

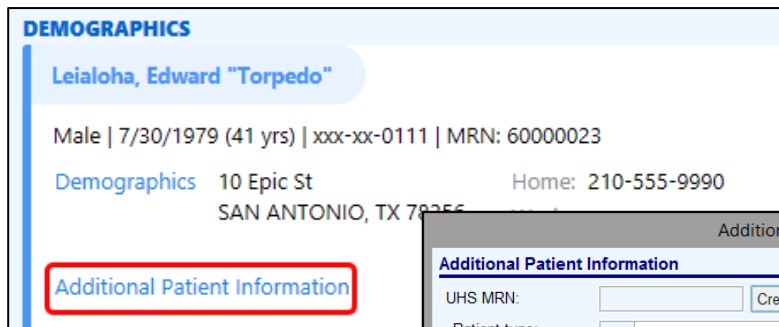
## COVID Clinic Front Desk

Reference material for common COVID Clinic workflows.

### Ensure the patient Medicare Beneficiary ID (MBI) is listed in additional patient information

*The patient's MBI is required for COVID-19 vaccine administration fee billing when a patient has a Managed Medicare coverage.*

- On the Interactive Face Sheet (IFS) click the **Additional Patient Information** hyperlink.



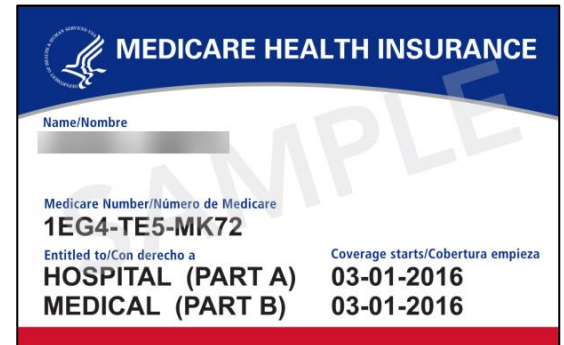
**DEMOGRAPHICS**

Leialoha, Edward "Torpedo"

Male | 7/30/1979 (41 yrs) | xxx-xx-0111 | MRN: 60000023

Demographics 10 Epic St Home: 210-555-9990  
SAN ANTONIO, TX 78256

**Additional Patient Information**



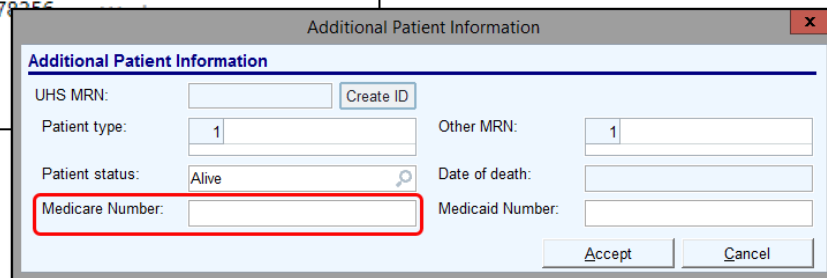
**MEDICARE HEALTH INSURANCE**

Name/Nombre

Medicare Number/Número de Medicare  
**1EG4-TE5-MK72**

Entitled to/Con derecho a **HOSPITAL (PART A)** Coverage starts/Cobertura empieza **03-01-2016**  
**MEDICAL (PART B)** **03-01-2016**

- Enter the **Medicare Number** then click **Accept**.



**Additional Patient Information**

UHS MRN:  Create ID

Patient type:

Patient status:

Medicare Number:

Other MRN:

Date of death:

Medicaid Number:

Accept Cancel

### Verify Appointment Status and Visit Type

To ensure appropriate scheduling of first and second doses, verify the visit type is correct. **With an appropriate 1<sup>st</sup> dose appointment scheduled, the patient's 2<sup>nd</sup> dose appointment will be automatically scheduled.** In the event a 2<sup>nd</sup> dose appointment needs to be manually scheduled, review the following information:

- Confirm the 1<sup>st</sup> dose appointment has been Completed (Co\*) **before** manually scheduling the 2<sup>nd</sup> dose appointment. Navigate to the **Past** tab of the appointment desk to view previous appointments.

Future		Past					
Rfl	Encounter Date	NS Chance	Time	Rescheduled	Visit Type		
	12/16/2020 Wed	22 %	4:30 P(Co*)		C19-INITIAL [515]		

#### **Appointment Status:**

Ar\* - Arrived  
Co\* - Completed  
No\* - No Show  
Ca\* - Canceled

- After verifying receipt of the initial vaccination, proceed to schedule the second appointment. Note there are different visit types based on the vaccine given to the patient.

Manufacturer	1 <sup>st</sup> Dose Visit Type	2 <sup>nd</sup> Dose Visit Type
<b>Pfizer</b>	<ul style="list-style-type: none"> <li>• C19-Initial</li> <li>• MyChart Covid Vaccine Initial</li> </ul>	<ul style="list-style-type: none"> <li>• C19-21</li> </ul>
<b>Moderna</b>	<ul style="list-style-type: none"> <li>• C19-Initial</li> <li>• MyChart Covid Vaccine Initial</li> </ul>	<ul style="list-style-type: none"> <li>• C19-28</li> </ul>
<b>Johnson &amp; Johnson</b>	<ul style="list-style-type: none"> <li>• C19 Single Dose</li> </ul>	No second dose appointment required.

\* The 2nd appointment for vaccines requiring a second dose must be scheduled at least **18 days after the first dose**. An **Appointment Error** window appears if the appointment is scheduled before the acceptable time frame.





## Schedule Appointments in Available Time Slots ONLY

When scheduling appointments, select a time on the schedule. Appointments are available in 15 minute increments beginning at 8am, such as 8:15am, 8:30am, 8:45am, etc.

**Do not create time slots outside of the given template** as this creates unnecessary additional appointments.

Appropriate Appointment Times:

Time	Rescheduled	Visit Type
8:30 A(Co*)		C19-INITIAL [515]

Time	Rescheduled	Visit Type
11:45 A(Co*)		C19-21 [516]

**Incorrect** Appointment Times:

Time	Rescheduled	Visit Type	Provider
3:00 A(Co*)		C19-21 [516]	COVID VACCINATION [600795]

Time	Rescheduled	Visit Type	Provider
8:05 A(Co*)		C19-21 [516]	COVID VACCINATION [600795]

Time	Rescheduled	Visit Type	Provider
10:55 A(Co*)		C19-21 [516]	COVID VACCINATION [600795]

## Verify **Guarantor** Account AND **Coverage** is Present

**Guarantor** Personal/Family (P/F) accounts must be created to Check-In appointments. Additionally, if a patient has insurance, **Coverage** must be added to bill the insurance the administration fee.

**DEMOGRAPHICS**

Female | 222-22-2222 | MRN:

Demographics

Additional Patient Information

PCP: No General PCP

Patient Contacts

**GUARANTORS & COVERAGES**

No guarantors are assigned to this patient

[Click here to add a guarantor](#)

**DEMOGRAPHICS**

Demographics

PCP/Employer

Patient Contacts

Documents

Visit Info

**Guarantor Accounts**

P/F -

Cvg & Add'l Info

Add'l Billing Info

**Coverages**

As a reminder, please ensure a Home number is listed for the patient – even if it is the same as their Mobile number.

Number Type	Number
1 Home Phone	
2 Work Phone	
3 Mobile	210-450-0000

## Create Coverage from MyChart eCheck-In

Patients can update their insurance coverage when they use eCheck-In with MyChart. If their insurance has changed, you will see a **Possible Coverages to Create** section in the Interactive Face Sheet (IFS). Click the **View Query** hyperlink. If the insurance appears as **Eligible**, click **Create Coverage**. Continue with the standard workflow to add coverage for a patient.

The screenshot displays the MyChart Interactive Face Sheet (IFS) interface. On the left, the 'DEMOCRAPHICS' and 'GUARANTORS & COVERAGES' sections are visible. A red arrow points from the 'Possible Coverages to Create' section to the 'View Query' link. The 'Possible Coverages to Create' section shows a red 'X' icon next to 'Blue Cross Blue Shield (from MyChart)' and a 'View Query' link. The main window shows the 'Coverage Eligibility for BLUE CROSS BLUE SHIELD' response as of 2/5/2021, which is 'Eligible'. The 'Patient Information' section shows 'Abnormal Response' and 'Items for Automatic Filing'. The 'Create New Coverage' section shows a table with one entry: '1' (Guarantor - Account ID), 'Yes' (Active?), 'Self' (Guar Rel to Pat), 'P/F' (Type), and 'UT MEDICINE SAN ANTONIO' (SA). A 'Create Coverage' button is highlighted with a red box.

**DEMOCRAPHICS**

Additional Patient Information

PCP: No General PCP

Patient Contacts

**GUARANTORS & COVERAGES**

P/F

Guarantor Demographics Address linked to p

Profile Balance: 0.00

**Possible Coverages to Create**

Blue Cross Blue Shield (from MyChart)

View Query

**Coverage Eligibility for BLUE CROSS BLUE SHIELD**

Response as of 2/5/2021: Eligible

Alerts Patient Info

**Alerts**

**Patient Information**

Abnormal Response:

Items for Automatic Filing:

Items for "File Response" Button:

**Create New Coverage**

	Guarantor - Account ID	Active?	Guar Rel to Pat	Type	SA
1		Yes	Self	P/F	UT MEDICINE SAN ANTONIO

Ignore Response

Create Coverage