

Walmart  Health

Walmart 

COVID-19 Vaccination Customer Scheduler

User Guide for Customer Experience

Overview

A new feature has been developed to enhance the COVID-19 immunization experience for Walmart patients.

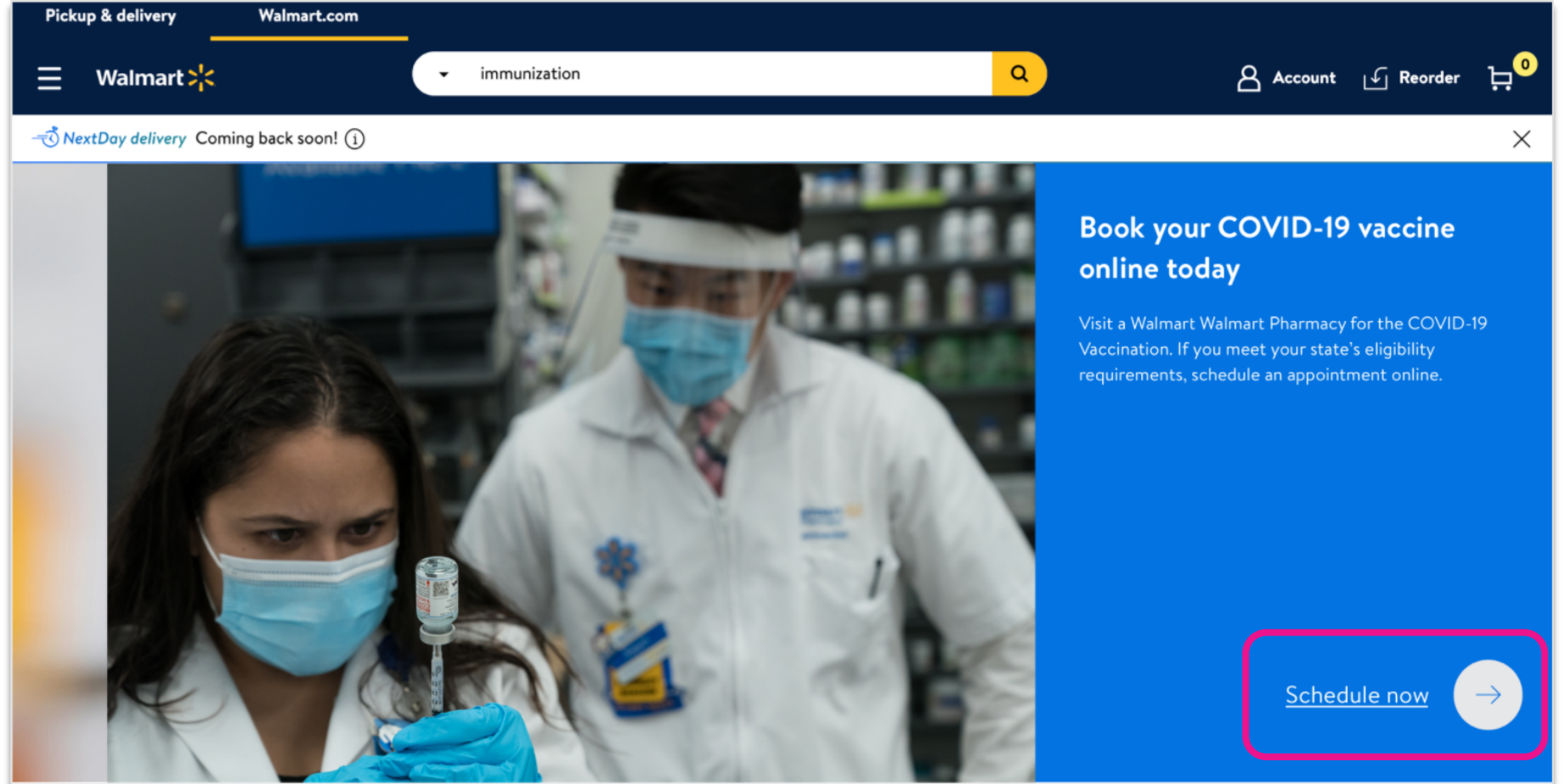
In addition to the current walk-in process, patients will now be able to digitally schedule a COVID-19 immunization appointment and complete the Patient Questionnaire Consent Form (PQCF) ahead of time on Walmart.com.

The digital appointment and PQCF will load directly into the Clinical Services app for the pharmacist to see.

The image displays two views of a patient form. The top view is a desktop browser interface for a 'Pharmacy' page, titled 'Patient Form'. It includes a 'Back' button and a note that asterisks denote required fields. The form is divided into sections: 'Who is this appointment for?' with fields for 'First name*', 'Last name*', and 'Date of birth (mm/dd/yyyy)*'; 'Gender*' with radio buttons for 'Male' and 'Female'; and 'Demographics' with dropdown menus for 'Race*' and 'Ethnicity*'. A note at the bottom states, 'CDC requires us to capture this information for Covid vaccine administration.' The bottom view is a mobile app screenshot titled 'Review Consent Form' for 'GARCIA, EMILIA', 32 years old. It shows 'SECTION A: Verify Patient Name & D.O.B.' with a 'VERIFIED' button, and 'SECTION B: Verify DURs' with 'Yes' and 'No' options. A 'Patient Signature' section has a 'Sign Now' link. At the bottom, a grey bar contains the text 'I HAVE REVIEWED THE FORM'.


Scheduling an appointment on Walmart.com

Customer will click **Schedule Now** on Walmart.com Pharmacy Services landing page.



Scheduling an appointment on Walmart.com

Customer will sign into their account or create a new account.



Sign in to your Walmart account

Email address (required)

Password (required) [Show](#)


[Forgot password?](#)

Keep me signed in
Uncheck if using a public device.

Sign in

Don't have an account?

Create account



Create your Walmart account

* required field

First name

Last name

Email address

Create a password [Show](#)

Keep me signed in
Uncheck if using a public device.


Email me about Rollbacks, special pricing, hot new items, gift ideas and more.

By clicking Create Account, you acknowledge you have read and agreed to our [Terms of Use](#) and [Privacy Policy](#).

Create account


Scheduling an appointment on Walmart.com

Customer will enter their Zip Code to search for nearby pharmacies offering COVID-19 vaccinations.

 Pharmacy

Pharmacies offering COVID-19 vaccination


Select a pharmacy in your area to confirm eligibility and schedule an appointment.



[Continue](#)

Scheduling an appointment on Walmart.com

Customer will select their preferred pharmacy to receive a COVID-19 vaccination.

 Pharmacy

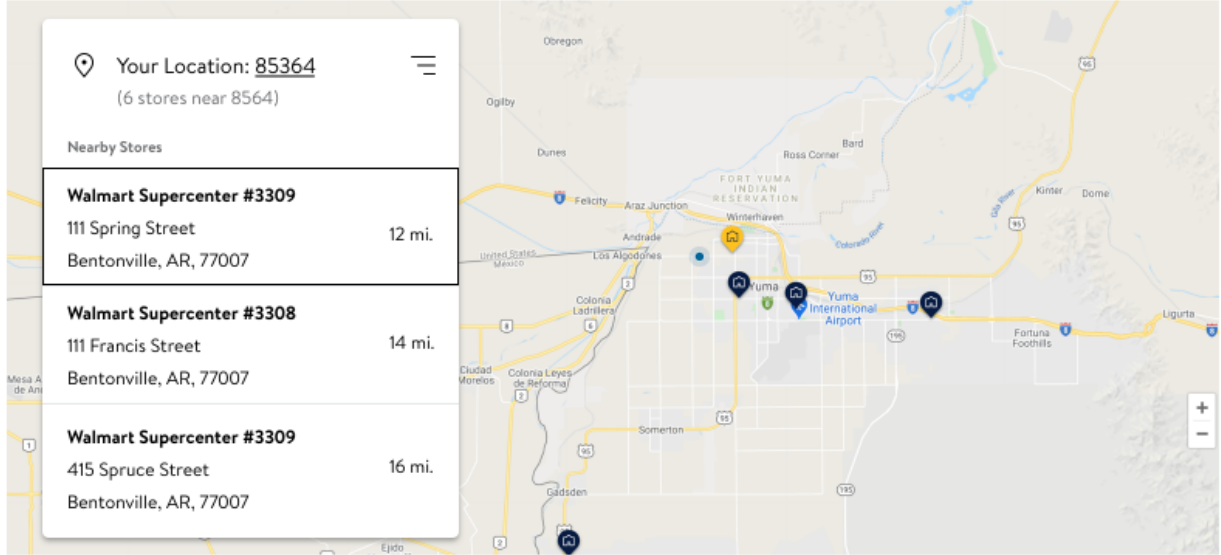
Pharmacies offering COVID-19 vaccination

Select a pharmacy in your area to confirm eligibility and schedule an appointment.

Your Location: 85364
(6 stores near 8564)

Nearby Stores



Walmart Supercenter #3309 111 Spring Street Bentonville, AR, 77007	12 mi.
Walmart Supercenter #3308 111 Francis Street Bentonville, AR, 77007	14 mi.
Walmart Supercenter #3309 415 Spruce Street Bentonville, AR, 77007	16 mi.




[Continue](#)

Scheduling an appointment on Walmart.com

Customers will see the following message if nearby pharmacies do not offer the COVID-19 Vaccine yet.

 Your Location: 85364 
(6 stores near 8564)


Sorry...

Walmart pharmacies in this location do not administer COVID-19 vaccines yet. Please enter a different location or try again later.

Scheduling an appointment on Walmart.com

Customers will be prompted to verify their eligibility to receive a COVID-19 vaccine per CDC and state guidelines.

The screenshot shows a mobile application interface for the Walmart Pharmacy section. At the top, there is a dark blue header with the Walmart logo and the word "Pharmacy". Below the header, there is a navigation bar with a back arrow and the text "Back". The main heading is "Eligibility to receive COVID-19 vaccine in [Alabama]". Below this heading, there is a white box with a thin border containing the text "Confirm you belong to one of the below groups:" followed by four checkboxes and their corresponding labels: "Frontline healthcare worker", "First responder", "Provide healthcare services such as transportation, environmental, or mortuary", and "Are you at an increased risk of severe illness from COVID-19 due to comorbid or underlying medical conditions?". A link "See CDC guidelines for more information" is provided below the last checkbox. At the bottom of the form, there are two buttons: "I'm not eligible yet" and "Confirm".

Pharmacy

< Back

Eligibility to receive COVID-19 vaccine in [Alabama]

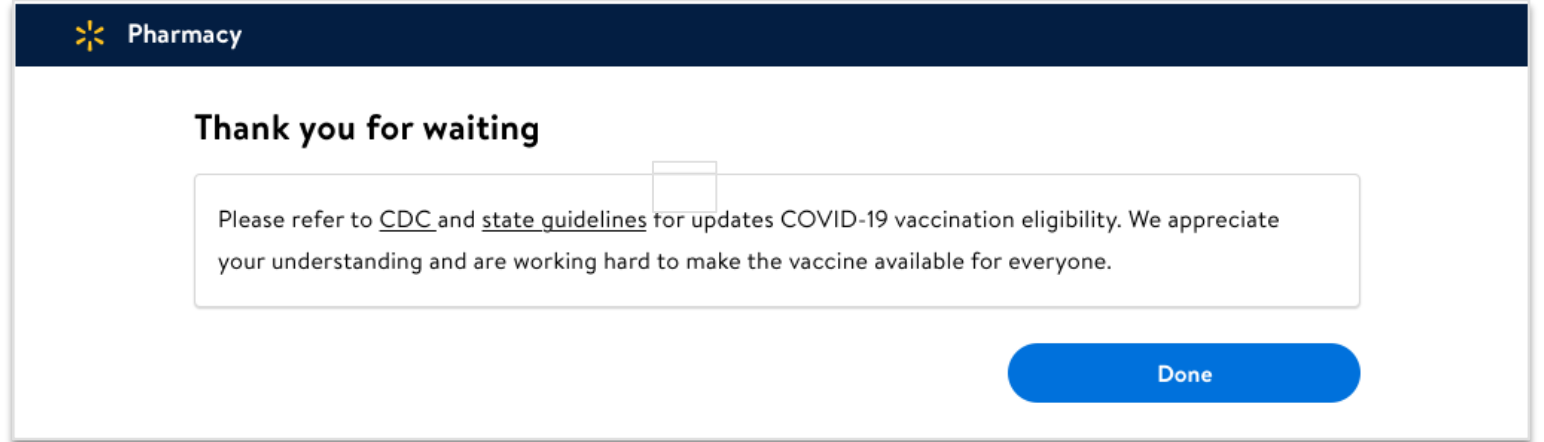
Confirm you belong to one of the below groups:

- Frontline healthcare worker
- First responder
- Provide healthcare services such as transportation, environmental, or mortuary
- Are you at an increased risk of severe illness from COVID-19 due to comorbid or underlying medical conditions?
[See CDC guidelines for more information](#)

I'm not eligible yet Confirm

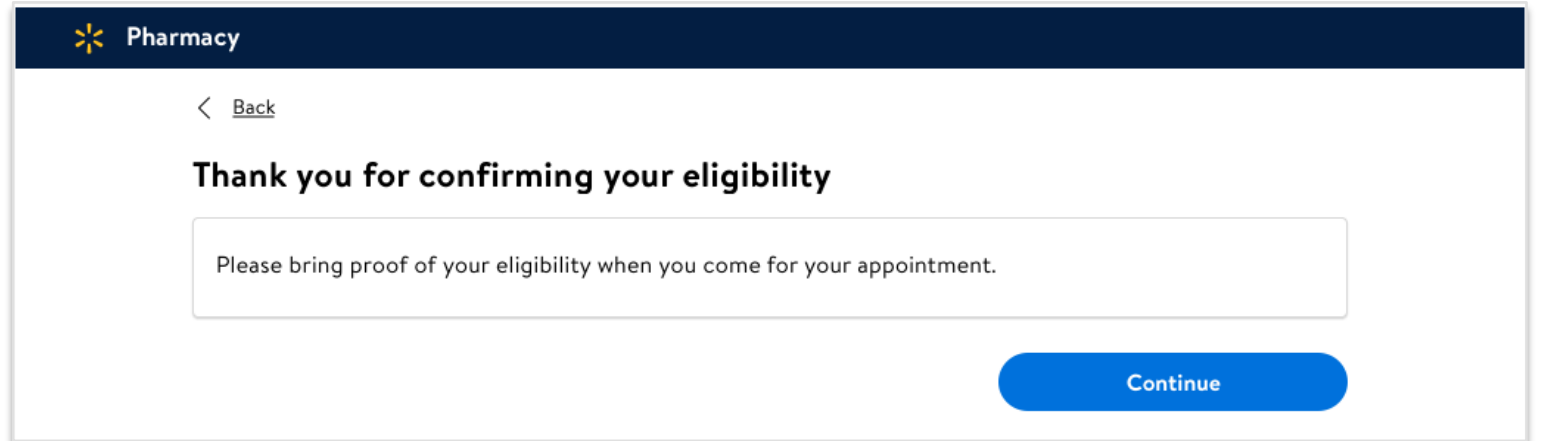
Scheduling an appointment on Walmart.com

If the customer is **Not Eligible** at this time, they will see the following message.



The screenshot shows a dark blue header with the Walmart Pharmacy logo and the word "Pharmacy". Below the header, the text "Thank you for waiting" is displayed in bold. A white box contains the message: "Please refer to [CDC](#) and [state guidelines](#) for updates COVID-19 vaccination eligibility. We appreciate your understanding and are working hard to make the vaccine available for everyone." A blue "Done" button is located at the bottom right.

If the customer is **Eligible** at this time, they will see the following message and click Continue.



The screenshot shows a dark blue header with the Walmart Pharmacy logo and the word "Pharmacy". Below the header, there is a back arrow and the text "< Back". The text "Thank you for confirming your eligibility" is displayed in bold. A white box contains the message: "Please bring proof of your eligibility when you come for your appointment." A blue "Continue" button is located at the bottom right.

Scheduling an appointment on Walmart.com

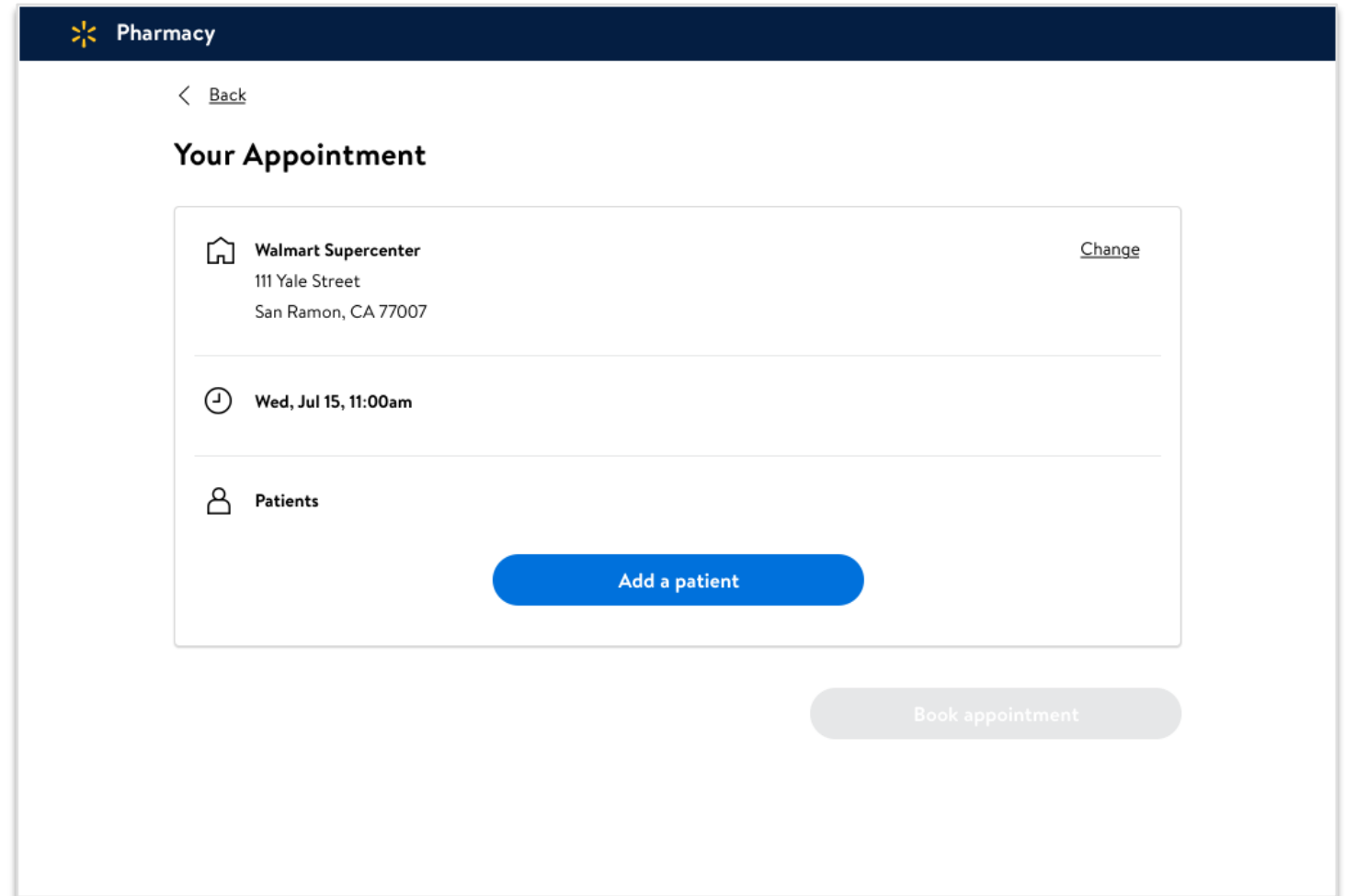
Customers will reserve a preferred date and time.

The screenshot shows the 'Pharmacy' section of the Walmart app. At the top, there is a dark blue header with the Walmart logo and the word 'Pharmacy'. Below this is a white area with a back arrow and the text '< Back'. The main heading is 'Reserve a time slot'. Below this, there is a box containing the pharmacy name 'Walmart Supercenter', the address '111 Spring Street', and the city 'Bentonville, AR 77007'. To the right of this box is a 'Change' link. Below the address box is a calendar view showing the days of the week: Today (13), Tuesday (14), Wednesday (15), Thursday (16), Friday (17), Saturday (18), and Sunday (19). The date '15' is highlighted with a pink circle. Below the calendar is a list of time slots with radio buttons: 10:00am, 10:20am, 10:40am, 11:00am (selected with a pink circle), 11:20am, 11:40am, 12:00pm, and 3:00pm. At the bottom right of the screen is a blue 'Continue' button.

Scheduling an appointment on Walmart.com

Customers will select Add a patient to begin entering required information to complete scheduling their appointment.

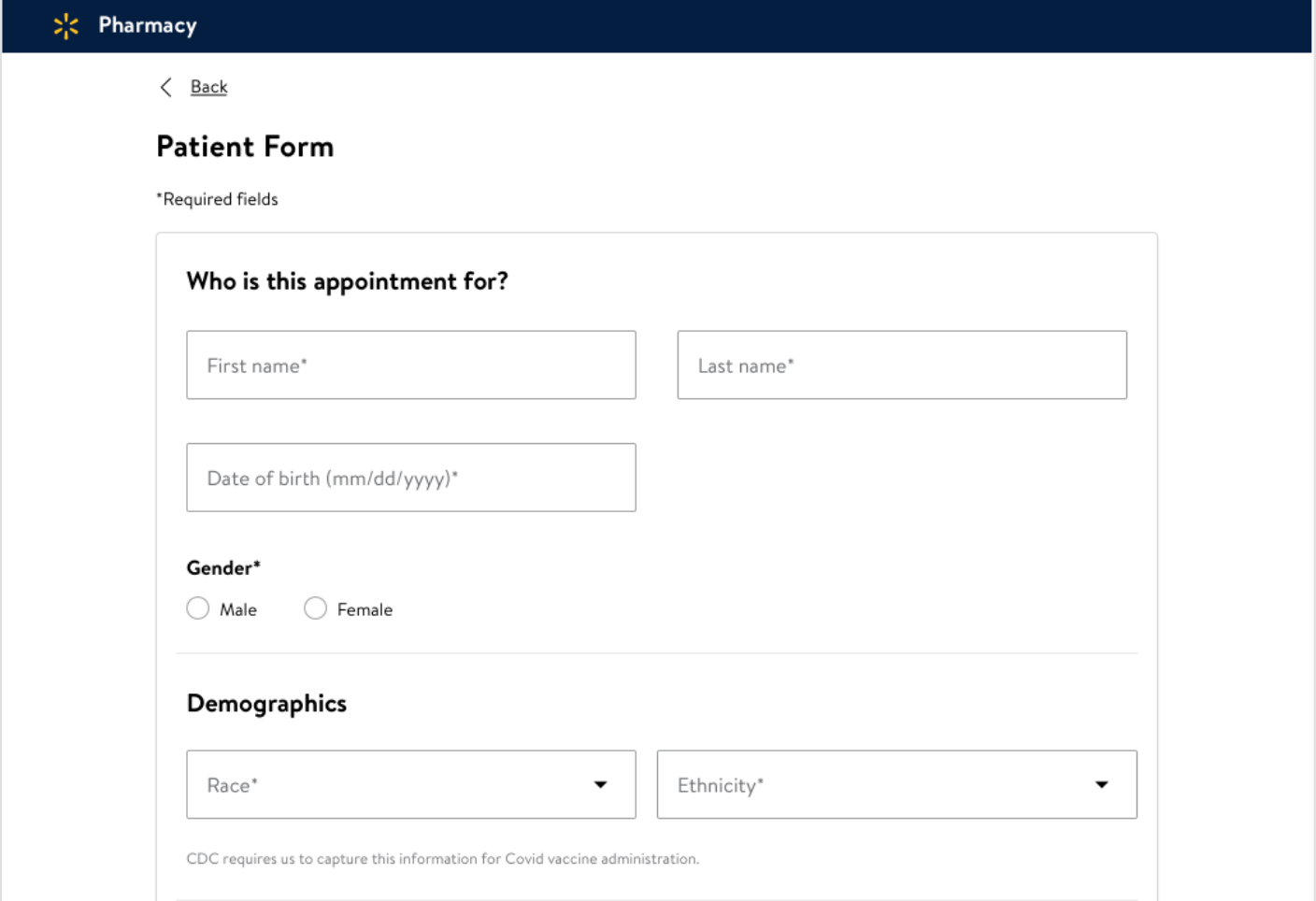
***Note: Appointments can only be made for a single patient. Multiple patient appointments are not available for COVID-19 vaccines.**



The screenshot shows the 'Pharmacy' section of the Walmart website. At the top, there is a dark blue header with the Walmart logo and the word 'Pharmacy'. Below this is a navigation bar with a back arrow and the text '< Back'. The main heading is 'Your Appointment'. The appointment details are displayed in a white box with a light gray border. The first section shows the location: 'Walmart Supercenter' with a house icon, '111 Yale Street', and 'San Ramon, CA 77007'. A 'Change' link is visible to the right. The second section shows the date and time: 'Wed, Jul 15, 11:00am' with a clock icon. The third section shows 'Patients' with a person icon. A prominent blue button labeled 'Add a patient' is centered below the patient list. At the bottom right of the white box, there is a gray button labeled 'Book appointment'.

Scheduling an appointment on Walmart.com

Customers will complete the digital Patient Questionnaire Consent Form.



The screenshot shows a web form titled "Pharmacy" with a "Patient Form" section. A "Back" link is visible at the top left. The form includes a "Who is this appointment for?" section with fields for "First name*", "Last name*", and "Date of birth (mm/dd/yyyy)*". Below this is a "Gender*" section with radio buttons for "Male" and "Female". The "Demographics" section contains dropdown menus for "Race*" and "Ethnicity*". A note at the bottom states: "CDC requires us to capture this information for Covid vaccine administration."

Pharmacy

< Back

Patient Form

*Required fields

Who is this appointment for?

First name* Last name*

Date of birth (mm/dd/yyyy)*

Gender*

Male Female

Demographics

Race* Ethnicity*

CDC requires us to capture this information for Covid vaccine administration.

Scheduling an appointment on Walmart.com

Customers will complete the digital Patient Questionnaire Consent Form.

How do we get in touch?
We'll only reach out if we have any questions.

Home address* ZIP code*

City* State*

Phone number*

Text me when it's time to get my second dose
By checking this box, I agree to receive text messages from Walmart Pharmacy related to prescriptions and other immunizations. See complete terms at [Walmart.com/alertterms](#) and privacy policy at [Walmart.com/privacy](#).

Primary care physician
Does this person have a primary care physician?*

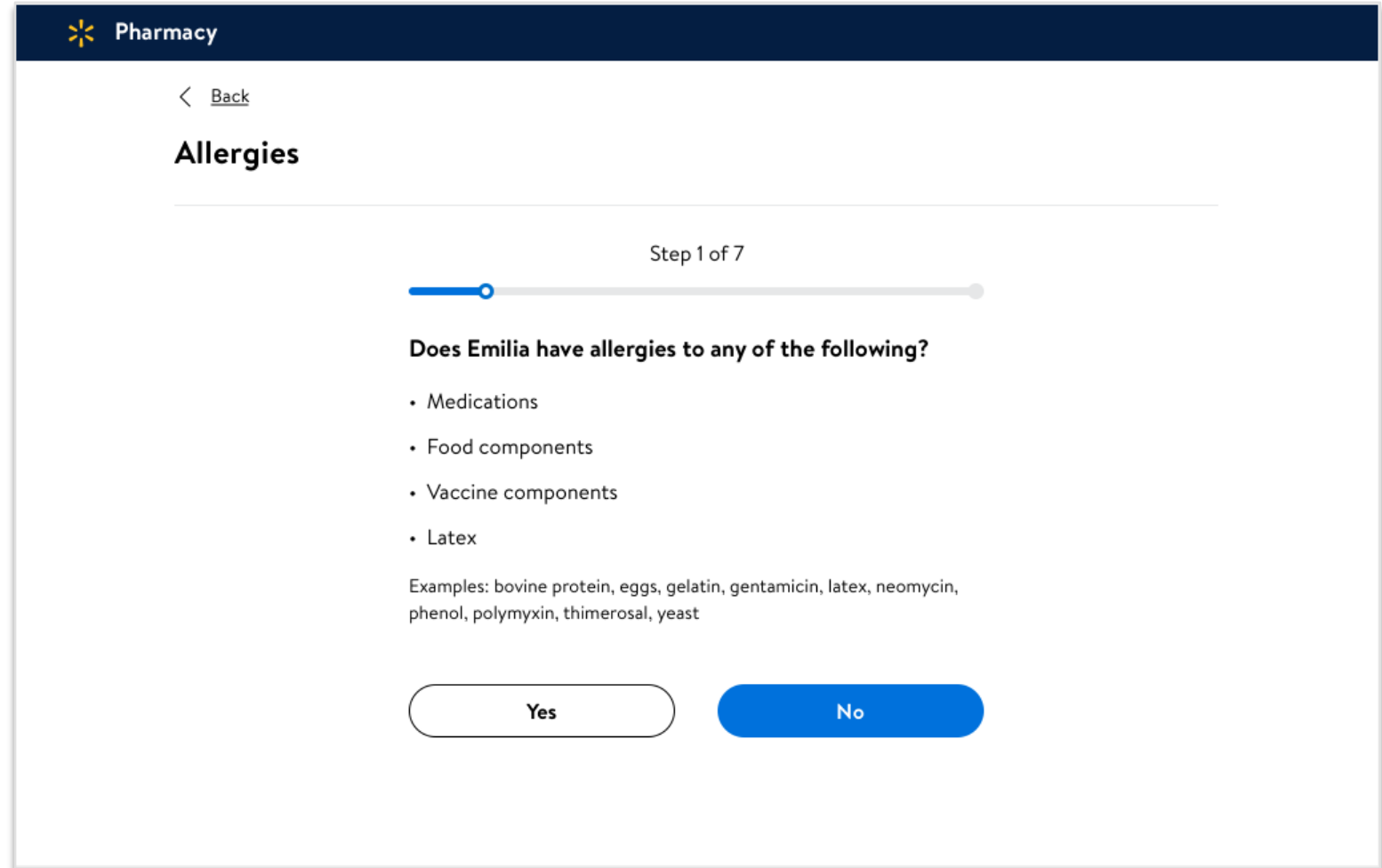
Yes No

Appointment type
COVID-19 Vaccine

[Continue](#)

Scheduling an appointment on Walmart.com

Customers will complete the digital Patient Questionnaire Consent Form.



The screenshot shows a mobile application interface for a pharmacy. At the top, there is a dark blue header with the Walmart logo and the word "Pharmacy". Below the header, there is a white background with a back arrow and the word "Back". The main heading is "Allergies". A progress indicator shows "Step 1 of 7" with a blue bar and a circle. The question is "Does Emilia have allergies to any of the following?". Below the question is a list of items: Medications, Food components, Vaccine components, and Latex. Below the list is a line of text: "Examples: bovine protein, eggs, gelatin, gentamicin, latex, neomycin, phenol, polymyxin, thimerosal, yeast". At the bottom, there are two buttons: "Yes" (white with a black border) and "No" (solid blue).

Pharmacy

< Back

Allergies

Step 1 of 7

Does Emilia have allergies to any of the following?

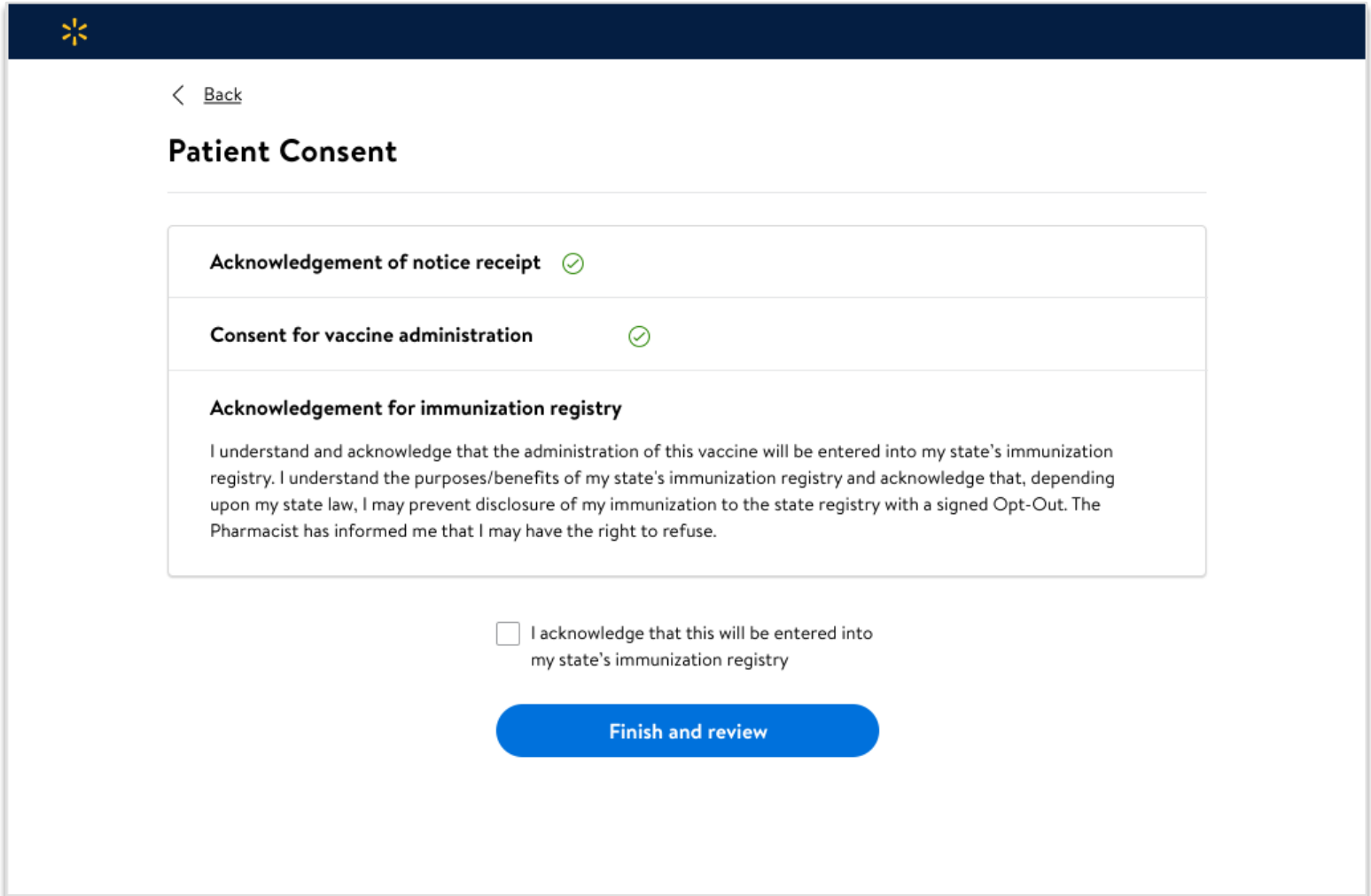
- Medications
- Food components
- Vaccine components
- Latex


Examples: bovine protein, eggs, gelatin, gentamicin, latex, neomycin, phenol, polymyxin, thimerosal, yeast

Yes No



Scheduling an appointment on Walmart.com

Customers will complete the digital Patient Questionnaire Consent Form.



 < Back

Patient Consent


Acknowledgement of notice receipt 
Consent for vaccine administration 
Acknowledgement for immunization registry I understand and acknowledge that the administration of this vaccine will be entered into my state's immunization registry. I understand the purposes/benefits of my state's immunization registry and acknowledge that, depending upon my state law, I may prevent disclosure of my immunization to the state registry with a signed Opt-Out. The Pharmacist has informed me that I may have the right to refuse.

I acknowledge that this will be entered into my state's immunization registry

[Finish and review](#)


Scheduling an appointment on Walmart.com


Customers will select
Book Appointment.


 Pharmacy

[Back](#)

Your Appointment

 **Walmart Supercenter**
111 Spring Street
Bentonville, AR 77007

 **Wed, Jul 15, 11:00am** [Change](#)

 **Patient**

Emilia Garcia [Remove](#)

COVID-19 Vaccine

Allergies: Eggs, Latex

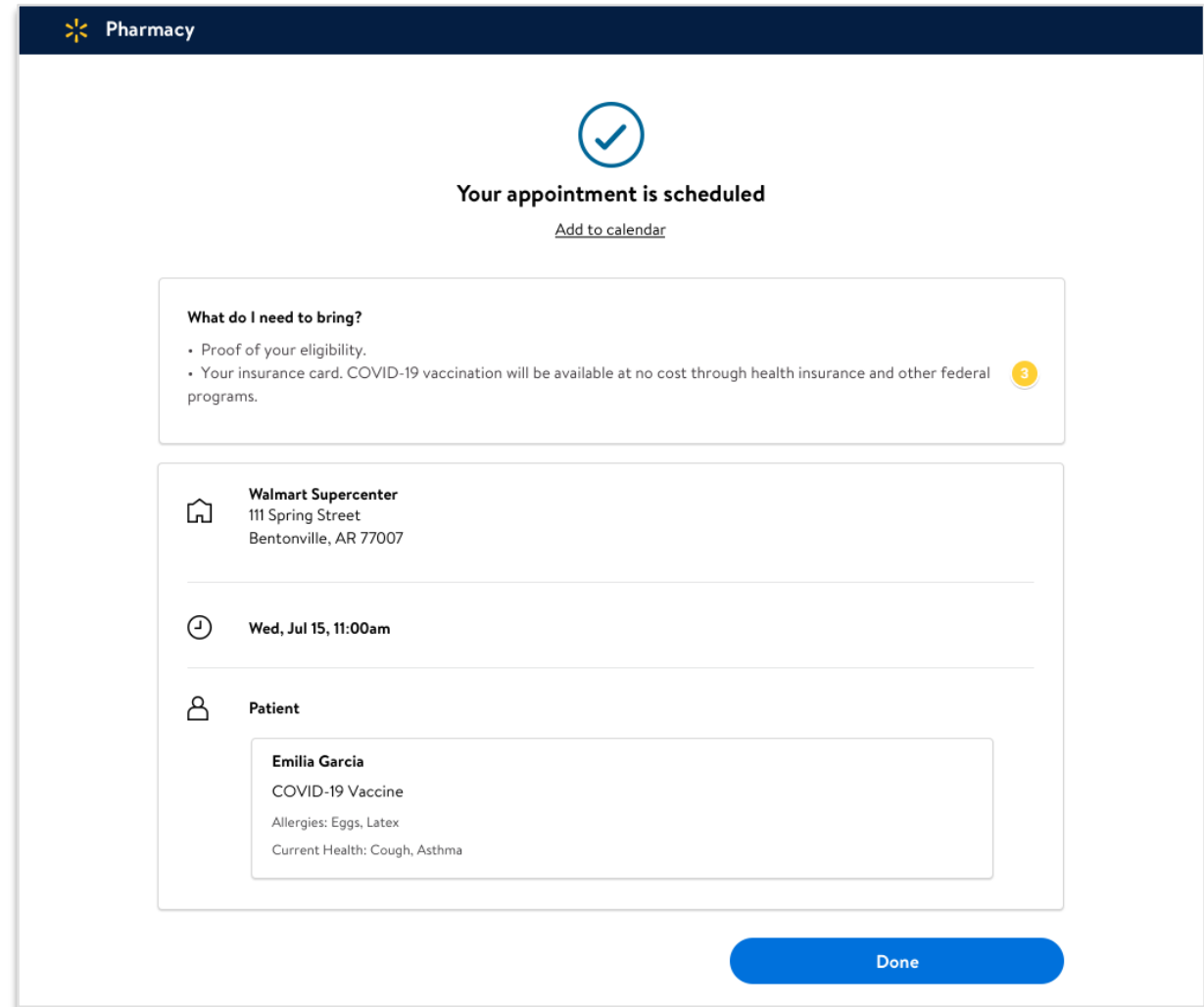
Current Health: Cough, Asthma

COVID-19 vaccination will be provided at no cost.

[Book appointment](#)

Scheduling an appointment on Walmart.com

Customers will receive a Confirmation screen.



The screenshot shows a confirmation screen for a pharmacy appointment. At the top, there is a dark blue header with the Walmart logo and the word "Pharmacy". Below the header, a large blue circle with a white checkmark is centered, followed by the text "Your appointment is scheduled" and a link "Add to calendar".

The main content area is divided into three sections:

- What do I need to bring?**
 - Proof of your eligibility.
 - Your insurance card. COVID-19 vaccination will be available at no cost through health insurance and other federal programs.
- Walmart Supercenter**
111 Spring Street
Bentonville, AR 77007
- Wed, Jul 15, 11:00am**
- Patient**
Emilia Garcia
COVID-19 Vaccine
Allergies: Eggs, Latex
Current Health: Cough, Asthma

At the bottom right, there is a blue button labeled "Done".

Scheduling an appointment on Walmart.com

Customers can add their appointment information to their Google, Outlook, iCal, or Yahoo calendar.

Event Title	COVID-19 Vaccination - Walmart Pharmacy
Date	Jun 27, 2020
Time	10:20am - 10:40am
Location	Walmart Supercenter, 111 Yale St, Houston, TX 77007
Notes	<p>When you arrive, check in at the pharmacy counter for your appointment.</p> <p>Please bring proof of your eligibility and your insurance card.</p> <p>COVID-19 vaccination will be available at no cost through health insurance and other federal programs.</p>

Customers will receive automated 2nd dose appointment reminders via SMS Alerts.



Walmart  Health

Walmart 

COVID-19 Vaccination Customer Scheduler

User Guide for Customer Experience