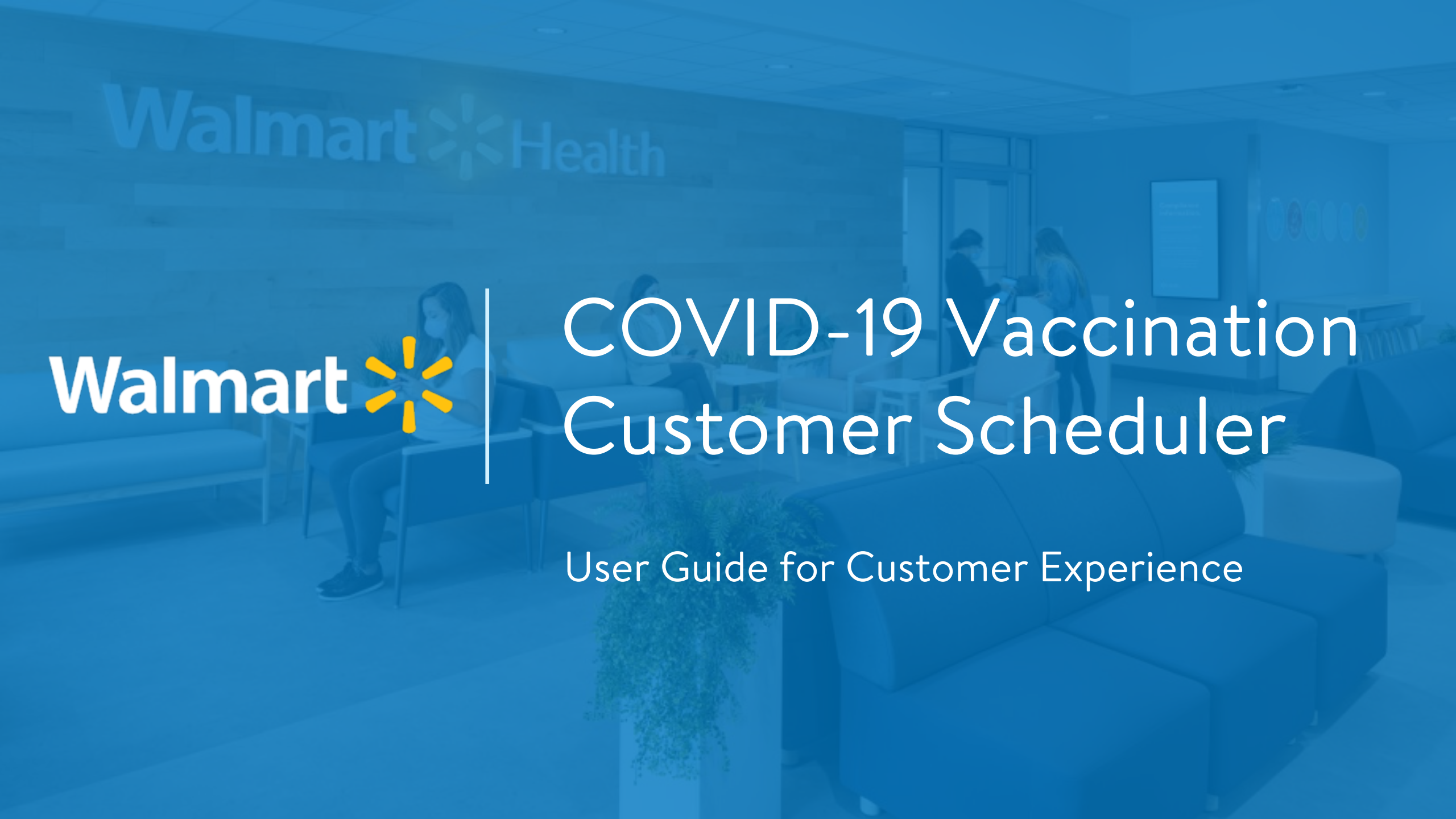


Walmart

COVID-19 Vaccination Customer Scheduler

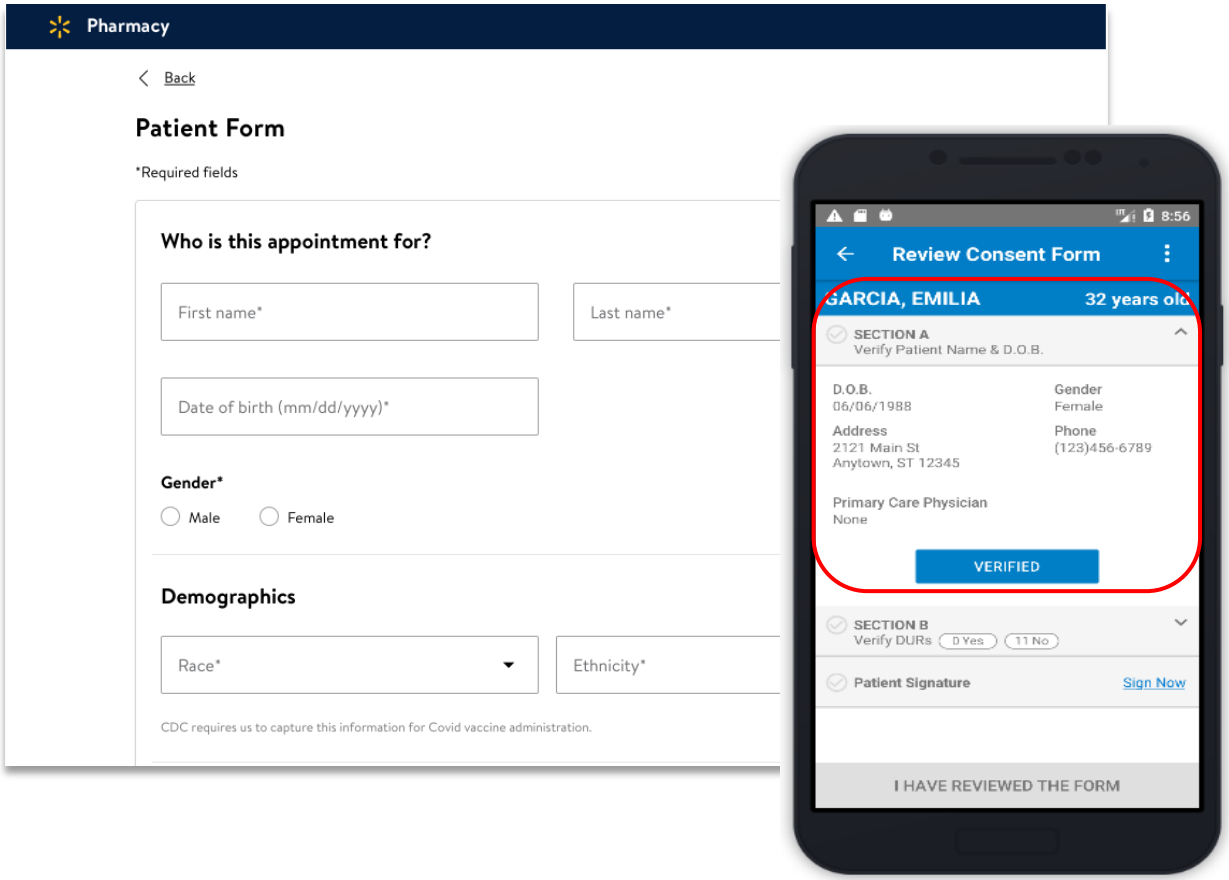
User Guide for Customer Experience

Overview

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

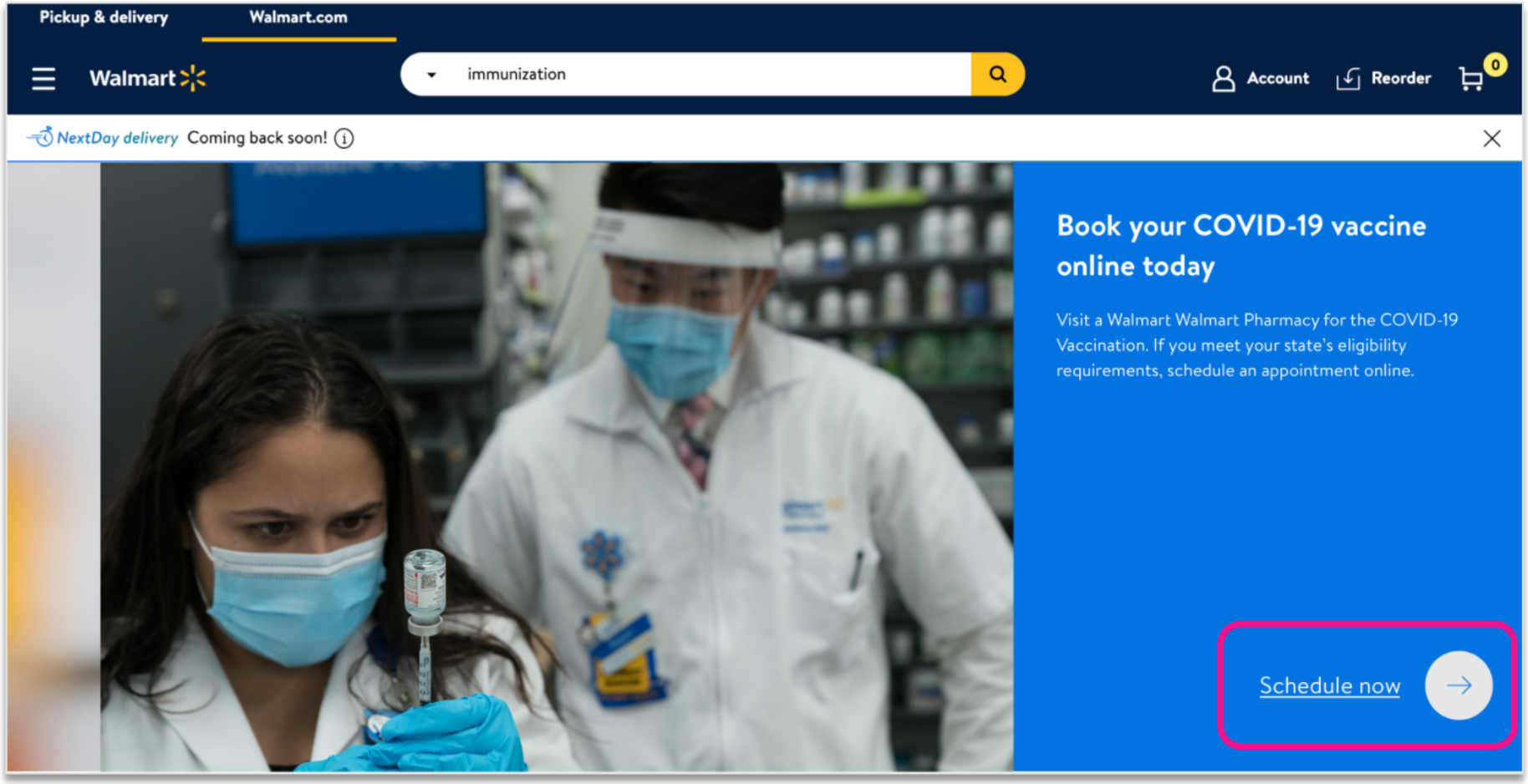
In addition to the current walk-in process, patients will now be able to digitally schedule a COVID-19 immunization appointment and complete the Patient Questionnaire Consent Form (PQCF) ahead of time on Walmart.com.

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



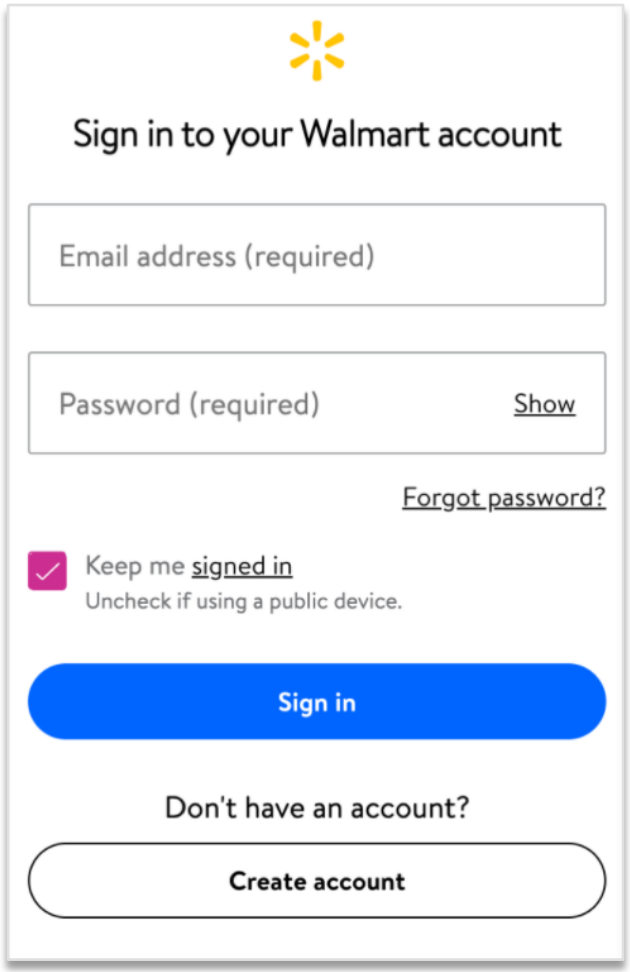
Scheduling an appointment on Walmart.com

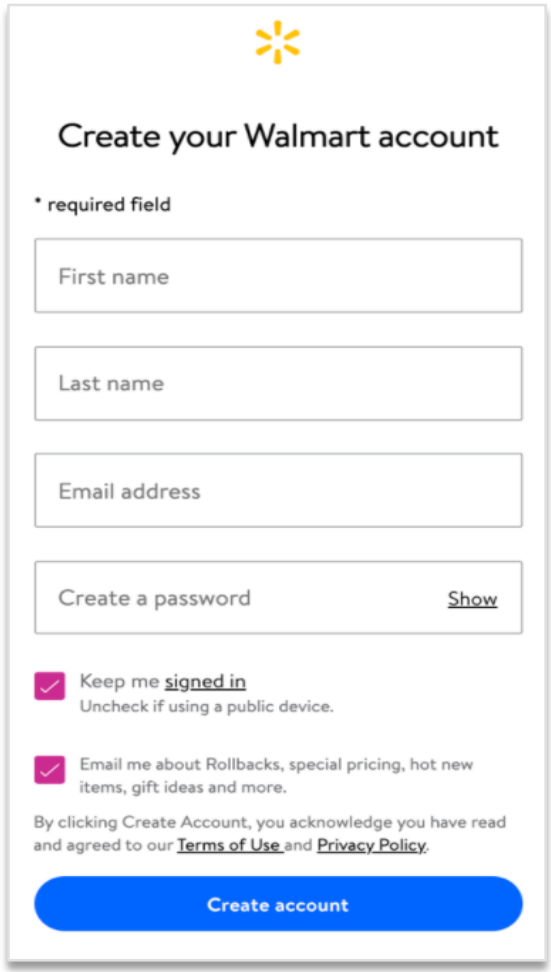
Customer will click **Schedule Now** on Walmart.com Pharmacy Services landing page.



Scheduling an appointment on Walmart.com

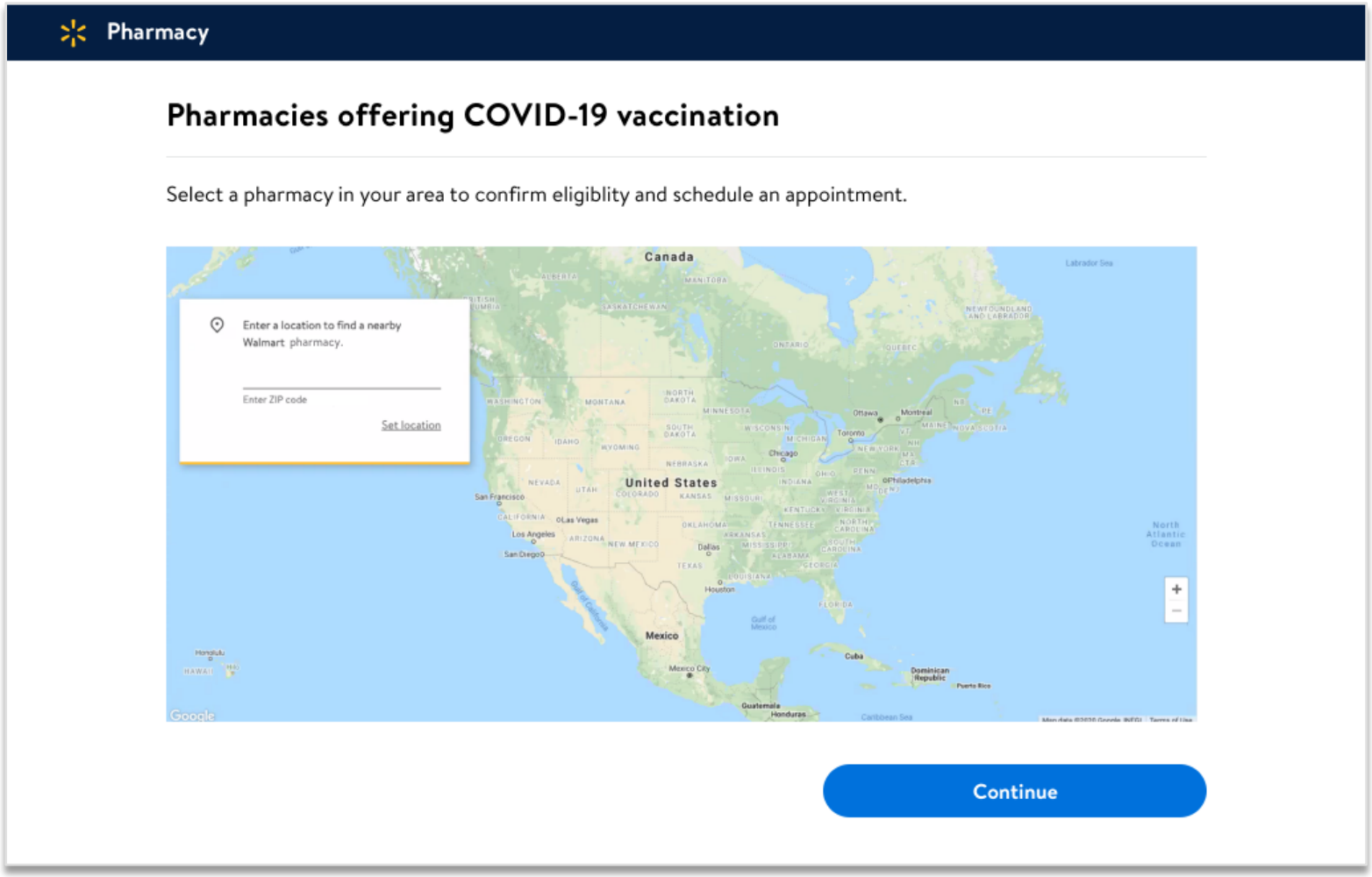
Customer will sign into their account or create a new account.





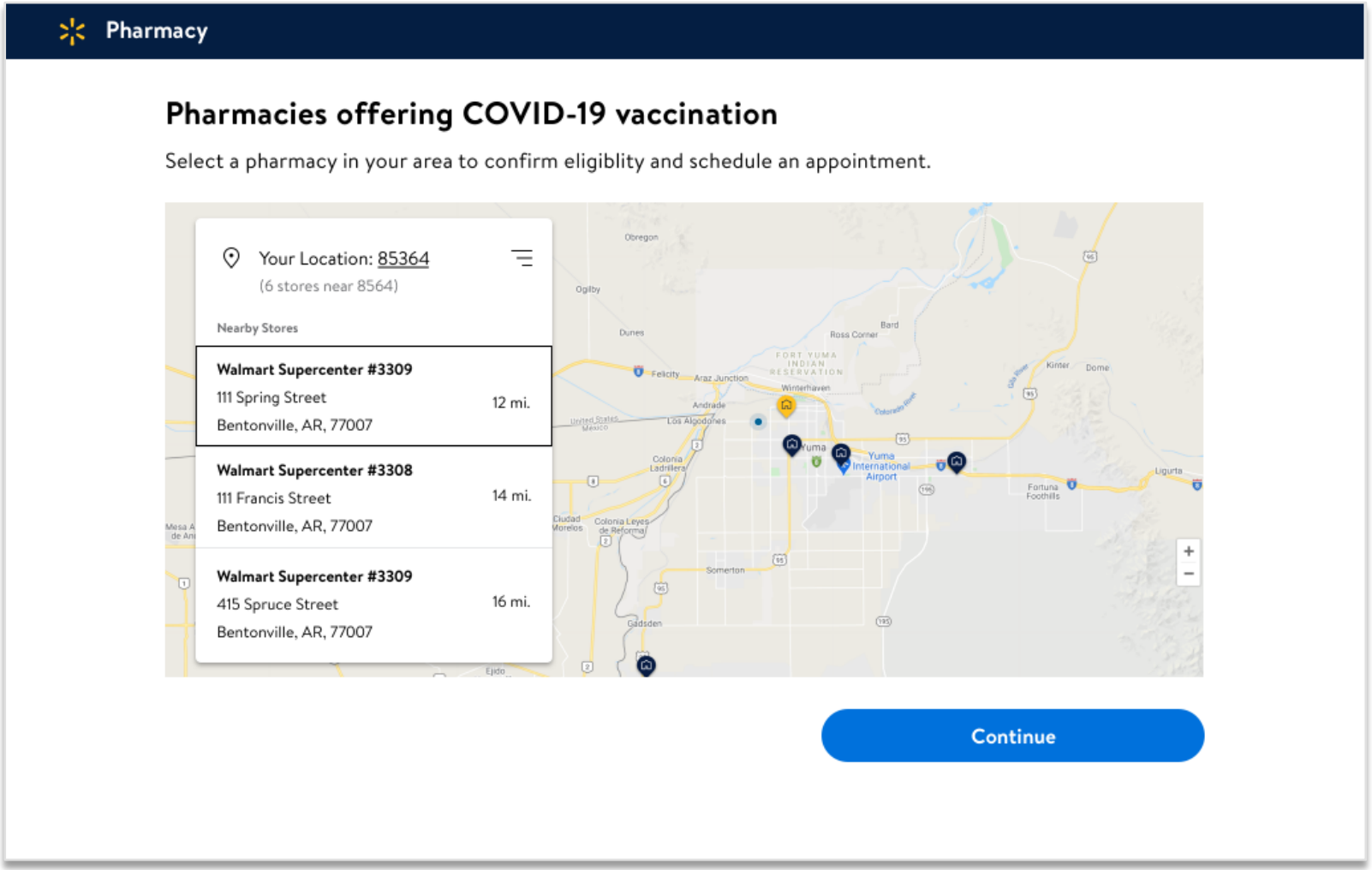
Scheduling an appointment on Walmart.com

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



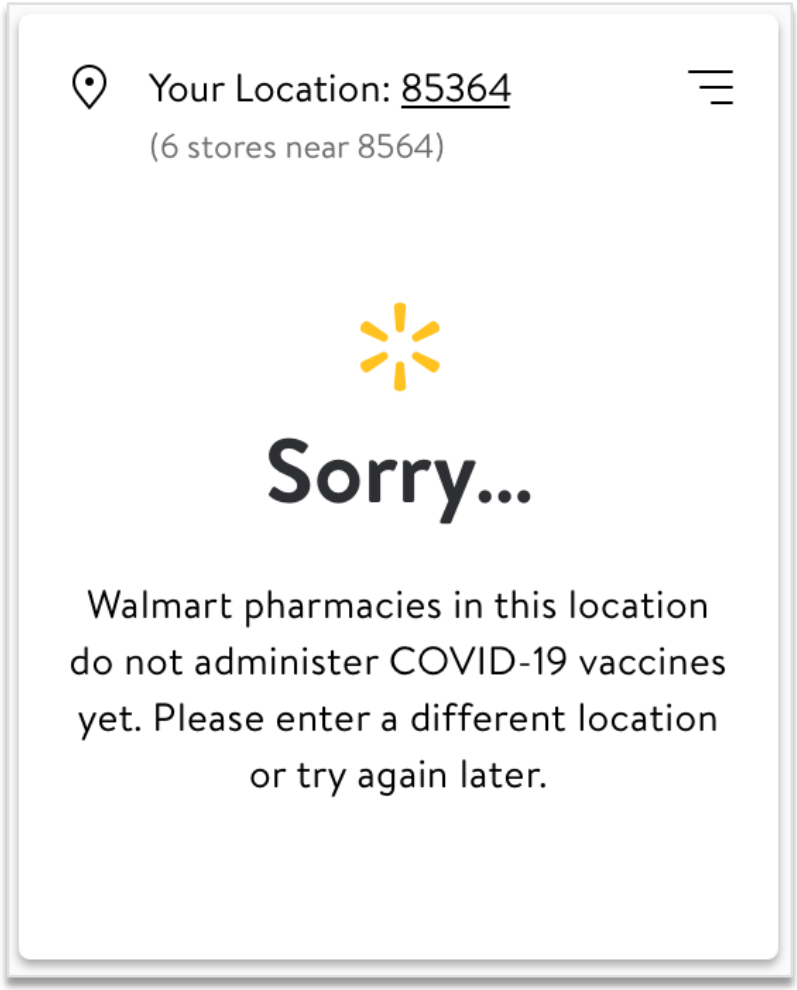
Scheduling an appointment on Walmart.com

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



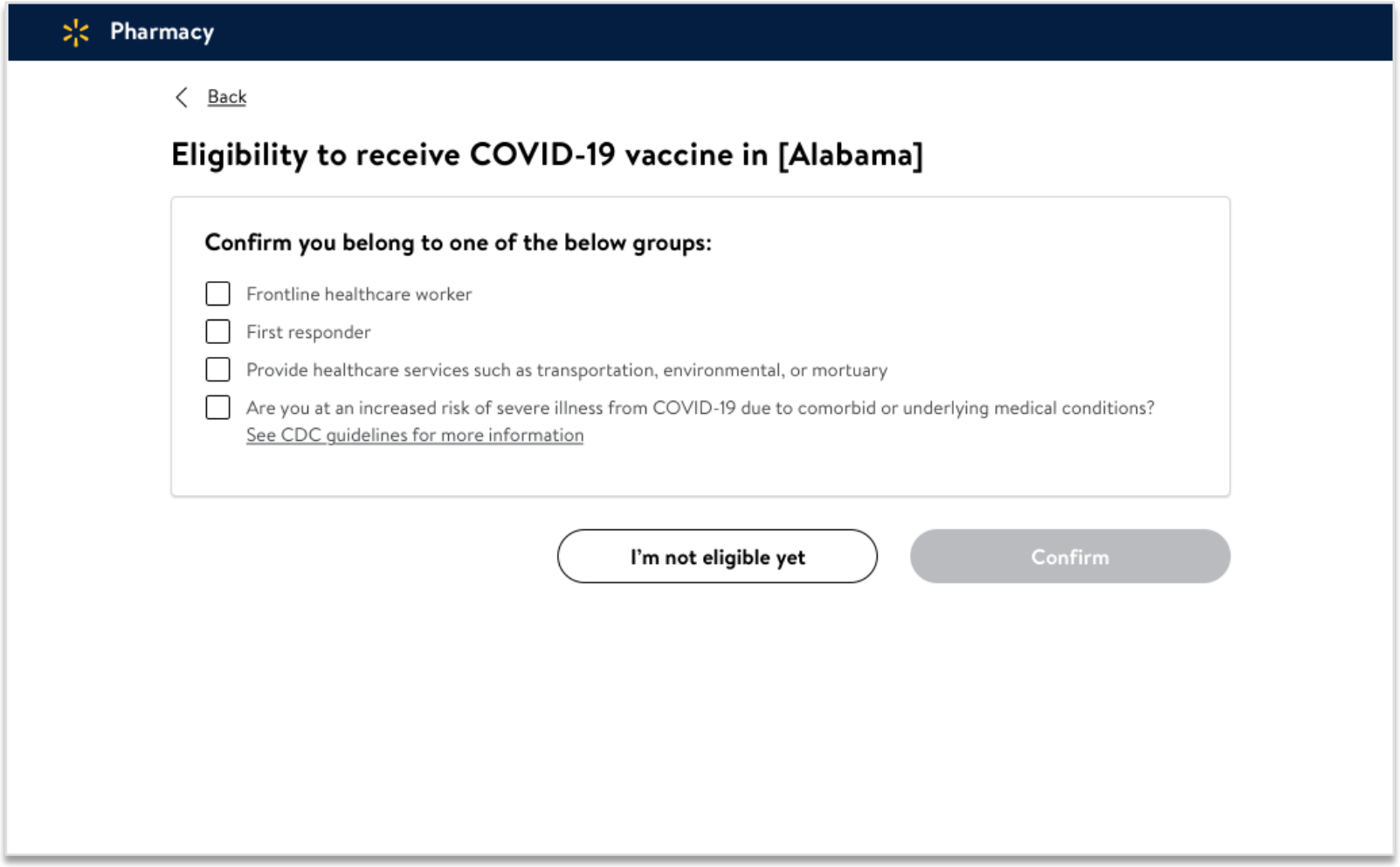
Scheduling an appointment on Walmart.com

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



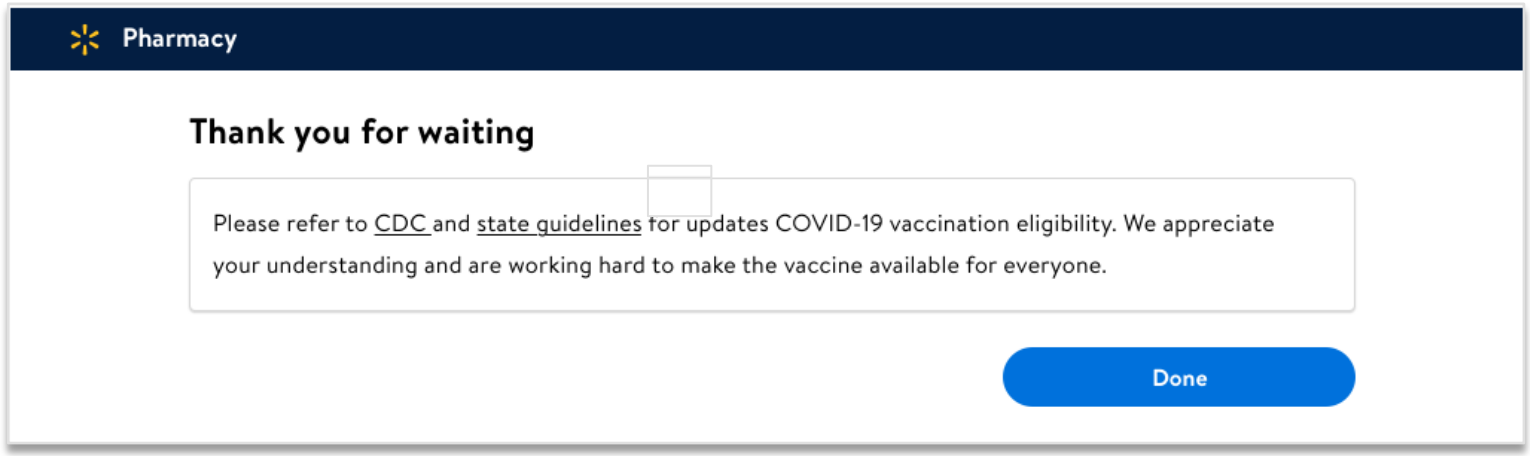
Scheduling an appointment on Walmart.com

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

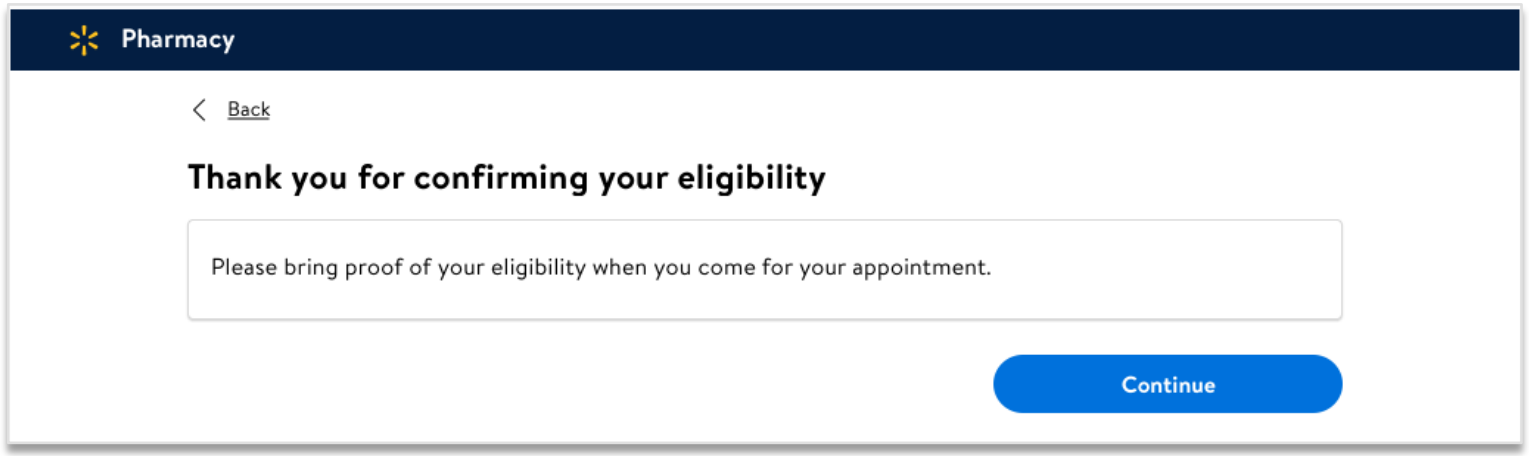


Scheduling an appointment on Walmart.com

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

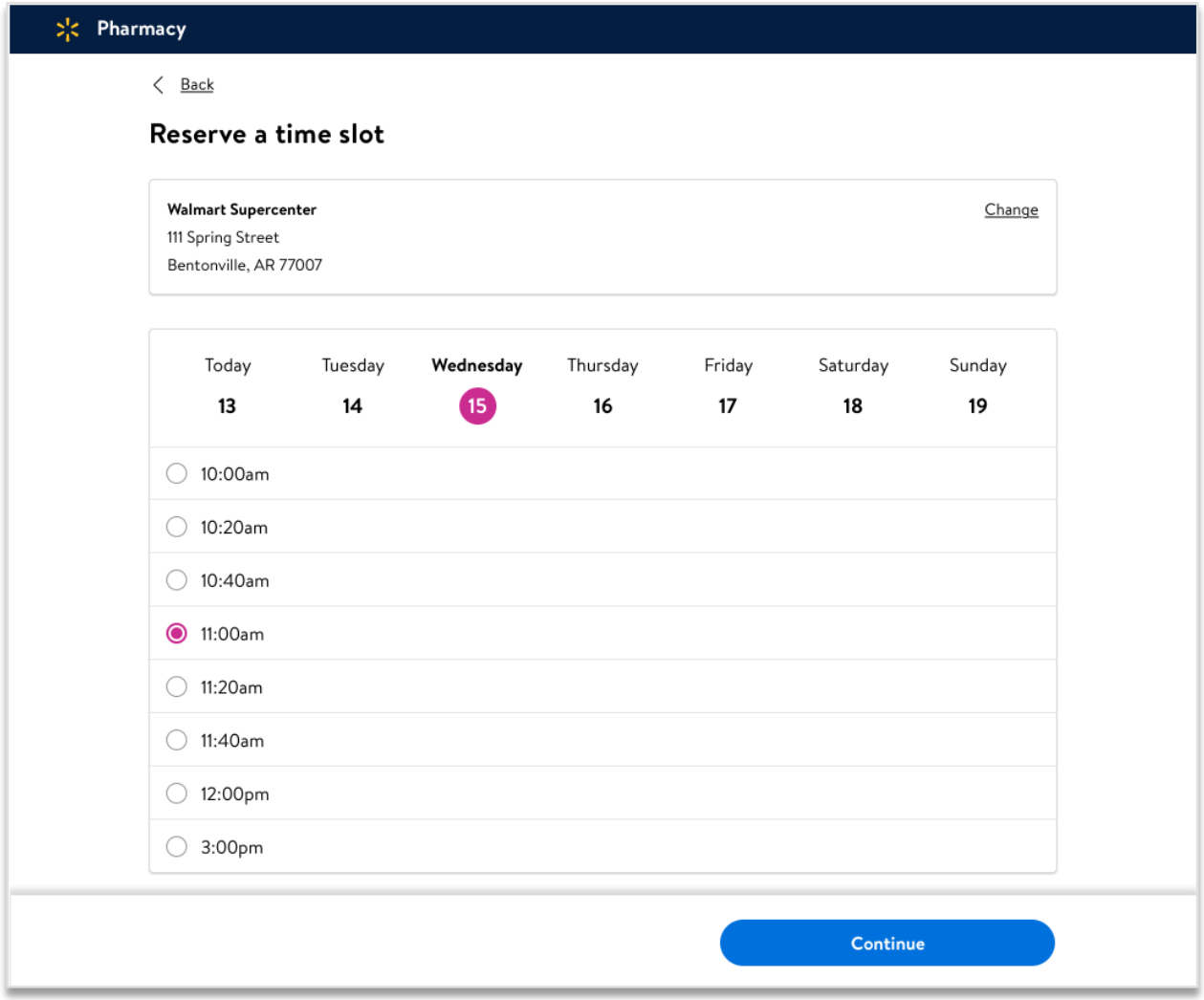


If the customer is **Eligible** at this time, they will see the following message and click Continue.



Scheduling an appointment on Walmart.com

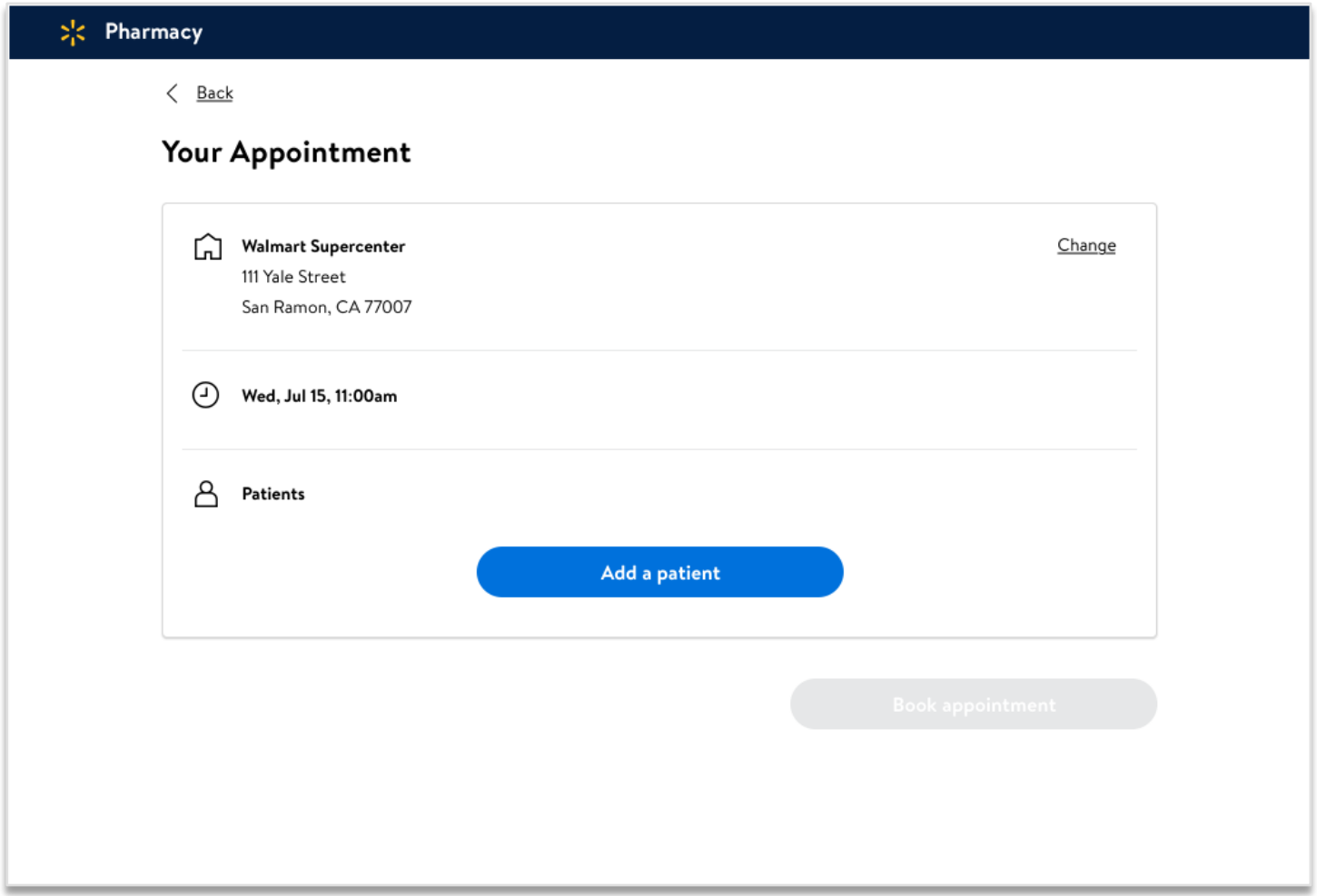
Customers will reserve a preferred date and time.



Scheduling an appointment on Walmart.com

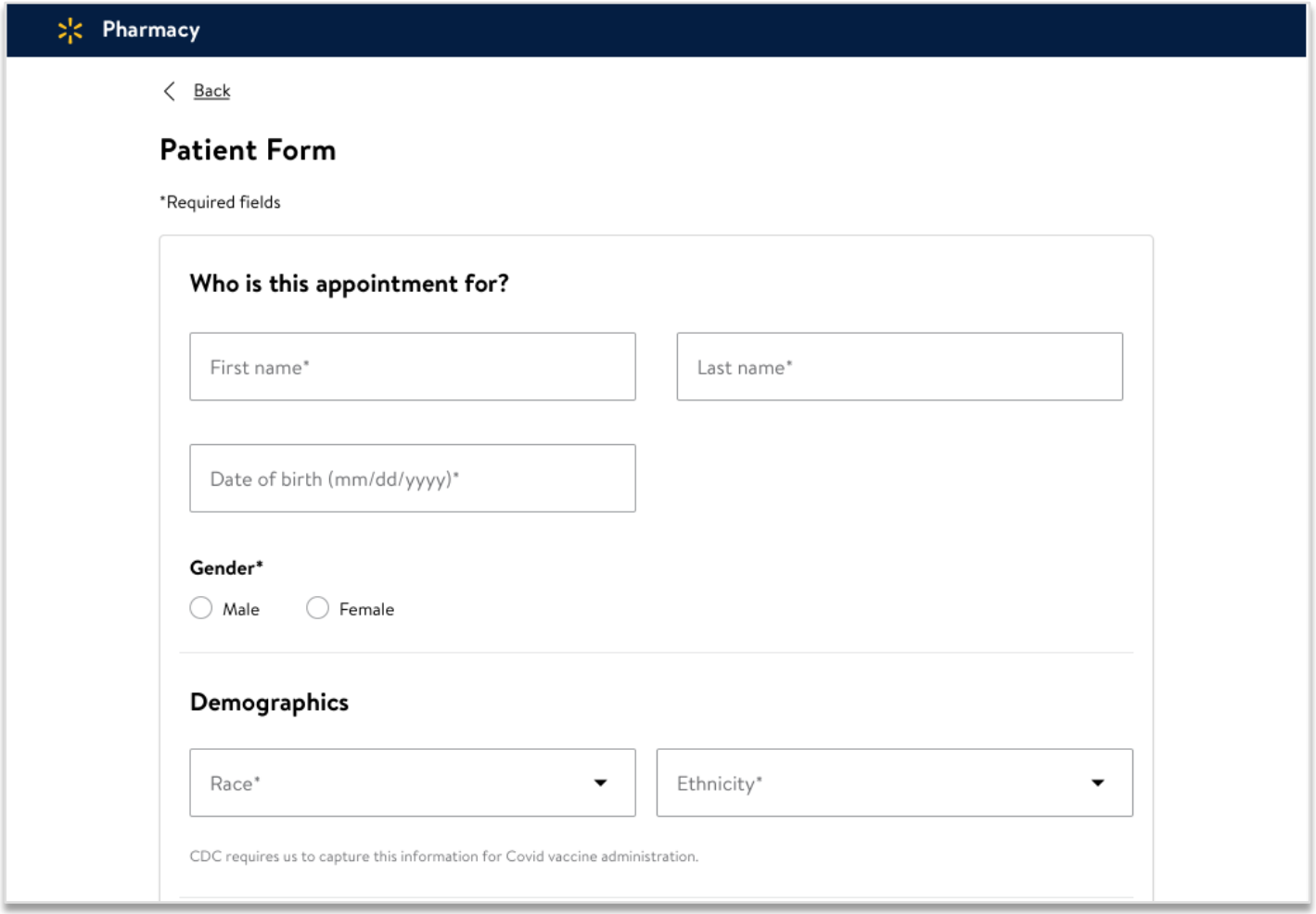
Customers will select Add a patient to begin entering required information to complete scheduling their appointment.

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



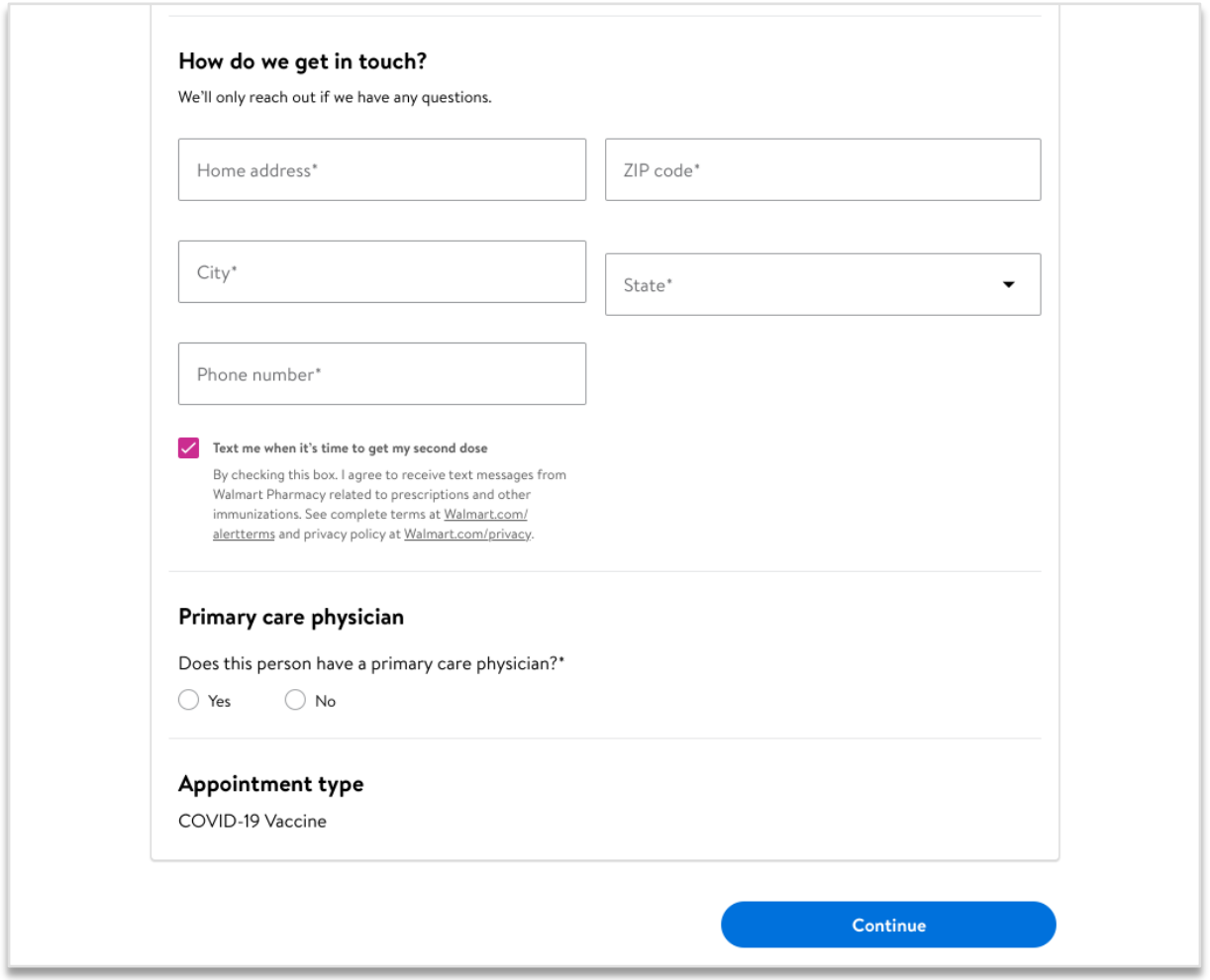
Scheduling an appointment on Walmart.com

Customers will complete the digital Patient Questionnaire Consent Form.



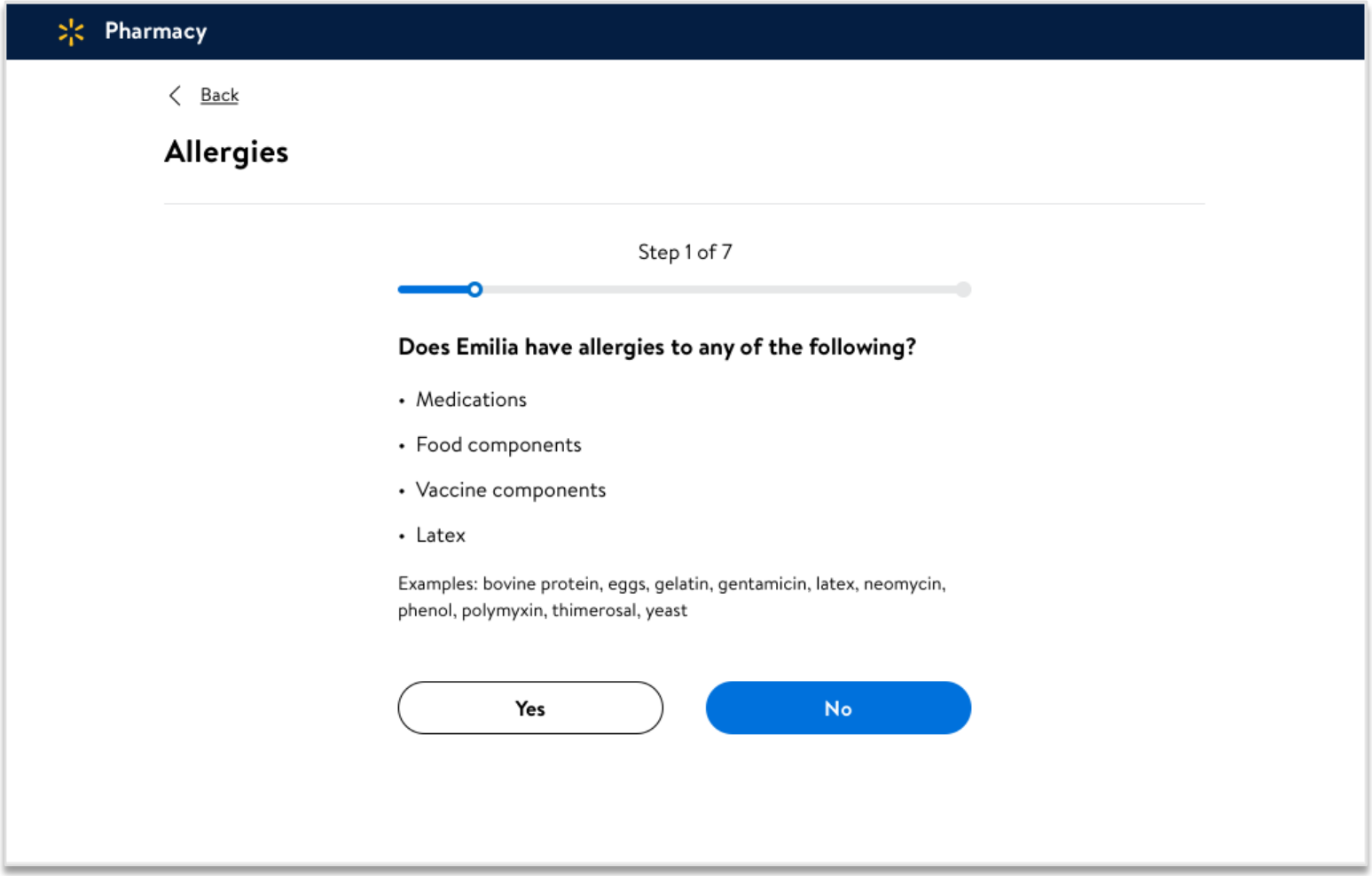
Scheduling an appointment on Walmart.com

Customers will complete the digital Patient Questionnaire Consent Form.



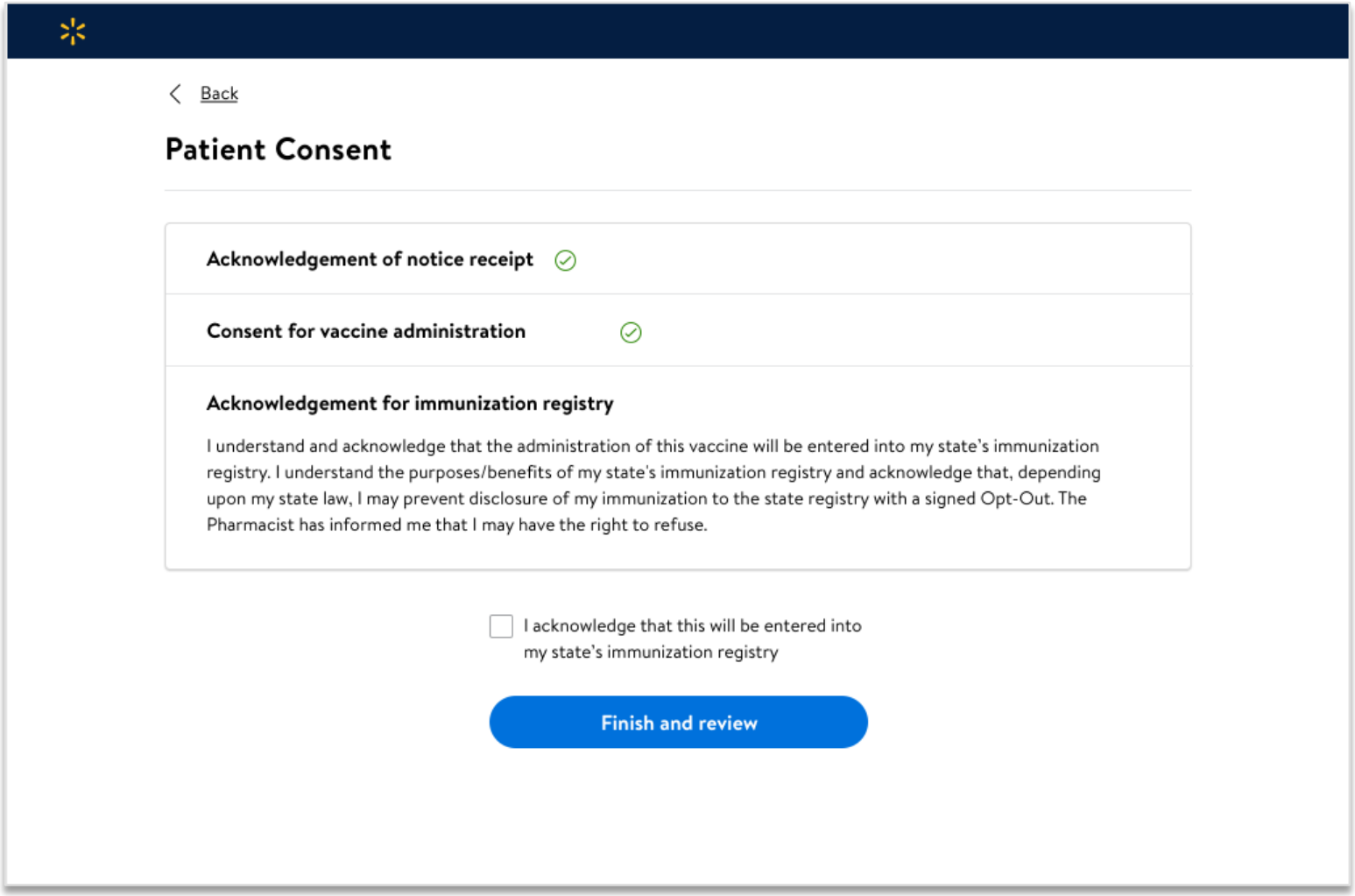
Scheduling an appointment on Walmart.com

Customers will complete the digital Patient Questionnaire Consent Form.



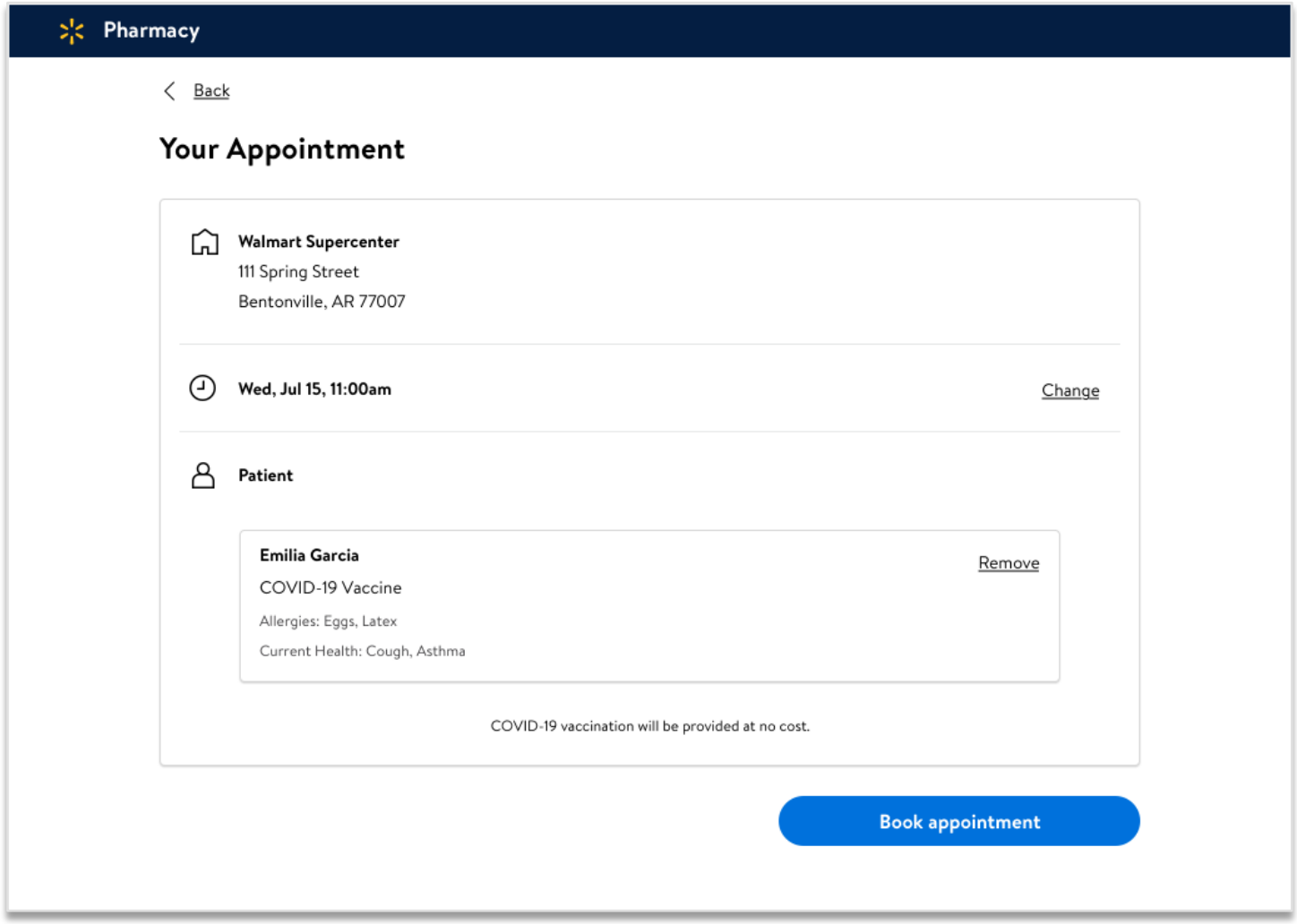
Scheduling an appointment on Walmart.com

Customers will complete the digital Patient Questionnaire Consent Form.



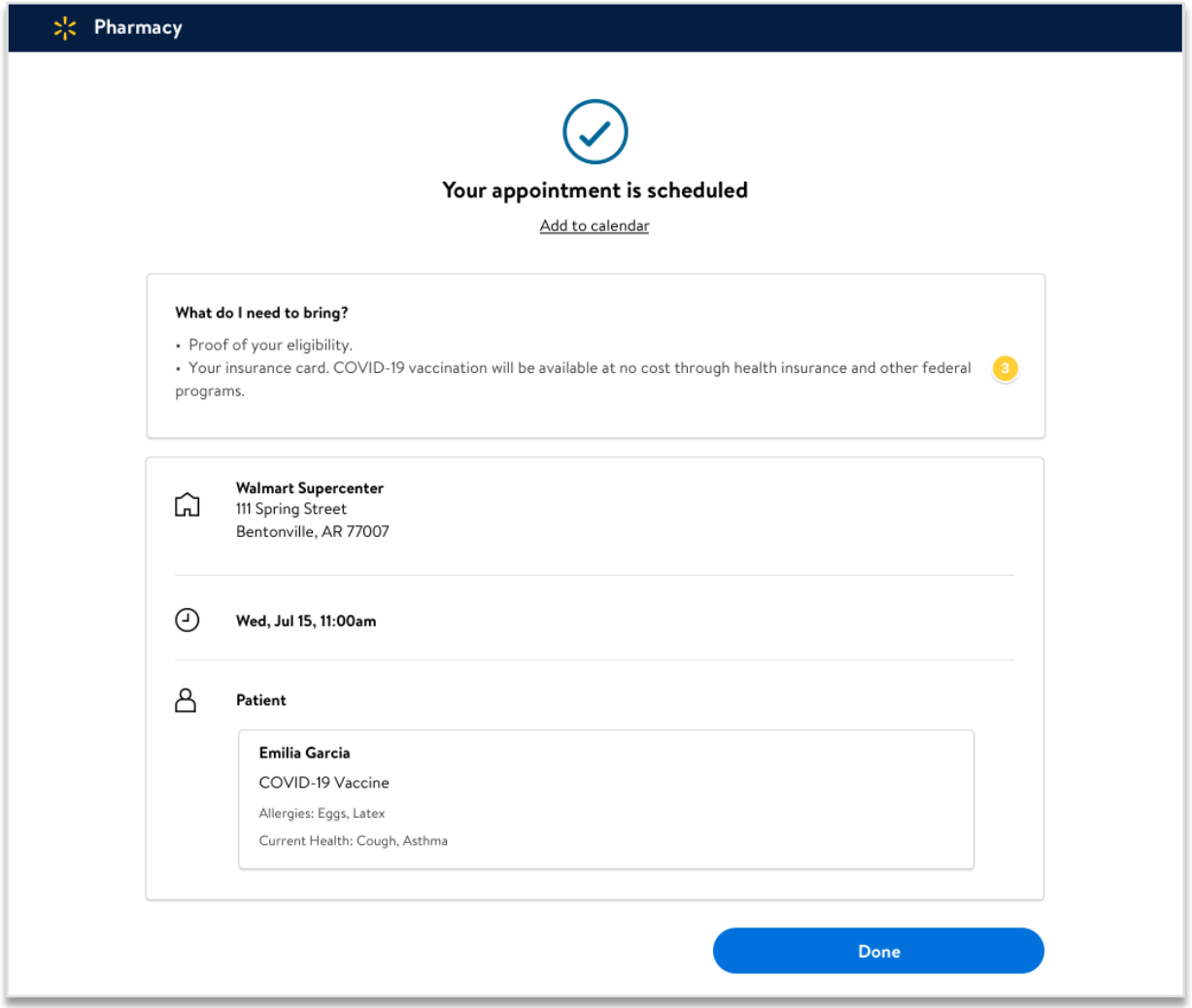
Scheduling an appointment on Walmart.com

Customers will select **Book Appointment**.



Scheduling an appointment on Walmart.com

Customers will receive a Confirmation screen.

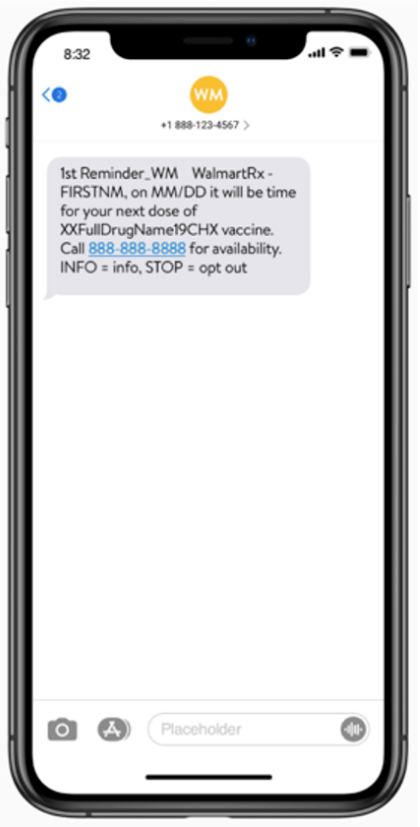


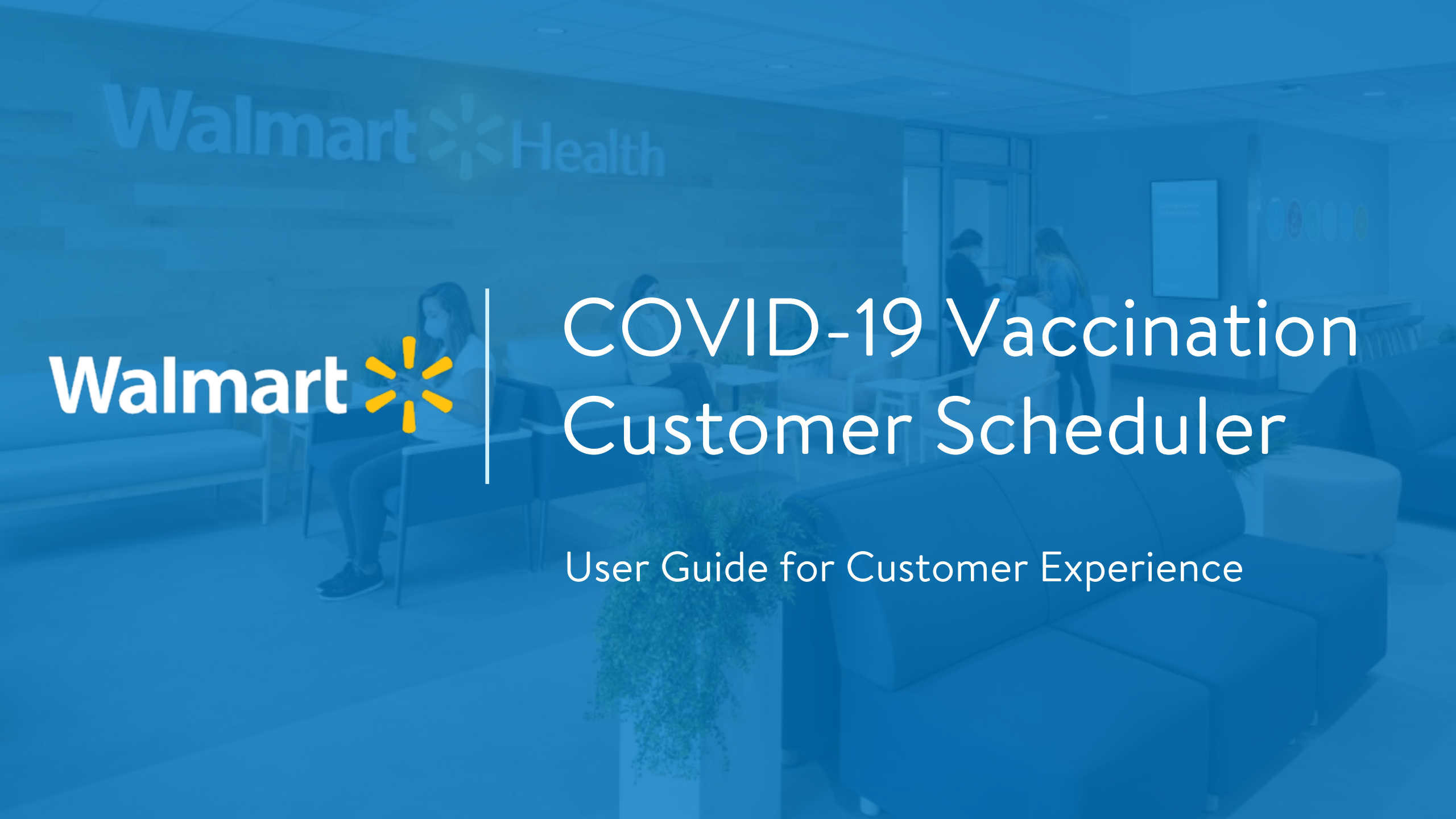
Scheduling an appointment on Walmart.com

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	When you arrive, check in at the pharmacy counter for your appointment. Please bring proof of your eligibility and your insurance card. COVID-19 vaccination will be available at no cost through health insurance and other federal programs.

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





Walmart

COVID-19 Vaccination Customer Scheduler

User Guide for Customer Experience