Approved VAMS Business Process

BP Number and Title	**BP013** – VAMS – Rescheduling/Pausing Vaccine Appointments for a Specific Time Period
Target Audience	**COVID-19 Vaccinating Clinics**

Business Process Detail	There are instances when a clinic may need to close or change a clinic date due to unforeseen circumstances (weather, loss of power, lack of inventory, etc.). Clinics are also able to decrease the available appointments by pausing their scheduling of appointments by recipients and/or Contact Center users without cancelling existing appointments. When a clinic schedule needs to change, clinics should use the following steps:
	
	Close a Clinic/Change Clinic Date
	  1) Click on the **Appointment management** tab
	  1) In **Clinic absence** window click **Add absence**
	  2) In the **Clinic absence name** field enter the date(s) that the clinic will be closed and why. Example: 5/15/2021 Inventory delay
	  3) In the **Absence reason** field enter the reason for pause in scheduling Example: Johnson & Johnson Inventory will not be received until 5/12/2021
	  4) Select **Pause-Keep Current Appointments**
	  5) Enter a **Start date**
	  6) Enter an **End Date**
	  7) Click **Save**
	    Following the steps above will ensure that your clinic is made unavailable, during the period specified, for anyone to schedule an appointment.
	
	    If the clinic is pausing scheduling and maintaining existing appointments as scheduled, or if there are no appointments scheduled for the dates of clinic absences, then no further action needs to be taken.
	
	When there are scheduled appointments for the date(s) when you must close the clinic and the clinic will be rescheduling these appointments:
	  8) Log into VAMS and select the clinic you will be updating
	  9) Click on the **Clinic data** Tab
	  10) Select the **Scheduled Appointments Report** that includes the time period/date that the clinic will be closed. Example: Today's date is

05/01/2021 and the clinic will be closed on 05/15/2021, you would select **Next 30 Days**

11) Click on the **Export** button and select either **Formatted Report** or **Details Only**, click **Export** to create an Excel spreadsheet. Use this report to establish the list appointments that need to be rescheduled. (Tip: The ability to sort data is much easier utilizing the Details Only report)

12) Click the **Appointment management** tab then click the arrow in the **Messaging** window

13) Click Send new message

14) Set the parameters by choosing Clinic location, **Start date, End date** and **time,** (The dates and times should include the appointments you are rescheduling), **Dose,** and **Manufacturers**

15) Click **Search**

16) Click **Message Recipients**

17) Click the check box **Add text for Spanish-speakers?** (The Spanish message will have to be entered in Spanish as VAMS does not include translation)

18) Click the check box **Include sender in recipient list** (optional)

19) Enter your message into both the **Email** and **SMS** fields. Your message can include information about edits to recipient's appointment status i.e.; cancelled or checked in, and a reschedule date if applicable.

20) Select when you would like the message sent

21) Click **Next**

22) Click **Send Messages**
   Note: Messages being sent to 1,500 recipients or more must be sent at a scheduled time.

23) After the communication has been sent, manually check-in each identified recipient on the Recipient Check-in screen. This prevents the appointments from being cancelled.

24) When the recipient arrives for their new appointment, click on the Recipient **Management** tab and select **Prior Checked in Appointment** from the drop-down

25) Search for the recipient and click on their name (hyperlink).

26) Verify identity, answer any questions and proceed through Vaccination Administration

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Approved By and Date	DPH 6/17/2021
Last Updated By and Date	OSD 6/17/2021