VAMS Clinic Appointment Reservations

Set Your Clinics Appointment Reservations

Standard and mobile clinic administrators can set appointment tier percentages which will reserve appointments throughout the day for First Dose, Second Dose, and Walk-In appointments. Reservation tiers are based on the recipient's experience. They use a rolling timeline with "Today = Day 1" being the recipient's appointment scheduling search day.

If your clinic does not customize your percentage of appointment allocations, then your clinic will default to Connecticut's percentages listed below.

Tier	Duration of tier	% Reserved for First-Doses	% Reserved for Second-Doses	% Reserved for Walk-ins	% Reserved for Free-For-Alls
1 Tier 1	Day 1-20	20	20	0	60
2 Tier 2a	Day 21-27	30	30	0	40
3 Tier 2b	Day 28-34	30	30	0	40
4 Tier 3	Day 35 and onward	30	30	0	40

Special notes:

- Appointment Percentages are set at the clinic level.
- Modifying your clinic percentages does not affect existing booked appointments rather only available appointments:
    - VAMS looks at existing appointments and puts them in the right appointment category (1st dose, 2nd dose, walk-in).
    - VAMS reduces clinic capacity by blocking off walk-in appointments.
    - After blocking walk-ins, VAMS allocates appointments to First Come-First Served, then 1st Dose, then 2nd dose.
    - If a certain appointment type is over their capacity, VAMS decreases availability of other appointment types to prevent going over capacity.
- Clinics can schedule Walk-in appointments without **Walk-ins** percentages being allocated on your **Clinic Appointment Reservations**. Walk-ins would not take an available appointment slot reserved.

To Set Your Clinics Appointment Reservation Percentages

Follow These Steps:

Step 1 -- On the **Clinic Reservations** tab, click **Set Clinic Tiers**

Step 2 -- Enter whole number percentages for each appointment type in each tier

Step 3 -- The percentage reserved for **Free-For-All** appointments (first come, first served) will default to the percentage left over when all other tier percentages are filled in (e.g. on the above table, Tier 1 First dose-appointments, second-dose appointments and walk-in appointments total 40%, so 60% are reserved for first come first served)

Step 4 -- Click **Save**

Example Settings

If you would like to keep all clinic appointments as **Free-For-All** then set all of your other appointment types percentages to zero. (see below)

Tier	Duration of tier	% Reserved for First-Doses	% Reserved for Second-Doses	% Reserved for Walk-ins	% Reserved for Free-For-Alls
1 Tier 1	Day 1-20	0	0	0	100
2 Tier 2a	Day 21-27	0	0	0	100
3 Tier 2b	Day 28-34	0	0	0	100
4 Tier 3	Day 35 and onward	0	0	0	100

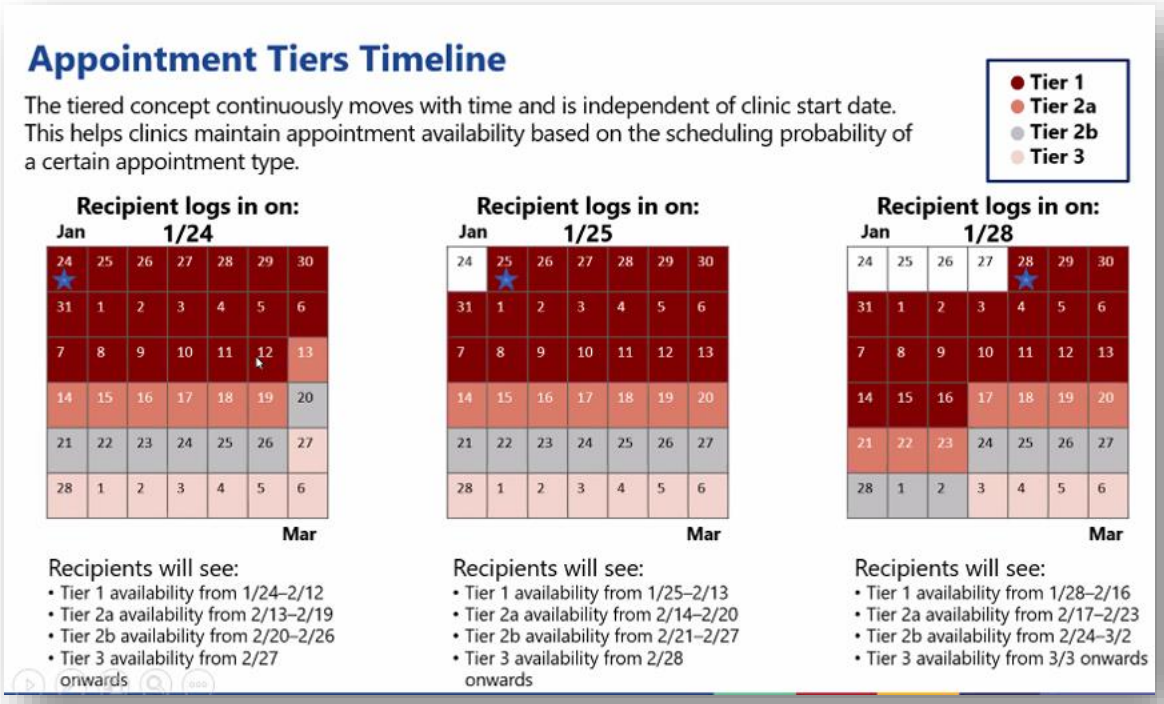
To establish a clinic as **second dose** only set all tiers to 100% for second dose. (see below)

Tier	Duration of tier	% Reserved for First-Doses	% Reserved for Second-Doses	% Reserved for Walk-ins	% Reserved for Free-For-Alls
1 Tier 1	Day 1-20	0	100	0	0
2 Tier 2a	Day 21-27	0	100	0	0
3 Tier 2b	Day 28-34	0	100	0	0
4 Tier 3	Day 35 and onward	0	100	0	0

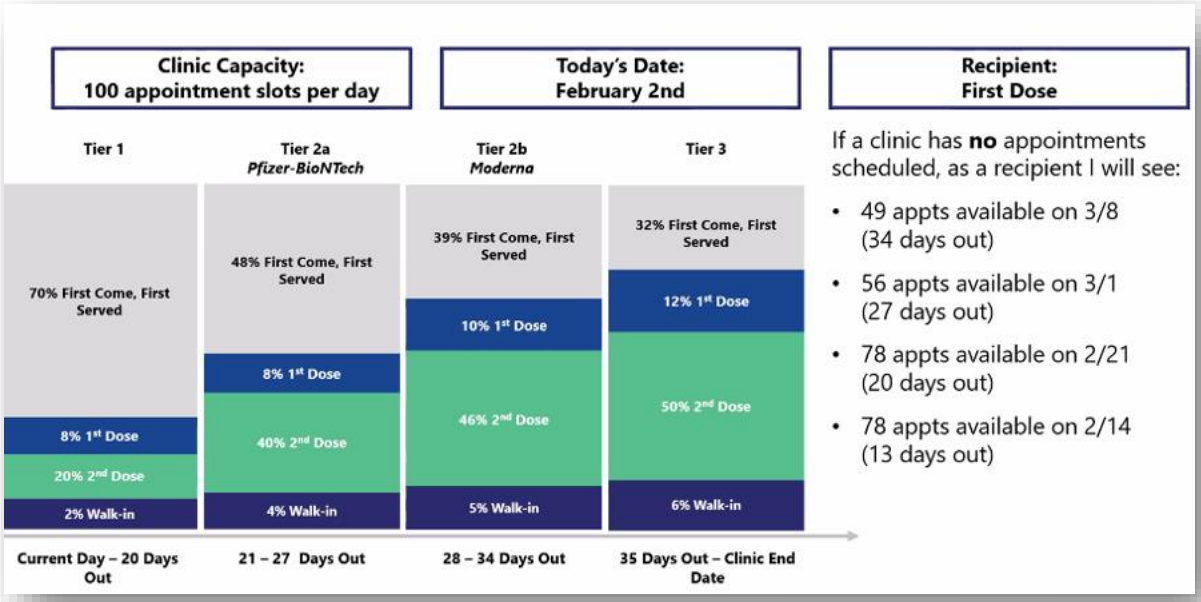
To establish a clinic as **first dose** only set all tiers to 100% for first dose. (see below)

Tier	Duration of tier	% Reserved for First-Doses	% Reserved for Second-Doses	% Reserved for Walk-ins	% Reserved for Free-For-Alls
1 Tier 1	Day 1-20	100	0	0	0
2 Tier 2a	Day 21-27	100	0	0	0
3 Tier 2b	Day 28-34	100	0	0	0
4 Tier 3	Day 35 and onward	100	0	0	0

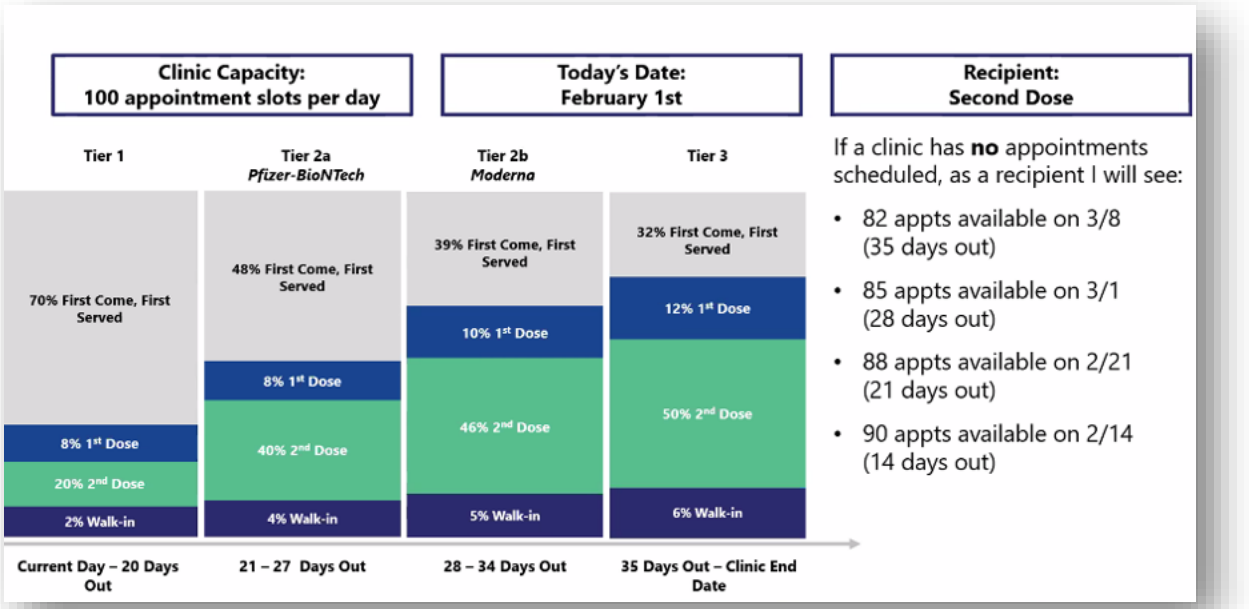
Recipient View



Clinic View-Recipient 1st Dose



Clinic View-Recipient 2nd Dose



Clinics may choose to edit their appointment reservations to fill unscheduled time slots. For example: A clinic is originally set for 100% 2nd dose appointments and have a large number of appointments available. The clinic may choose to edit Tier 1 to 100% First Come First Served to fill the unscheduled appointment slots for the next 20 days. Existing scheduled appointments are not affected.

To Edit Your Clinics Appointment Reservations

Follow These Steps:

Step 1 -- On the **Clinic Reservations** tab

Step 2 -- Click the **edit icon** (pencil) for the appointment type and tier that you would like to edit

Step 3 -- Enter whole number percentages

Step 4 -- Click **Save**

Example: Appointment Reservation Percentage Changes

Appointment Types	Current Settings	100 Slots Booked /Available	Changes to Settings	New Slots Booked/Available
Walks-Ins	0%	0/0	10%	10/0
First Come-First Serve	0%	0/0	20%	10/10
1st Dose	0%	0/0	30%	0/10
2nd Dose	100%	80/20	40%	60/0