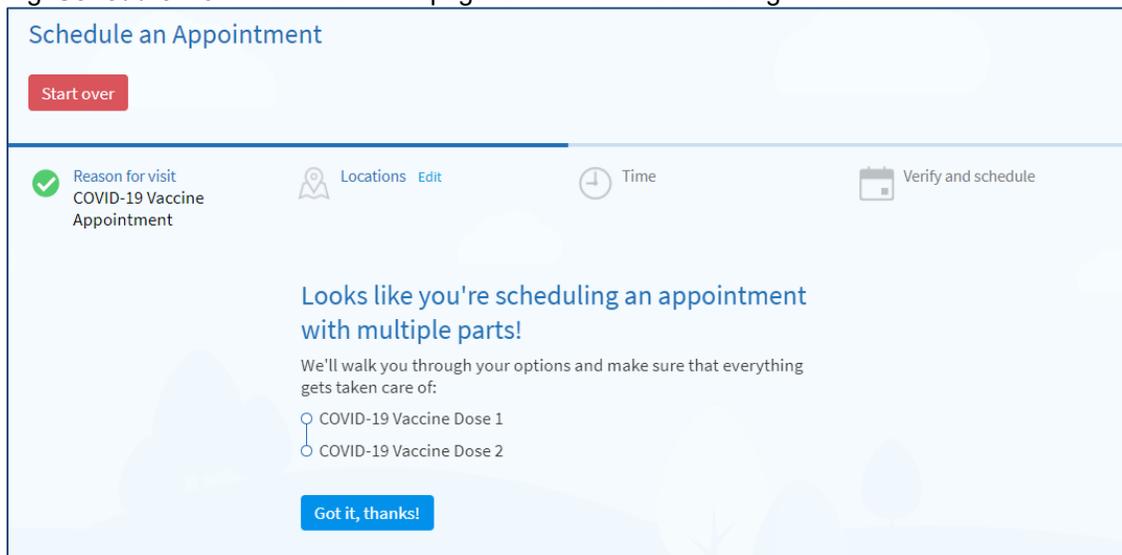


Step 2: Ticket Scheduling

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.



Clicking **'Schedule Now'** from the home page launches the scheduling workflow.



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.

Schedule an Appointment

Start over

✓ Reason for visit
COVID-19 Vaccine Appointment

Locations

Time

Verify and schedule

Which locations work for you?

<p>Any location Schedule at any available location.</p>	<p>Bay Point Nursing 215 Pacifica Avenue BAY POINT CA 94565</p>	<p>Concord Nursing 3052 Willow Pass Road CONCORD CA 94519</p>
<p>Contra Costa College 2600 Mission Bell Dr SAN PABLO CA 94806</p>	<p>Diablo Valley College 321 Golf Club Rd PLEASANT HILL CA 94523</p>	<p>George and Cynthia Miller Wellness Center Nursing 25 Allen St Suite A Martinez CA 94553</p>
<p>Pittsburg Nursing 2311 Loveridge Road PITTSBURG CA 94565</p>	<p>West County Nursing 13601 San Pablo Ave San Pablo CA 94806</p>	

Available Dates and Times display based on availability at the site(s) you selected, and you click the 'Continue' button to make a selection:

Schedule an Appointment

Start over

✓ Reason for visit
COVID-19 Vaccine Appointment

✓ Locations Edit
Any location

Time

Verify and schedule

What time works for you?

Start search on

Monday February 8, 2021	10:15 AM PST - COVID-19 Vaccine Dose 1 Bay Point Nursing • 215 Pacifica Avenue BAY POINT CA 94565 • 877-905-4545	
Monday March 8, 2021	10:20 AM PST - COVID-19 Vaccine Dose 2 Bay Point Nursing • 215 Pacifica Avenue BAY POINT CA 94565 • 877-905-4545	Continue
Monday February 8, 2021	10:20 AM PST - COVID-19 Vaccine Dose 1 Bay Point Nursing • 215 Pacifica Avenue BAY POINT CA 94565 • 877-905-4545	
Monday March 8, 2021	10:25 AM PST - COVID-19 Vaccine Dose 2 Bay Point Nursing • 215 Pacifica Avenue BAY POINT CA 94565 • 877-905-4545	Continue
Monday February 8, 2021	10:25 AM PST - COVID-19 Vaccine Dose 1 Bay Point Nursing • 215 Pacifica Avenue BAY POINT CA 94565 • 877-905-4545	
Monday March 8, 2021	10:20 AM PST - COVID-19 Vaccine Dose 2	

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.

Schedule an Appointment
Start over

✔ Reason for visit
COVID Vaccine 1st Dose Appt

✔ Locations [Edit](#)
Any location

✔ Time [Edit](#)
Friday January 15, 2021 4:40 PM

📅 [Verify and schedule](#)

[Verify your personal information](#)

Contact Information

123 Main St
Martinez CA 94553

Going somewhere for a while?
[Add a temporary address](#)

🏠 925-555-4444
925-555-5555
📠 Work phone not entered
✉ test@test.com

Details About Me

Preferred First Name [ⓘ] <i>Not entered</i>	Gender Identity <i>Not entered</i>
Sex Assigned at Birth <i>Not entered</i>	Sexual Orientation <i>Not entered</i>
Marital Status <i>Not entered</i>	Race <i>Not entered</i>
Ethnicity <i>Not entered</i>	Ethnic Background <i>Not entered</i>
Language Spanish	Religion <i>Not entered</i>

This information is correct
Edit
Edit

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:

✔ Reason for visit
COVID-19 Vaccine Appointment

✔ Locations [Edit](#)
Any location

✔ Time [Edit](#)
Monday February 8, 2021 10:15 AM
Monday March 8, 2021 10:20 AM

📅 [Verify and schedule](#)

Enter a comment below, then click 'Schedule' button to complete scheduling

Click the Schedule button if everything looks correct.

COVID-19 Vaccine Appointment

📅 Appointments will be scheduled on multiple days

Monday February 8, 2021

10:15 AM PST (5 minutes)
COVID-19 Vaccine Dose 1

Monday March 8, 2021

10:20 AM PST (5 minutes)
COVID-19 Vaccine Dose 2

***What is the most important thing you want addressed during this visit?**

COVID Vaccine

Visit Instructions

COVID-19 Vaccine Dose 1
Your COVID-19 vaccination appointment is at 215 Pacifica Avenue, Bay Point, CA 94565.

There is a 15-30 minute observation period after the vaccine is administered. Please bring your insurance card to your appointment. There is no cost to you for this appointment.

If you are experiencing COVID-19 symptoms (cough, fever, etc), please reschedule your vaccine appointment after your symptoms resolve.

If you have received a positive COVID-19 diagnosis, or had a close contact with a [wait until your isolation period has ended before receiving your vaccine.](#)

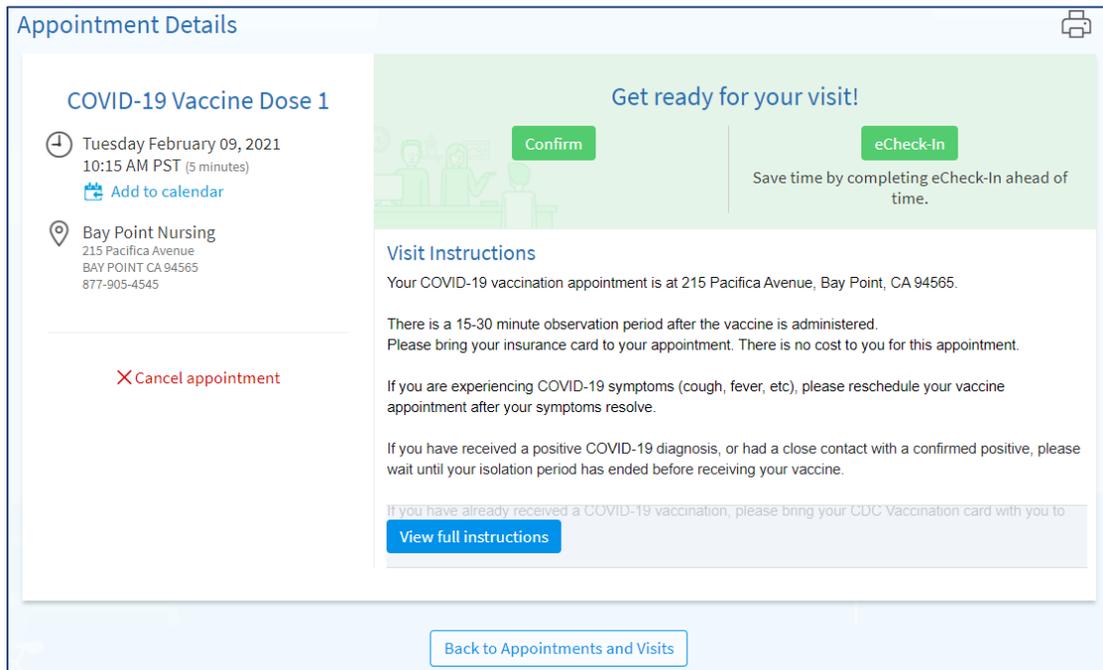
View full instructions

📅 Schedule

After scheduling, you will see a confirmation page:

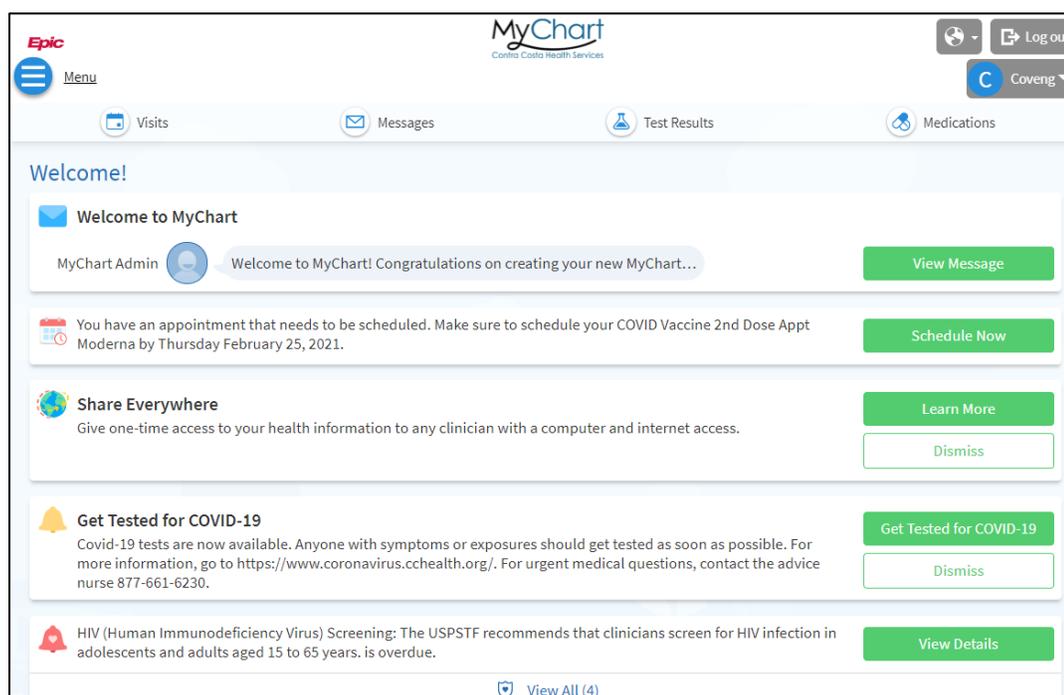


To modify visits at any time, open the **Visits Activity**. If you need to **cancel or reschedule**, you can do so directly from this page. Canceling will cancel both dose 1 and dose 2 appointments and will reactivate the ticket for scheduling again.



FAQs

- **What should I do if there are no vaccine appointments at the location or on the date/time I'm looking for?**
 - 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?**
 - Visit coronavirus.cchealth.org/vaccine or call 844-729-8410
- **Who can I contact for assistance with MyChart?**
 - 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?**
 - 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.



The screenshot shows the MyChart patient portal interface. At the top, there are logos for Epic and MyChart (Contra Costa Health Services). Navigation tabs include Visits, Messages, Test Results, and Medications. The main content area features a 'Welcome!' section with several notifications:

- Welcome to MyChart:** A message from MyChart Admin congratulating the user on creating their new MyChart account. A 'View Message' button is present.
- Appointment Notification:** A message stating 'You have an appointment that needs to be scheduled. Make sure to schedule your COVID Vaccine 2nd Dose Appt Moderna by Thursday February 25, 2021.' A 'Schedule Now' button is provided.
- Share Everywhere:** A notification about giving one-time access to health information. Buttons for 'Learn More' and 'Dismiss' are shown.
- Get Tested for COVID-19:** A notification about COVID-19 testing availability. Buttons for 'Get Tested for COVID-19' and 'Dismiss' are shown.
- HIV Screening:** A notification about HIV screening recommendations. A 'View Details' button is shown.

At the bottom of the notification area, there is a 'View All (4)' link.