

Communication Outline

email	phone call	email	phone call	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.	Confirmation phone calls from pharmacy team, confirming details and clinic date.	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

*The scheduling email notifications and the clinic confirmation email notifications will both come from the email address no-reply@CVSHealth.com

Helpful Tools & Resources



Visit our webpage!

www.omnicare.com/covid-19-vaccine-resource

All program tools and resources can be found on our COVID-19 Vaccine webpage, including:

- COVID-19 Vaccine Client Guide
- Link to recorded webinar
- Frequently Asked Questions
- Helpful links
- Program Timeline
- Information on Omnicare and CVS Health

Questions? Please contact CovidVaccineClinicsLTCF@CVSHealth.com

Thank you for selecting CVS Health as your preferred pharmacy provider for COVID-19 vaccine administration!

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 the vaccine. 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.



and to streamline operations for a positive Health will be automatically scheduled. ed for your facility, for dates and times based on

modate the clinical requirements for the s will be conducted to administer both the first ith a third clinic date scheduled as a placeholder sting the vaccine series.

as a preferred pharmacy provider will receive pre-selected vaccine clinic dates and times as ered into our system. The email notifications will m) and be automatically sent to the facility point notifications will be followed up by confirmation d time work for your facility.

information on your facility's vaccine clinic n phone call from the CVS Pharmacy team.

to complete both vaccine doses at the first two laceholder, to vaccinate any new admissions or needed. This third clinic date will be confirmed

onfirm the first two pre-selected clinic dates. his confirmation email will also come from the atically sent to the facility point of contact.

r web-based Vaccine Clinic Scheduler portal, heduling spreadsheet by the facility in advance can be found in section 4.

ing consent forms and clinic posters. Consent d at the same time.

mpleted by each individual planning to ation, including both patients and facility to receive the vaccine (either by the patient rance information for billing purposes. (Note: be completed prior to the event).

nt 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.



