How to Use the Scheduling Feature in CVMS

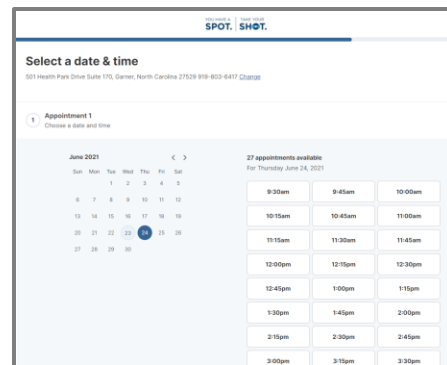**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES**

What is the scheduling feature in the COVID-19 Vaccine Management System?

Vaccine providers enrolled in the COVID-19 Vaccine Management System (CVMS) have access to a free vaccine appointment scheduling feature that:

✓ Enables recipients to self-register

✓ Makes available appointments easy for recipients to find, including on the CDC's Vaccine Site Finder website (Vaccines.gov)

✓ Allows people to use the scheduling feature in both English and Spanish

✓ Makes it easy for recipients to cancel appointments, which reduces no-shows

How do I enable the scheduling feature in CVMS for my location(s)?

☐ **Login** to the CVMS Provider Portal at https://covid-vaccine-provider-portal.ncdhhs.gov

☐ Go to the **Locations** tab and click **Enable Scheduling**

☐ Select provider(s) and click **Next**

☐ Review each statement and select each checkbox then click **Save**

! *Each provider should only be enabled once. Providers can then choose to use the scheduling feature for some or all of their locations.*

Initial Setup for Your Location

☐ Go to the **Locations** tab and select a location

☐ Check the **CVMS Scheduling** checkbox

☐ Set the location's appointment dates:
   ☐ Start Date: First date recipients can book an appointment
   ☐ Closing Date: Last date recipients can book an appointment

☐ Click **Save**

☐ Click on the **Related** tab

☐ Click **Edit** on the 1st dose Vaccine (Appointment) Supply record

☐ Set the Current Stock to be the number of 1st dose appointments to release

☐ Click **Save**

☐ Click **Edit** on the 2nd dose Vaccine (Appointment) Supply record

☐ Set the Current Stock to be a very large number (e.g., 1,000,000)

☐ Click **Save**

☐ Click **Edit** on the Additional / Booster Vaccine (Appointment) Supply record

☐ Set the Current Stock to the number of Additional Dose / Booster appointments to release

☐ Click **Save**

☐ Click on the **Availability** tab

☐ Update the opening hours & capacity
   ☐ Indicate days that will have appointments and operating hours
   ☐ Enter the number of appointments per time window. This is the number of appointments that can happen at the same time.
   ☐ Enter the time window duration. This is the appointment length.

How do I update and add new appointments?

☐ Go to the **Reports** tab and view the **Dose 1 Vaccine Supply Report**, and determine the number of appointments to add

☐ Go to the **Locations** tab and select a location

☐ If applicable, update the start and closing dates to determine which days are open for scheduling appointments

☐ Click **Save**

☐ Click on the **Related** tab and open the first-dose and/or the Additional Dose/Booster vaccine supply records

☐ Update the Vaccine (Appointment) Supply to add the number of new appointments to the Current Stock amount
   For example, if current stock is set at 900 and you wish to allow 100 more appointments, increase the current stock to 1,000.

☐ Click **Save**

Additional Resources

For more instructions, including how to remove and cancel appointments, please refer to the following user guides: Manage Appointment Scheduling User Guide, Addendum for Scheduling Feature at Point of Care and Vaccine Administration User Guide