VAMS Clinic Schedule Setup

Quick Reference Guide for Clinic Administrators

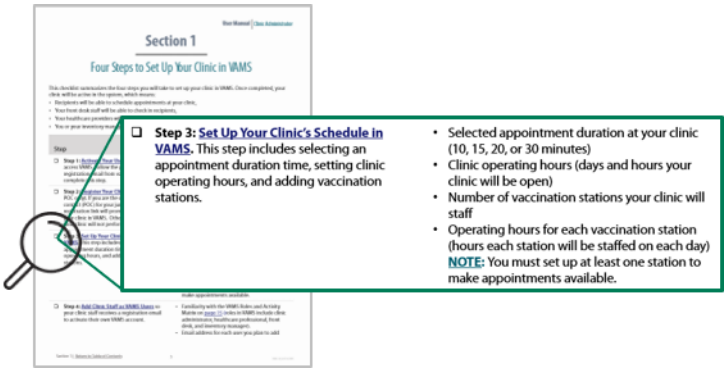
Vaccine Administration Management System

Before proceeding, make sure you have:

- ✓ Activated your account in VAMS (follow the prompts in your registration email from vams@cdc.gov to complete this step).
- ✓ Registered your clinic in VAMS (if you are the clinic's point of contact for your jurisdiction, your registration link will prompt you to register your clinic in VAMS). **You will not be able to proceed with clinic setup if your clinic is not registered.**

What you need to know to complete setup:

- Desired appointment duration at your clinic (10, 15, 20, or 30 minutes)
- Clinic end date and time zone
- Clinic operating hours (hours and days your clinic will be open)
- Number of vaccination stations the clinic will staff
- Operating hours for each vaccination station (hours each station will be staffed each day)


Section 1

Four Steps to Set Up Your Clinic in VAMS

❑ **Step 3: Set Up Your Clinic's Schedule in VAMS.** This step includes selecting an appointment duration time, setting clinic operating hours, and adding vaccination stations.

- Selected appointment duration at your clinic (10, 15, 20, or 30 minutes)
- Clinic operating hours (days and hours your clinic will be open)
- Number of vaccination stations your clinic will staff
- Operating hours for each vaccination station (hours each station will be staffed on each day)

NOTE: You must set up at least one station to make appointments available.

All steps must be complete for your clinic to appear in search results.

Step 1: Set Appointment Duration

Start building your clinic's schedule by setting the appointment duration. This selection applies to all treatment stations within the clinic and will determine how many appointments are available at each treatment station each day of operation.

Key considerations

Your appointment duration should include time for:

- Patient intake
- Vaccine administration and education
- Station reset for the next appointment

Follow these steps to set your appointment duration:

- ❑ Click the **Clinic Details** tab.
- ❑ Click the **Edit** button at the top left of the clinic details page.
- ❑ Select an appointment duration from the **Appointment Duration** drop-down menu (10, 15, 20, or 30 minutes).
- ❑ Click **Save** at the top of the page.

Troubleshooting tips:

- Did you select an appointment duration and **save** your selection? If not, your available appointment time slots will not be visible to recipients.

VAMS Clinic Schedule Setup

Quick Reference Guide for Clinic Administrators

Step 2: Set Operating Hours for Your Clinic

Now that you have selected an appointment duration for your clinic, set clinic operating hours to determine what hours you will be open for recipient appointments. These hours, along with the appointment duration and number of treatment stations, determine how many appointments your clinic can accommodate each day.

Key considerations

- Plan the weekly schedule for your clinic, including which days and hours you want the clinic to be open.
- You can enter operating hours in intervals to account for down time during the day (e.g., you can set hours from 8 AM–12 PM, then again for 1 PM–5 PM to account for a shift change or lunch break).
- Operating hours can vary each day (e.g., hours from 8 AM–5 PM on Monday and 8 AM–12 PM on Tuesday).

To set operating hours, follow the process below for each day your clinic is open (e.g., Monday hours, Tuesday hours):

- ❑ Click the **Clinic Setup** tab.
- ❑ Click your clinic's name (blue hyperlink) in the **My Clinic Locations** table to go to the clinic location details page.
- ❑ Click the **Edit** button in the upper right corner. In the same **Edit Clinic Location** pop-up window, make sure the **Available for Scheduling** checkbox is checked if you are ready to start scheduling appointments. If you are not ready to schedule appointments, uncheck this box. **Your clinic will not be visible to recipients until this box is checked.**
- ❑ Confirm the **time zone** is correct for your clinic's physical location and make any necessary changes.
- ❑ The clinic start date will auto-populate to today's date but can be edited. **You must enter an end date for your clinic.** This will determine how far in advance appointments can be scheduled. **This must be done for your clinic to be visible in VAMS.** Click **Save**. If you don't see your updates reflected on the clinic location details page, **refresh the page.**
- ❑ Click the **Setup Operating Name and Operation Hours** link at the bottom of the clinic location details page.
- ❑ Name the operating hours using the pencil icon (e.g., MWF hours) and click **Save**.
- ❑ Click the **Operating Hours** tab, then click **New**.
- ❑ Select the day of the week and start and end time for the time slot you're adding, then click **Save & New** to continue adding hours for each day of the week your clinic is open.
- ❑ Continue this process until hours for each day of the week have been added.

NOTE: If you need to temporarily close your clinic, you can create a clinic absence using the **Clinic Absences** tab to put a temporary pause on your normally scheduled operating hours.

Troubleshooting tips:

- Is the **Available for Scheduling checkbox** checked? If not, your clinic will not appear in search results.
- Have you set operating hours and available appointment times for each day the clinic is open?
- Have you set absences using the **Clinic Absences** tab on days the clinic may not be open, such as holidays?
- Seeing a page that says, "Your flow finished" and can't go anywhere from there? Click the drop-down arrow next to your name, click **Switch Portals**, then re-enter your clinic portal.

VAMS Clinic Schedule Setup

Quick Reference Guide for Clinic Administrators

Step 3: Add Treatment Station(s) and Set Their Operating Hours

Note that VAMS uses the term "treatment stations" to refer to vaccination stations. Adding treatment stations allows you to have multiple appointments occur simultaneously. You must set up at least one treatment station at your clinic for appointments to appear to recipients. The number of treatment stations and the appointment duration will determine how many appointments will be available to recipients during clinic operating hours.

Key considerations

- Set up treatment stations based on the planned number of healthcare professionals available to administer vaccine.
- No appointments will display until you set at least one treatment station.
- Treatment station hours automatically default to clinic operating hours. If you want a treatment station to have different hours, you must select operating hours for each treatment station.

You will set up the appointment time slots that will be available at your clinic.

- ❑ Click the **Treatment Stations** tab, then click **New**.
- ❑ Select your clinic's name in the **Clinic** field.
- ❑ **Name** the treatment station you are creating. Consider naming them in ways that make it easy to differentiate between treatment stations (e.g., Station 1, Station 2).
- ❑ Select **start and end dates** you want the station to be available for recipient scheduling. This should be based on how long you expect this treatment station to be open. You can edit these dates later, if needed.
- ❑ Select **New Station Operating Hours.** Name the hours in a way that makes it easy to differentiate from other hours (e.g., Standard Operating Hours, M–F Hours [9 AM-12 PM]) and click **Save**.
- ❑ Click **Save** on the **New Treatment Station** pop-up window to be taken to the treatment station details page.

If you wish to have your treatment station hours default to clinic operating hours, STOP here and proceed to the last checkbox. Otherwise, continue.

- ❑ From the treatment station's details page, click the name of the operating hours for the treatment station.
- ❑ Click the **Station Operating Hours** tab, then click **New** in the treatment stations table.
- ❑ In the pop-up window, the **Station Operating Hours** field automatically populates with the name of your new operating hours. Select the day of the week you want to set these operating hours. If you want to use these operating hours on multiple days, you must repeat this step for each day.
- ❑ Enter the **start time and end time** for your treatment station, keeping it within clinic operating hours.
- ❑ If you want to enter hours for other days for this treatment station, click **Save & New**. Otherwise, click **Save**.
- ❑ Follow this process to set up any additional treatment stations. When you get to the **New Treatment Station** pop-up window, you have the option to select the operating hours you set up for your first treatment station. To create new hours instead, repeat the steps above.

NOTE: If a clinic absence has been created, it will override any operating hours associated with the treatment stations. You can create a treatment station absence through the **Station Absences** tab under the **Treatment Stations** tab if you need to temporarily shut down one of the stations because of insufficient staff or inventory.

Troubleshooting tips:

- On the **Treatment Stations tab**, have you clicked the **New** button and set up your treatment stations? Without treatment stations, no appointments will be available for recipients.
- Are the **start and end dates** entered for your treatment stations within clinic operating hours?