

# COVID-19 Vaccine Clinic Program

January 20, 2020

 **CVS**Health<sup>®</sup>

---

Today's webinar is being recorded and may be replayed at a later date. By participating in this webcast, you are consenting to use of any question or comment in future rebroadcast.

Information from today's webinar will be displayed and communicated through your computer

- For best experience, ensure your speakers are activated
- Questions can be submitted through the chat feature

Today's webinar is provided for informational and reference purposes only and is based on cited sources as existing at the time of review. Available information may change at a future date and this webinar is only current as of the date of recording. It does not constitute medical, legal, or regulatory advice and is not a substitute for individualized assessment and treatment by an appropriate medical provider.

# 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

## 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

**Omnicare**  
a **CVS** Health company

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

**CVS**  
pharmacy<sup>®</sup>

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

**minute clinic<sup>®</sup>**

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

**Coram<sup>®</sup>**  
a **CVS** specialty infusion services

**Established networks with access to special populations**



# COVID-19 Vaccine Clinics Opening Thoughts



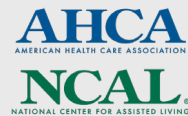
**Ruth Link-Gelles, PhD, MPH**

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 \(self-print option\)](#)

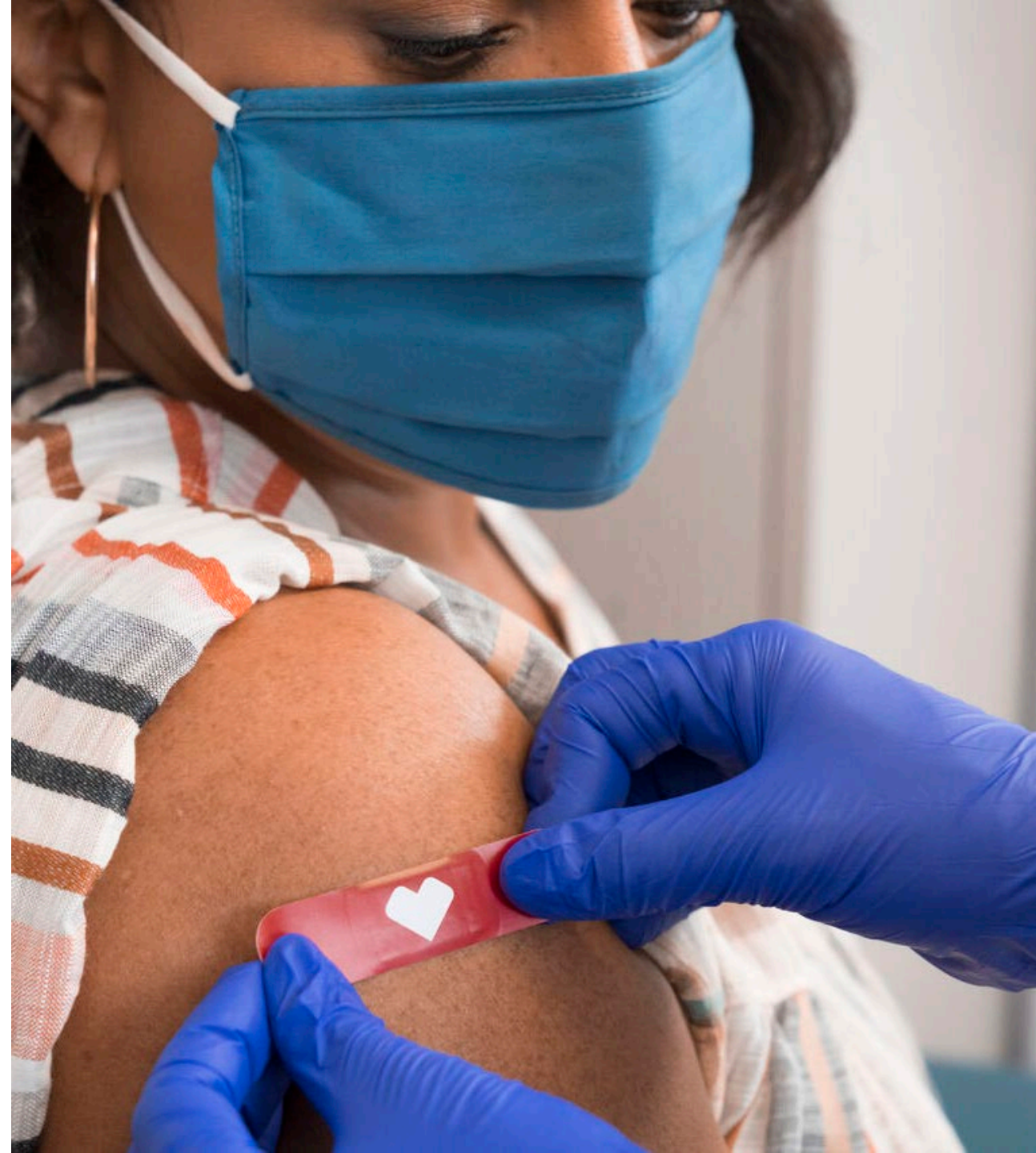
## Clinic Scheduling:

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.

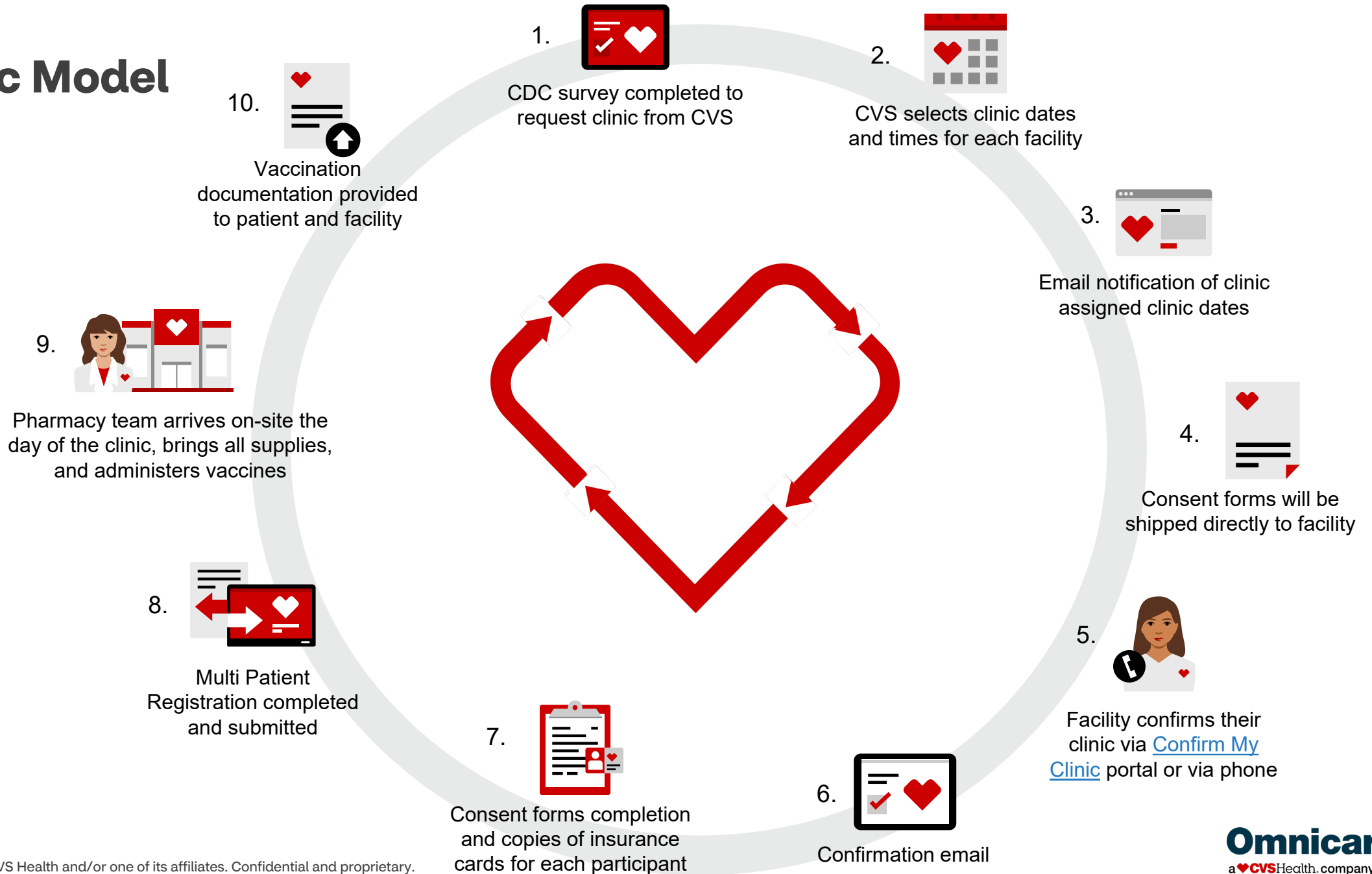
A minimum of 3 clinics will be scheduled for each facility, to accommodate both vaccine doses and potential new admissions and/or new hires.

## LTC Facility Collaboration:

A partnership will be required between our pharmacy team and your facility staff, to ensure a successful clinic event.



# Clinic Model





# What to expect first

## Item

### "Thank You" Email Notification



### Email Notifications of Clinic Dates (3)

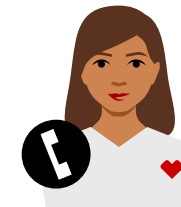
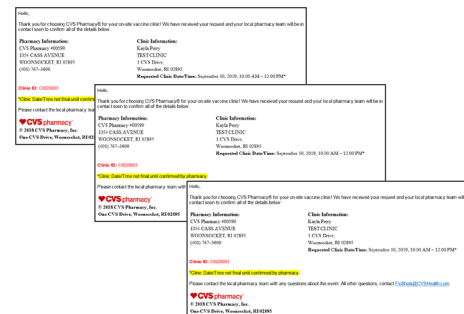
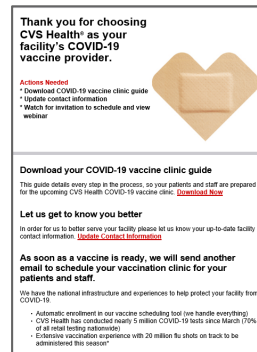


### Confirmation of Clinic (3 options)



### Confirmation Emails (2)

## What You'll Receive



## What You Need To Do

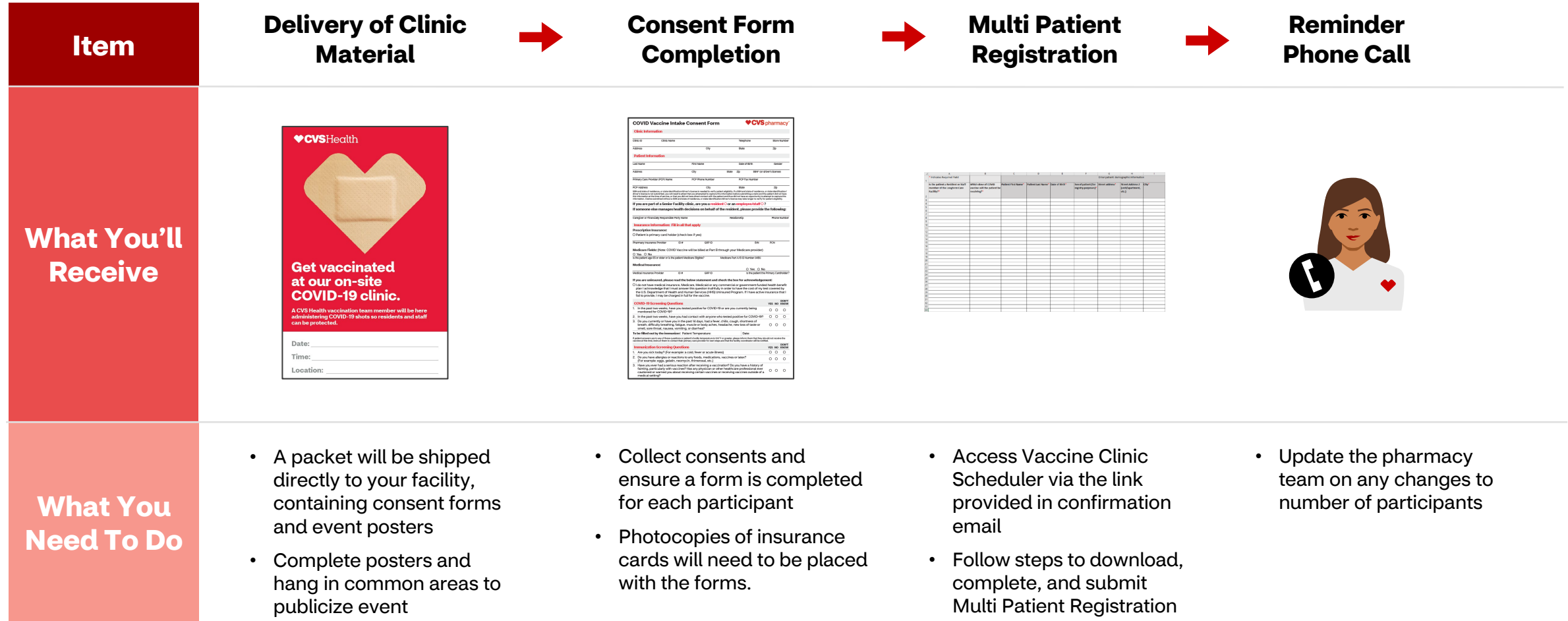
- Verify/updated contact information
- Download Client Guide

- Be on the lookout for 3 emails from [no-reply@cvshealth.com](mailto:reply@cvshealth.com) providing your clinic dates
- Gather estimated number of participants (patients and staff)

- Our team will make three (3) attempts to reach the facility via phone to confirm
- If your clinic date is 5+ day away you can visit our online [Confirm My Clinic](#) portal to confirm
- If your clinic date is 3 to 5 days away, you can call our team at (866) 211-5678 to confirm

- You will need these emails to access the Vaccine Clinic Scheduler and submit Multi Patient Form

# How to plan for a successful event



# How to plan for a successful event

## Item

### Have Consent Forms Ready



### Prepare Clinic Space

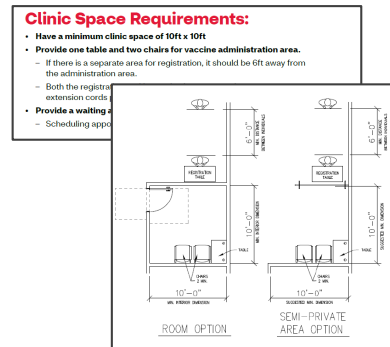


### Clinic Administration



### Vaccine Documentation

## What You'll Receive



## What You Need To Do

- 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
- 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

- 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

email	phone call	email	confirmation	email	phone call	email
“Thank You” email with PDF guide for download.	Phone call outreach from assigned Omnicare representative to assist with preparation and answer questions	Automated email notifications* (3) from Vaccine Clinic Scheduler, providing pre-selected clinic dates and times.	<p>Our team will make three (3) attempts to reach the facility via phone to confirm</p> <p>If your clinic date is 5+ day away you can visit our online Confirm My Clinic portal to confirm</p> <p>If your clinic date is 3 to 5 days away, you can call our team at (866) 211-5678 to confirm</p>	Automated email notifications* (2) from Vaccine Clinic Scheduler listing confirmation of first two clinic dates and link to Multi Patient Upload	Reminder phone call from pharmacy team, one week prior to clinic date.	Reminder email with “checklist” to prepare for upcoming event.

## Key Resources

[www.omnicare.com/covid-19-vaccine-resource](http://www.omnicare.com/covid-19-vaccine-resource)

\*The scheduling email notifications and the clinic confirmation email notifications will both come from the email address [no-reply@CVSHealth.com](mailto:no-reply@CVSHealth.com)

# 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](mailto:CovidVaccineClinicsLTCF@CVSHealth.com)

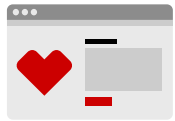


Visit our webpage  
[www.omnicare.com/covid-19-vaccine-resource](http://www.omnicare.com/covid-19-vaccine-resource)

# Next steps

1

Verify and submit facility point of contact information



2

Inform your facility team on the process and what to expect



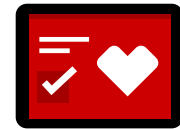
3

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.



# Appendix

# “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.

# 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 dates and times can be located here**

**Clinic ID:** CI025083

\*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](mailto:CovidVaccineClinicsLTCF@CVSHealth.com)



© 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

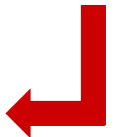
**Clinic ID:** C1001512

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)

**Link to access Vaccine Clinic Scheduler can be found here. This is where you will download, complete, and submit the Multi Patient Form**





# 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

