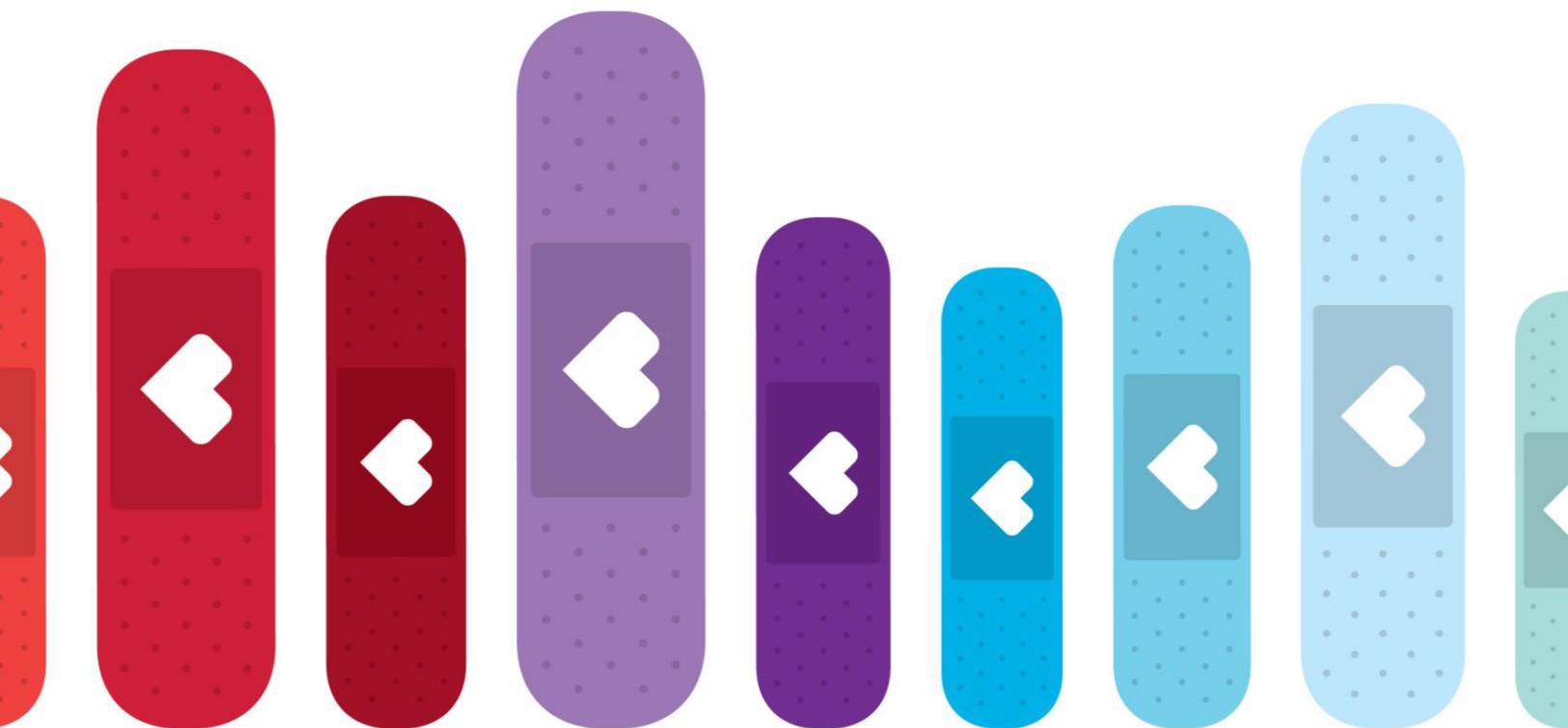


Standard On-Site Vaccine Clinics



On-Site Vaccine Clinic Guide



General Program Facts:

- The minimum number of participants for a vaccine clinic is 20.
- Clinic location must be within 30 miles of a CVS Pharmacy® in the same state.
- Clinics must be requested a minimum of 28 days in advance.
- Clinic duration is determined by the rate of 12 participants per immunizer per hour.
- Digital appointment registration is available for clinic participants, which includes submission of insurance and consent for services. A PDF version of the consent form can also be requested from your CVS Clinic Contact.

Clinic Program Enrollment and Contracting:

CVS requires a signed contract to schedule on-site vaccine clinics*. An individual authorized to sign on behalf of your organization is required to digitally sign the contract and will be provided with a contract code to proceed with the scheduling process.

Billing will work as follows:

- CVS bills the vaccine(s) to each participant's individual insurance
- If insurance is not provided, vaccine is not covered under insurance, or participant does not have active insurance, the participant will need to pay the usual and customary price prior to administration of vaccine using exact cash, check or card on file through their CVS account

New in 2025: Vaccine vouchers will not be available at clinics. CVS Pharmacy® is unable to invoice organizations for vaccine services after a clinic has taken place. Therefore, participants will be responsible for the cost of any vaccines administered during the clinic.



*CVS does not provide on-site vaccination services to Skilled Nursing Facility (SNF) residents.

On-Site Vaccine Clinic Guide



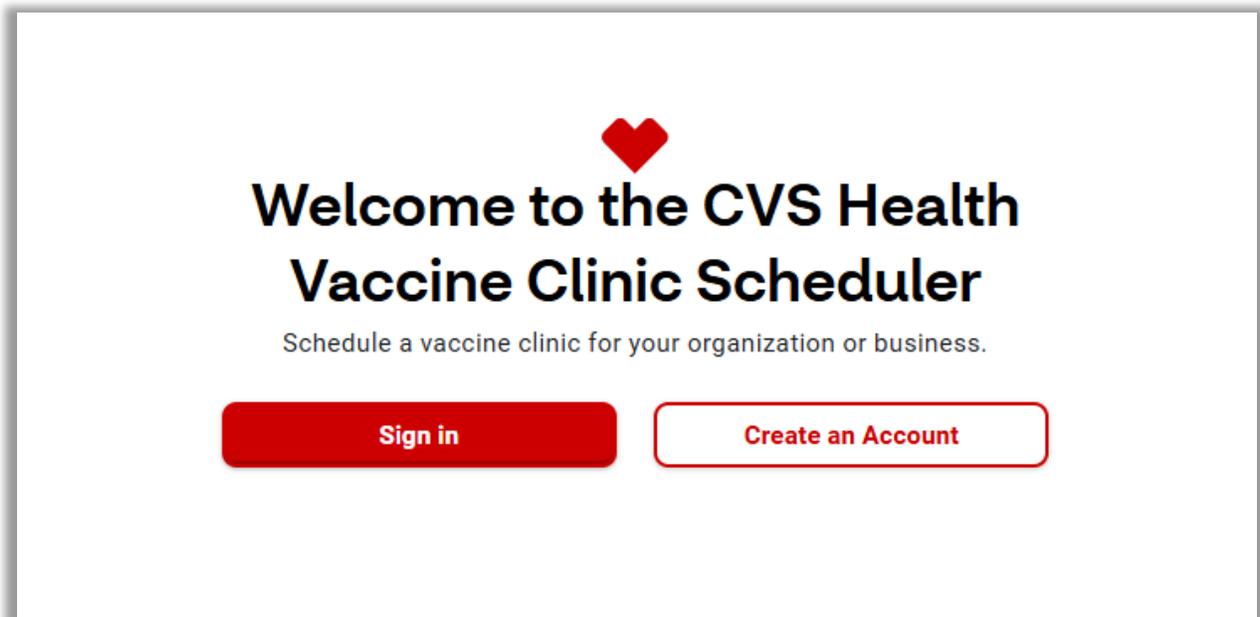
Initiating the Contracting Process:

New Users

- Create an account in the Vaccine Clinic Scheduler (VCS) using the link: <https://vaccineclinicscheduler.cvs.com>
- Select **Create an Account** and fill out all required fields.

Returning Users

- Returning users can log in using their email address.
 - If you have forgotten your password, select **Forgot Password** on the Sign In screen and follow the steps to reset your password.



Helpful Tips for VCS:

- If 5 unsuccessful login attempts are made, your account will be locked for 2 hours.
- After 30 minutes of inactivity, your session will expire, and you will be automatically logged out.
- Passwords expire every 90 days.

On-Site Vaccine Clinic Guide



Requesting a Contract Code:

Once logged in, select **Request a contract code** to begin the contracting process.

- You must have the authority to sign on behalf of and bind your organization to the terms and conditions of the contract.
- If you do not have the authority to sign and bind your organization to a contract, please direct the appropriate party to create a VCS account to sign the contract and provide you with the contract code.

Follow the steps to complete the contract and input your organization's information.

After signing the contract, you will receive the contract code and a copy of your contract from no-reply@CVSHealth.com. You will need the contract code to begin the clinic request process.

Create a Clinic Request:

Once you receive the contract code, select **Create a clinic request** from the homepage.

Enter your contract code and select **Single clinic request** or **Multiple clinic requests**

Welcome to the CVS Health Vaccine Clinic Scheduler

Schedule a vaccine clinic for your organization or business.

How does it work?

[Learn more](#)

Create clinic requests

To create a clinic request for your organization, you'll need a contract code first.

[+ Create a clinic request](#) [Request a contract code](#)

On-Site Vaccine Clinic Guide



Submitting a Single Clinic Request:

- **Primary Contact** will be the person to answer logistical and/or billing insurance questions. A Secondary Contact (optional) will receive the same e-mail notifications as the Primary Contact.
- **Location** is where the clinic will take place and is used to assign a local CVS Pharmacy®
 - Clinic must be within 30 miles of a CVS Pharmacy® in the same state.
- **Date and Time** section is used to request your preferred clinic date and time. A clinic must be requested a minimum of 28 days prior to allow our pharmacy teams to prepare for your clinic.
 - Start time and end time should be calculated based on 12 participants per immunizer per hour.
 - Participants may register for up to 3 vaccines per appointment slot.
 - Please note that the dates and times requested are not finalized until confirmed by your CVS Clinic Contact.
- Complete the **Number of Participants** field with the expected number of participants who will receive vaccines.
 - The number of participants must be equal to or greater than 20.
- **Requested Vaccines** section is used to estimate the number of each vaccine type you may need for your requested clinic.
 - Any number greater than 0 will populate that vaccine type to be selected on the digital registration link you receive.
- **Clinic Notes** section is available to leave a comment for your CVS Clinic Contact.
- Review your information and click **Submit Request**.

On-Site Vaccine Clinic Guide



Submitting Multiple Clinic Requests:

Download and complete the Multi-Clinic Upload Template. Follow the formatting directions for a successful multi-clinic upload.

- The **Primary Contact** should be able to answer logistical and/or billing questions. A Secondary Contact (optional) will receive the same e-mail notifications as the Primary Contact.
- Enter your organization's name under **Company Name**. This can be the same for all clinics if they will be held in the same location. If clinics will be held in multiple locations, the company name can be modified to reflect each location. Enter the **Address** where each clinic will take place, this is used to assign a local CVS Pharmacy team.
 - Clinic must be within 30 miles of a CVS Pharmacy® in the same state.
- Enter the requested clinic date and times. A clinic must be requested a minimum of 28 days prior to allow our pharmacy teams to prepare for your clinic.
 - Start time and end time should be calculated based on 12 participants per immunizer per hour.
 - Participants may register for up to 3 vaccines per appointment slot.
 - Please note that the dates and times requested are not finalized until confirmed by your CVS Clinic Contact.
- Complete the **Number of Participants** field with the expected number of participants who will receive vaccines for each clinic.
 - The number of participants must be equal to or greater than 20 for each clinic.
- **Requested Vaccines** section is used to estimate the number of each vaccine type you may need for your requested clinic.
 - Any number greater than 0 will populate that vaccine type to be selected on the digital registration link you receive.
- Answer any additional questions, input any clinic notes, and select your preferred COVID-19 vaccine manufacturer, if applicable.
- Save your document, upload it under Step 2 of the Multiple Clinic Requests page in the Vaccine Clinic Scheduler, and click **Submit**.

On-Site Vaccine Clinic Guide



Clinic Confirmation:

After you submit your clinic request, you will receive an email acknowledgement, indicating your request has been received. This email will come from the address no-reply@CVSHealth.com and will provide the CVS Clinic Contact assigned to support your clinic request.

The local CVS Clinic Contact assigned to your clinic will contact the Primary and/or Secondary Contact to confirm the request. Please verify all clinic details, including number of participants, number/types of vaccines, and clinic location.

While the clinic is in *pending status*, you will have the ability to make changes to the requested clinic date(s), time(s), number of participants, and number/types of vaccines requested.

Once the clinic is *confirmed* in the Vaccine Clinic Scheduler, you will receive a clinic confirmation email from no-reply@CVSHealth.com.

- **Any changes to a confirmed clinic must be submitted via email to your CVS Clinic Contact at a minimum of 48 hours prior to the clinic**
 - This includes changes to date, time, location, number of participants, and number of vaccines.
 - Your organization is responsible for reviewing information in VCS and validating the accuracy of the number of participants.
 - Log-in to the Vaccine Clinic Scheduler and validate your requested changes are accurately reflected. If clinic details have not been updated to match your request, please email your CVS Clinic Contact and VaccineClinics@CVSHealth.com prior to your clinic.

On-Site Vaccine Clinic Guide



Scheduling Appointments:

The confirmation email will provide a QR code and link that can be shared with participants so they may digitally schedule an appointment and complete all the necessary documentation and consent requirements prior to their appointment. Digital appointment scheduling and registration is highly recommended to provide an optimal experience for participants.

Digitally registered participants will receive email reminders of their upcoming appointment:

- 7 days prior to clinic day
- 2 days prior to clinic day
- 90 minutes prior to clinic appointment time

Alternatively, the registration link can also be found in the Vaccine Clinic Scheduler.

1. Login using your existing credentials.
2. Click on “Active Clinics” to view your submitted clinic requests.
3. Select the clinic and scroll to the bottom of the page to view your link.

Once the scheduling QR code and/or link has been distributed to clinic participants, they will be able to begin the registration process. The participant will start by selecting a time for their appointment and then complete their demographic information. If a clinic date or time is changed, participants may receive a cancellation notice and will need to re-register.

The screenshot shows a digital interface titled "Choose a time". Below the title, it specifies the date: "When: Thursday, Jun 26". There are two sections for selecting a time: "Morning" and "Afternoon".

Morning (indicated by a sun icon):

8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM	9:15 AM
9:30 AM	9:45 AM	10:00 AM	10:15 AM	10:30 AM	10:45 AM
11:00 AM	11:15 AM	11:30 AM	11:45 AM		

Afternoon (indicated by a sun icon):

12:00 PM	12:15 PM	12:30 PM	12:45 PM		
----------	----------	----------	----------	--	--

At the bottom of the interface is a "Next" button.

Once participants have registered for an appointment and completed all required fields, screening questions, and consent, they will receive confirmation of their appointment.

Participants who do not register for an appointment digitally will need to complete a paper consent form on the day of the clinic. You can request paper consent forms in advance from your CVS Clinic Contact.

On-Site Vaccine Clinic Guide



Client Tools:

Once your clinic has been confirmed and participants begin to digitally register for appointments, you will be able to view aggregate, de-identified clinic information in the clinic roster.

1. Login using your existing credentials.
2. View your Active Clinic requests.
3. Select the clinic and select **View Clinic Appointments** under Clinic Details.

You can use the clinic roster to email your CVS Clinic Contact to adjust clinic details if needed up to 48 hours prior to clinic start time.

- Changes to clinic date and time may impact registered participants' appointments. If participants registered for appointments outside of the new clinic time, they would receive cancellation notices and will need to re-register.
- Log-in to the Vaccine Clinic Scheduler and validate your requested changes are accurately reflected. If clinic details have not been updated by your CVS Clinic Contact to match your request, please email VaccineClinics@CVSHealth.com prior to your clinic.

Email Notifications:

You will receive the following email communications from no-reply@CVSHealth.com:

- Confirmation your clinic request has been submitted
- Notification once your clinic has been confirmed
- 7-day and 3-day notifications prior to clinic
- Notification of clinic completion

Important Contacts:

Your CVS Clinic Contact can answer all questions regarding your clinic. The contact information for your CVS Clinic Contact can be found in your confirmation email or your clinic request in the Vaccine Clinic Scheduler.

For questions your CVS Clinic Contact is unable to answer or general questions about the clinic program, please reach out to VaccineClinics@CVSHealth.com.

Recommendations:

Promote your clinic to ensure high attendance! Strategies include:

- Post signs in your building/facility
 - Downloadable flyers can be found [HERE](#)
 - Send email reminders and post registration links to your internal portal/website

On-Site Vaccine Clinic Guide



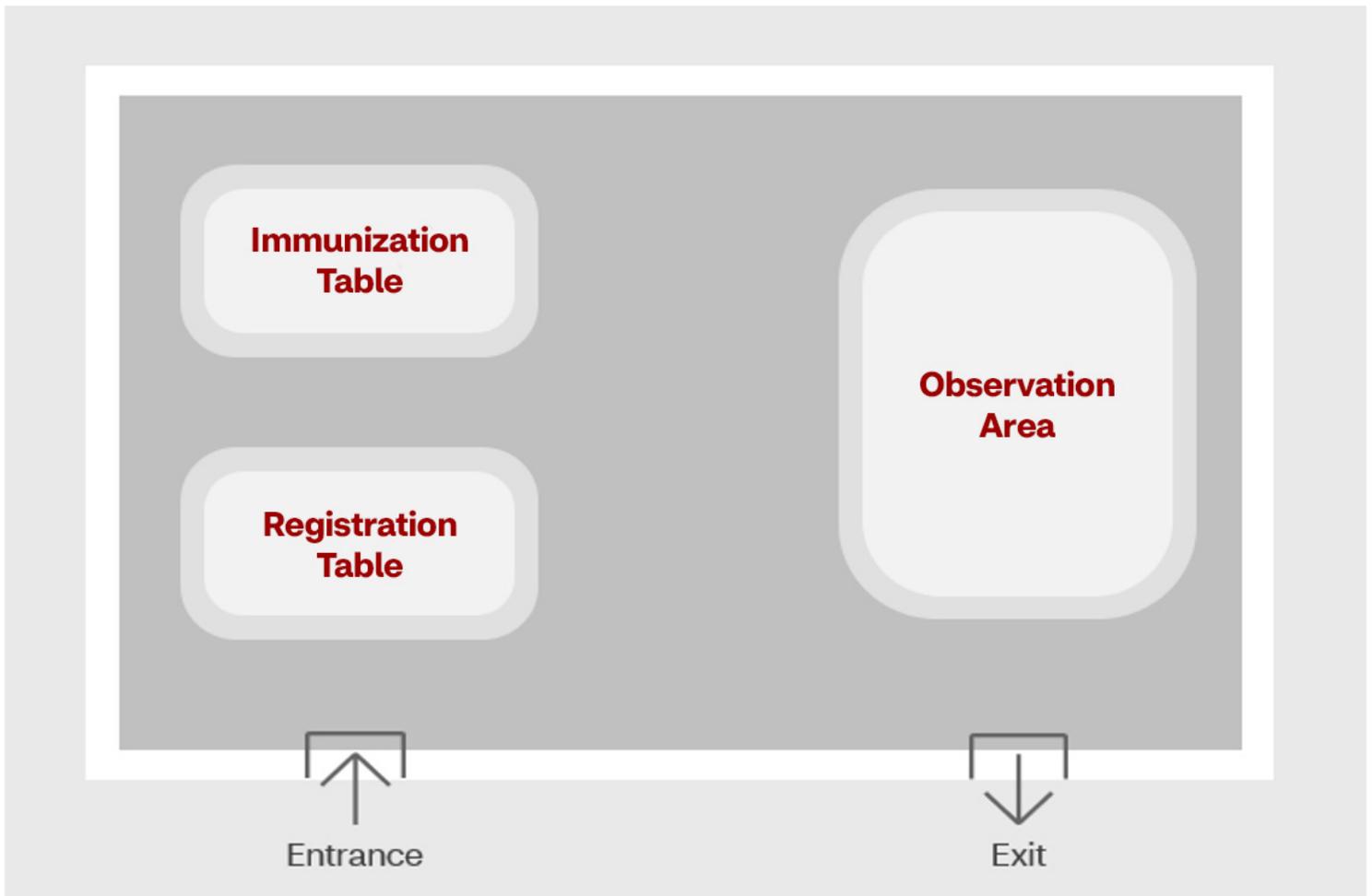
Facility Requirements and Space Setup:

Clinic Team will arrive onsite 30 minutes prior to clinic start time to ensure sufficient time for parking, building access, and clinic setup.

A representative from the organization shall remain onsite for the duration of the clinic to help facilitate traffic flow and to address issues that arise.

Location must meet the following requirements:

- **Registration Area:** Each registration station should have a table and chair, a small trash can, and access to a power outlet
- **Immunization Space:** allows for an adequate number of immunization stations that shall be approximately 10' x 10'. Each station should have a table for immunization supplies, 2 chairs, a small trash can, and access to a power outlet
- **Observation Area:** required for COVID-19 vaccines only, requires 3 chairs per immunizer





**Thank you for choosing CVS Pharmacy[®]
as your vaccine clinic partner**

