In this job aid, call center agents will learn how to utilize the Registrants and Pre-Registration features in VASE. These features are available to call center roles in addition to Administrator and Locality Admin and will display all registrants within the jurisdiction of the operator.

#### Scheduling Appointment

Click on "Schedule Appointment" from the navigation menu on the left. In the Clinic search field, a vaccine type will need to be selected for the appointment being made (Figure 1). In the drop-down menu, a list of all available VASE+ vaccines will be displayed. Once the vaccine is selected, a zip code is to be entered (figure 1.1) and then user should click on "Search". All available open pod clinics will then be displayed to select from (figure 1.1).

슈 Home	Clinic Search
A Registrants	
🚊 Schedule Appointment	Human Papillomavirus
E VIIS Lookup	Select Vaccine Type
🛱 Reports >	FLU A
Administration	FLU (WV)         Human Papillomavirus         Tetanus, Diphtheria & Pertussis         Meningitis         COVID-19

#### Figure 1 – Select Vaccine Type

Clinic Search								
Human Papillon	navirus					~		
Zip Code 23005	Distance Range 5 Miles	<ul> <li>Clinic Date from</li> </ul>	End	Date 🛱				
← Back Search Q								
Open Pod Clinics								
ASHLAND BRANCH LIBRARY - IMMUNIZATION - 201 South Railroad Avenue Ashland VA 23005								
	Clinic Name	Clinic Date	Clinic Timings	Available Appointments	Vaccine Type	Distance		
Select	ASHLAND BRANCH LIBRARY - IMMUNIZATION	09/27/2023	08:00 AM - 05:00 PM	48	HUMAN PAPILLOMAVIRUS VACCINE, 9-VALENT	1 miles		

Figure 1.1 – Searching for active clinics

# Schedule Appointments: Entering Demographic Information

Once a clinic has been identified and selected, the user will be prompted to enter in the Demographic information of the registrant. The following fields are required (Figure 2): First Name, Last Name, Date of Birth, Gender, Ethnicity, Race, PIN Type<sup>1</sup>, Email Address <u>or</u> Phone Number, House No, Street Address, <u>or</u> P.O. Box, Zip Code, City, Guarantor First Name, Guarantor Last Name, Guarantor Date of Birth, Guarantor SSN, Guarantor Relationship<sup>2</sup>.

			Personal I	nformati	on		
🗲 Back							Save and Continue
0			•		•		•
Clinic Selectio	on		Appointment Slots		Review Appointment		Confirmation
First Name		Last Name		Middle Nan	ne	Date of Birth	
ender * Female () Male ) Other () UNK/UNDET		Ethnicity * Mexican Cuban Other Spanish Not a Hispani	Puerto Rican     Central/South Americ     Origin     Unknown or Undeter     c or Latino	an (Spanish) mined	Race * American Indian or Alaska Nati Black or African American Do not wish to disclose	ve Asian Native Haw White	aiian or Other Pacific Islander
Preferred Pronouns	PIN Type SELECT	~	PIN	Email Addre	255	Phone Num	iber
e pronoun that you identify with. For ample: They/Them, She/Her, He/Him, c						When you provide receive SMS notifie	e a phone number, you provide consent t cations.
House No, Street Address, P.O. Box 500		Apt/Suite/Floo	or	Zip Code		City Select City	y
Guarantor First Name	Guarantor Las	t Name	Guarantor Middle Name	Guarantor Date	e of Birth 🛱 Guarantor S	SN	Guarantor Relation
in Type will be cted from a dro n option (figure	p- 2.1)	Figui	re 2 – Registrant Pe	rsonal Inf	ormation		Daughter Foster Daughter Foster Parent Foster Son Friend Grand Child Grand Parent
PPE VID			2 – sel (fig	Guarant ected fro gure 2.2)	or Relation will be om a drop-down o	e option	Head of Househol Legal Guardian Self Nephew Niece Other / Unknown Parent Sibling Son

Figure 2.1 PIN Type Selection

NONE OTHER

1

Figure 2.2 Guarantor Relation Selection

**VDH**URCINIA DEPARTMEN OF HEALTH

## Schedule Appointments: Selecting Vaccines

If the community event is offering multiple vaccine types, the call center staff will be prompted to select one or multiple vaccines dependent on what the registrant is looking for (Figure 3)

elect Vaccines
Clinic ONEW KENT HEALTH DEPT - IMMUNIZATION : 09/29/2023
The following vaccines are available on 09/29/2023 at NEW KENT HEALTH DEPT - IMMUNIZATION
Meningitis - MENINGOCOCCAL CONJ VACC.FOR 2-55 YRS.MENACTRA Human Papillomavirus - HUMAN PAPILLOMAVIRUS VACCINE, 9-VALENT
Close Save 🗟

Figure 3 – Selecting vaccines for clinics

### **Schedule Appointments: Insurance Information**

Once on the next screen, the call center staff will be prompted to select an insurance option. This is a multi-select field (figure 4) for individuals who may have more than one insurance. Once selected, the insurance fields will be displayed to be filled out. **NOTE: call center staff does not need to complete the insurance information (figure 4.1) to move forward. However, insurance type needs to be selected (figure 4).** 

is not insured (not covered by private insurance, Medicare,	Medicaid, Medicaid MCO or FAMIS)			
has Medicaid or Medicaid MCO:	Figure 4 – Selecting insu			
has Medicare Part B or Medicare Advantage:				
has other insurance not listed above				
Insurance Details				
is not insured (not covered by private insurance, Medicare, Medic	aid, Medicaid MCO or FAMIS)			
🔽 has Medicaid or Medicaid MCO:	Medicaid Plan Select One	Insurance Priority Select Insurance Priority V		
<ul> <li>Member ID or Medicaid # as shown on your card:</li> </ul>				
* Is this a FAMIS Plan?	Ves No			
has Medicare Part B or Medicare Advantage:				
V has other insurance not listed above	Insurance	Insurance Priority Select Insurance Priority		
* Policy ID#:				Figure 4.1 – Inputting
* Policy holder's First Name:				
Middle Name:				
* Last Name:				
• Date of Birth:	8			
Attach photo(s) of the front and back of insurance card(s):	OR Provide insurance of	company address(es) and phone number(s)		
Upload Insurance Card	Medicaid Address		Medicaid Phone	
Q	Provider Address		Provider Phone	

# Schedule Appointments: Selecting Timeslots

After the insurance screen, the call center staff will be prompted to select the available appointment timeslot (Figure 5)

Appointment Date 29 September 2023				~
08:00 AM To :08:15 AM	08:15 AM To :08:30 AM	08:30 AM To :08:45 AM	08:45 AM To :09:00 AM	09:00 AM To :09:15 AM
8 Slots Available	7 Slots Available	8 Slots Available	8 Slots Available	8 Slots Available
09:15 AM To :09:30 AM	09:30 AM To :09:45 AM	09:45 AM To :10:00 AM	10:00 AM To :10:15 AM	10:15 AM To :10:30 AM
8 Slots Available	8 Slots Available	8 Slots Available	8 Slots Available	8 Slots Available
10:30 AM To :10:45 AM	10:45 AM To :11:00 AM	11:00 AM To :11:15 AM	11:15 AM To :11:30 AM	11:30 AM To :11:45 AM
8 Slots Available	8 Slots Available	8 Slots Available	8 Slots Available	8 Slots Available
11:45 AM To :12:00 PM	01:00 PM To :01:15 PM	01:15 PM To :01:30 PM	01:30 PM To :01:45 PM	01:45 PM To :02:00 PM
8 Slots Available	8 Slots Available	8 Slots Available	8 Slots Available	8 Slots Available
02:00 PM To :02:15 PM	02:15 PM To :02:30 PM	02:30 PM To :02:45 PM	02:45 PM To :03:00 PM	03:00 PM To :03:15 PM
8 Slots Available	8 Slots Available	8 Slots Available	8 Slots Available	8 Slots Available

Figure 5 – Selecting timeslot

# **Schedule Appointments: Confirming Appointment**

Once the appointment timeslot has been selected, the call center staff needs to click on the "Confirm Appointment" button (figure 6) in order to make sure the registration is complete.



Figure 6 – Confirming Appointment