

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.

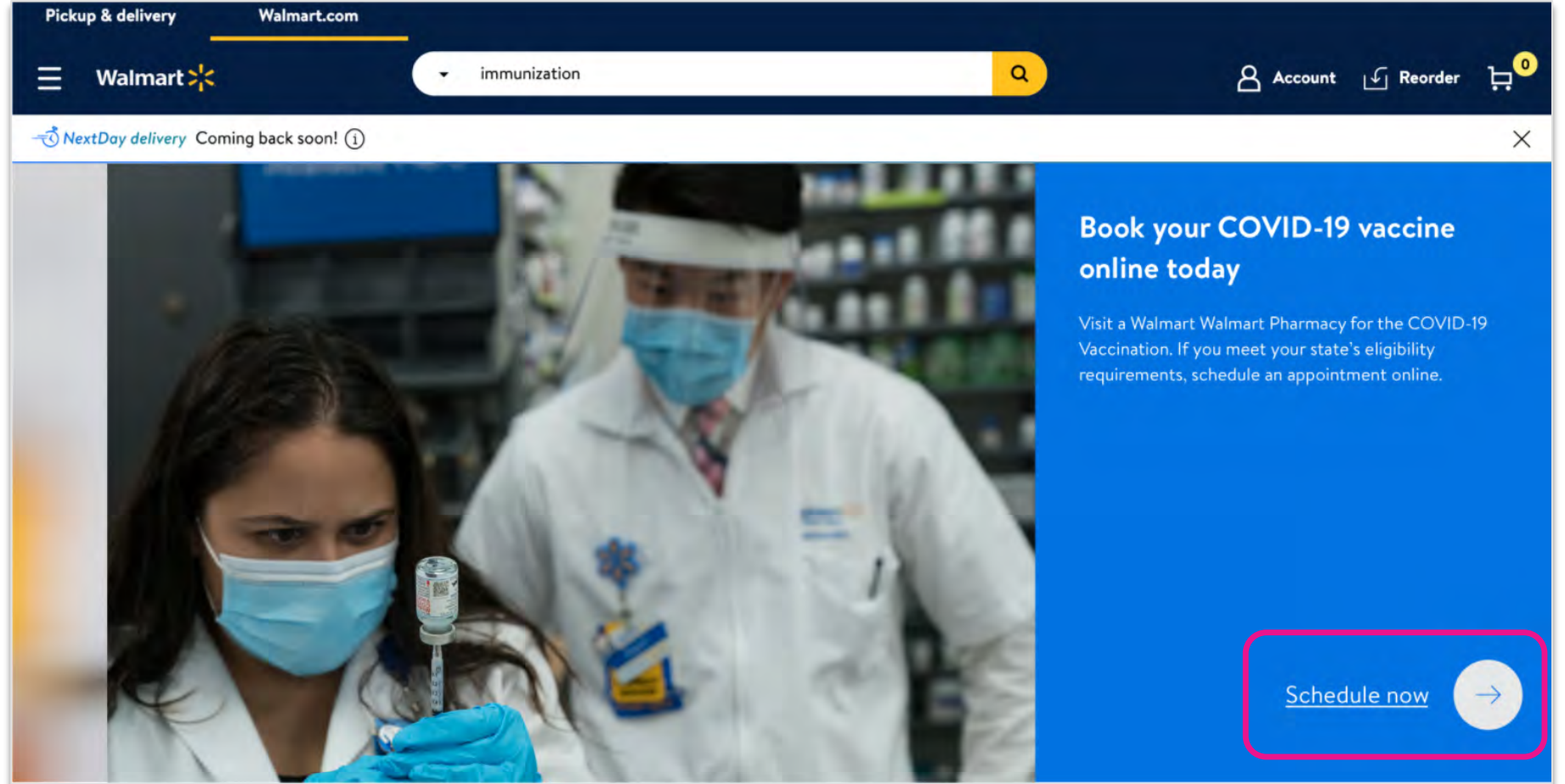
In addition to the current walk-in process, patients will now be able to digitally schedule a COVID-19 immunization appointment and complete the Patient Questionnaire Consent Form (PQCF) ahead of time on Walmart.com.

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. On the left is a desktop browser view of the 'Patient Form' in the Walmart Pharmacy app. It includes a 'Back' button, a title 'Patient Form', and a note '*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 fields for 'Race*' and 'Ethnicity*'. A small note at the bottom states 'CDC requires us to capture this information for Covid vaccine administration.' On the right is a mobile app view of the 'Review Consent Form' for a patient named GARCIA, EMILIA, 32 years old. A red circle highlights the patient information section, which includes 'SECTION A: Verify Patient Name & D.O.B.' with fields for 'D.O.B.' (06/06/1988), 'Gender' (Female), 'Address' (2121 Main St, Anytown, ST 12345), and 'Phone' ((123)456.6789). Below this is 'Primary Care Physician' (None) and a 'VERIFIED' button. 'SECTION B: Verify DURs' has 'D Yes' and 'D No' buttons. At the bottom, there is a 'Patient Signature' field with a 'Sign Now' link and a grey bar with 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.



The image shows a screenshot of the Walmart Pharmacy website. At the top, there is a dark blue header with the Walmart logo and the word "Pharmacy". Below the header, the main heading is "Pharmacies offering COVID-19 vaccination". Underneath this heading is a sub-heading: "Select a pharmacy in your area to confirm eligibility and schedule an appointment." The central part of the page features a map of the United States. Overlaid on the map is a white search box with a location pin icon. The text inside the search box says "Enter a location to find a nearby Walmart pharmacy." Below this text is a text input field labeled "Enter ZIP code" and a "Set location" button. At the bottom right of the page, there is a large blue button with the text "Continue".

Continue

Scheduling an appointment on Walmart.com

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

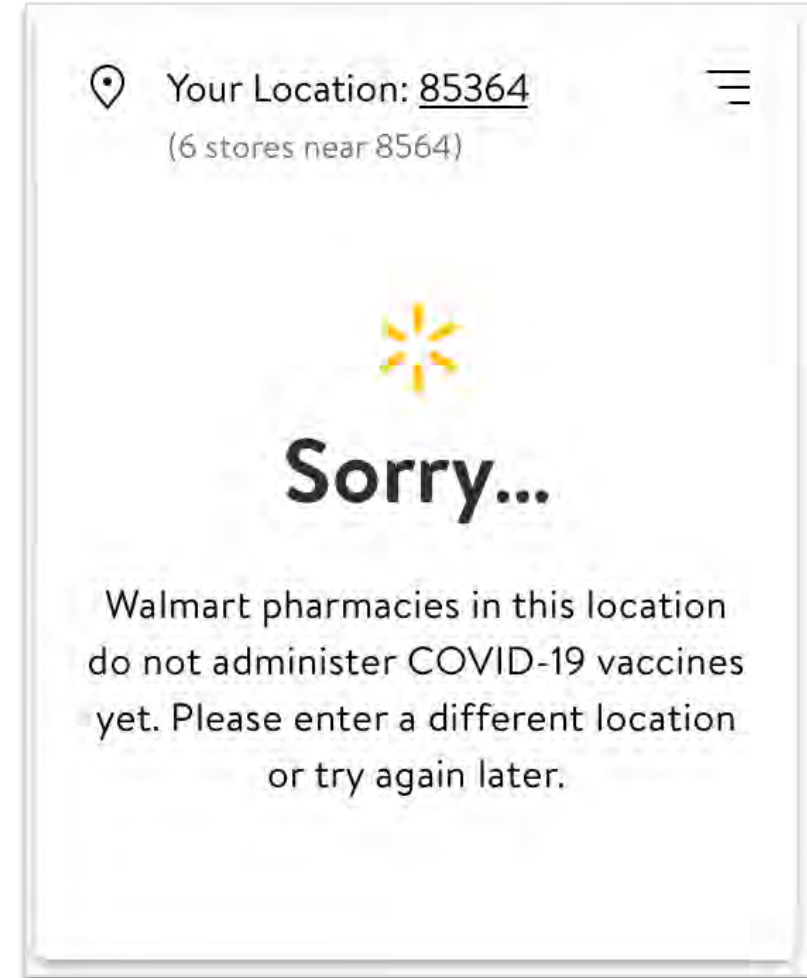
The screenshot shows the Walmart Pharmacy app interface. At the top, there is a dark blue header with the Walmart logo and the word "Pharmacy". Below the header, the main heading is "Pharmacies offering COVID-19 vaccination". Underneath this heading is the instruction: "Select a pharmacy in your area to confirm eligibility and schedule an appointment." The central part of the screen features a map of the Bentonville, AR area. On the left side of the map, there is a white panel with a search bar containing "Your Location: 85364" and "(6 stores near 8564)". Below the search bar, the panel lists "Nearby Stores" with three entries:

Store Name	Address	Distance
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.

At the bottom right of the screen, there is a prominent blue button labeled "Continue".

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.

The screenshot shows a web interface for scheduling a COVID-19 vaccine appointment. At the top, there is a dark blue header with the Walmart Pharmacy logo and the word "Pharmacy". Below the header, there is a navigation link with a left arrow and the text "Back". The main heading is "Eligibility to receive COVID-19 vaccine in [Alabama]". A central box contains the instruction "Confirm you belong to one of the below groups:" followed by four unchecked checkboxes with corresponding text: "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]

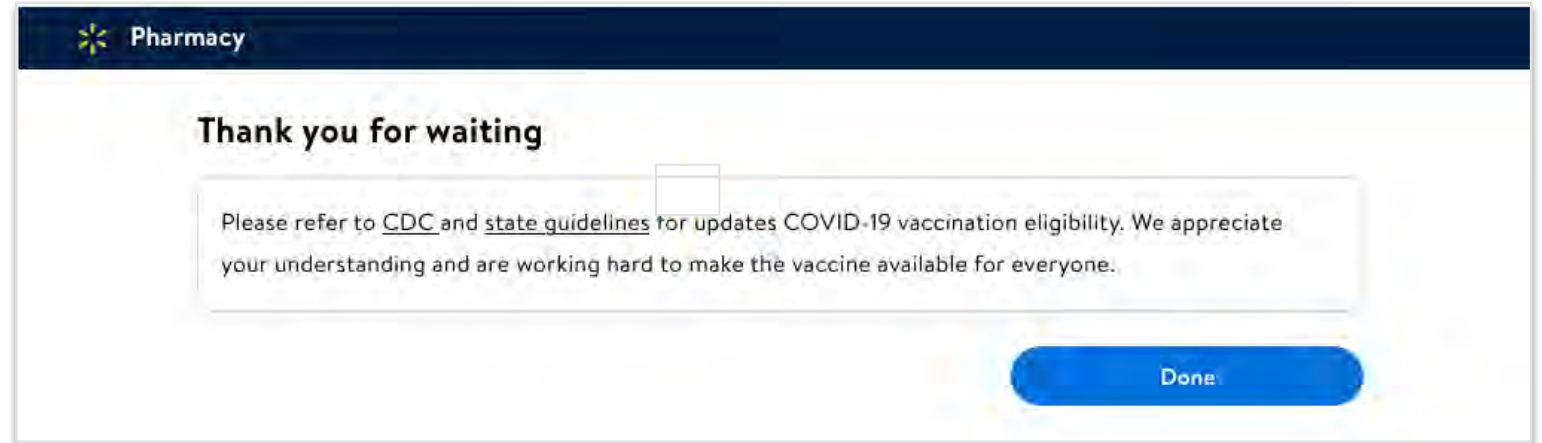
Confirm you belong to one of the below groups:

- 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](#)

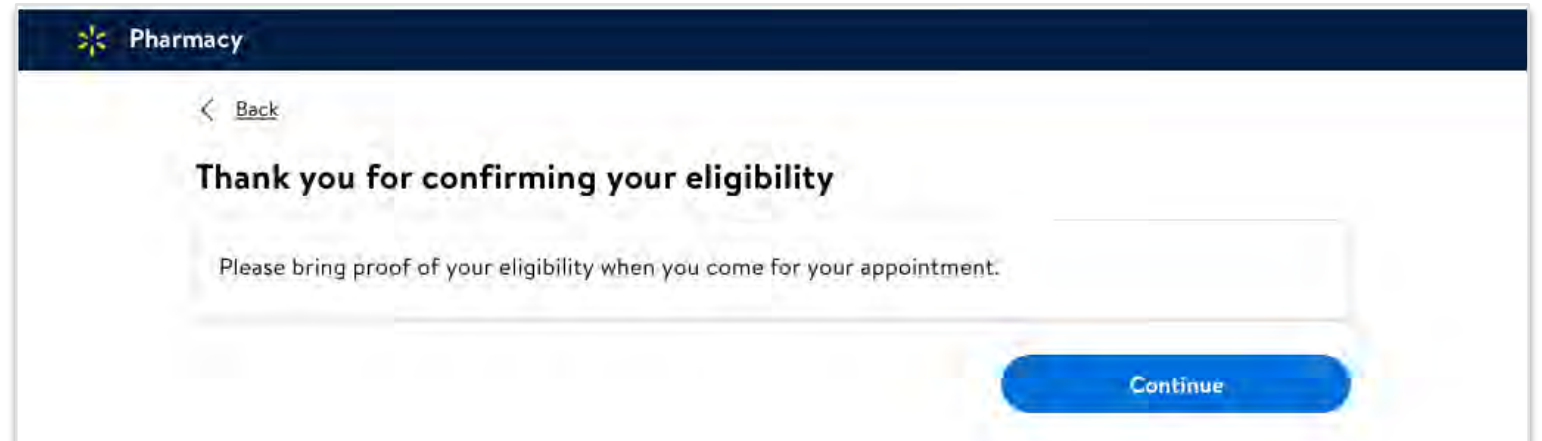
I'm not eligible yet Confirm

Scheduling an appointment on Walmart.com

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



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



Scheduling an appointment on Walmart.com

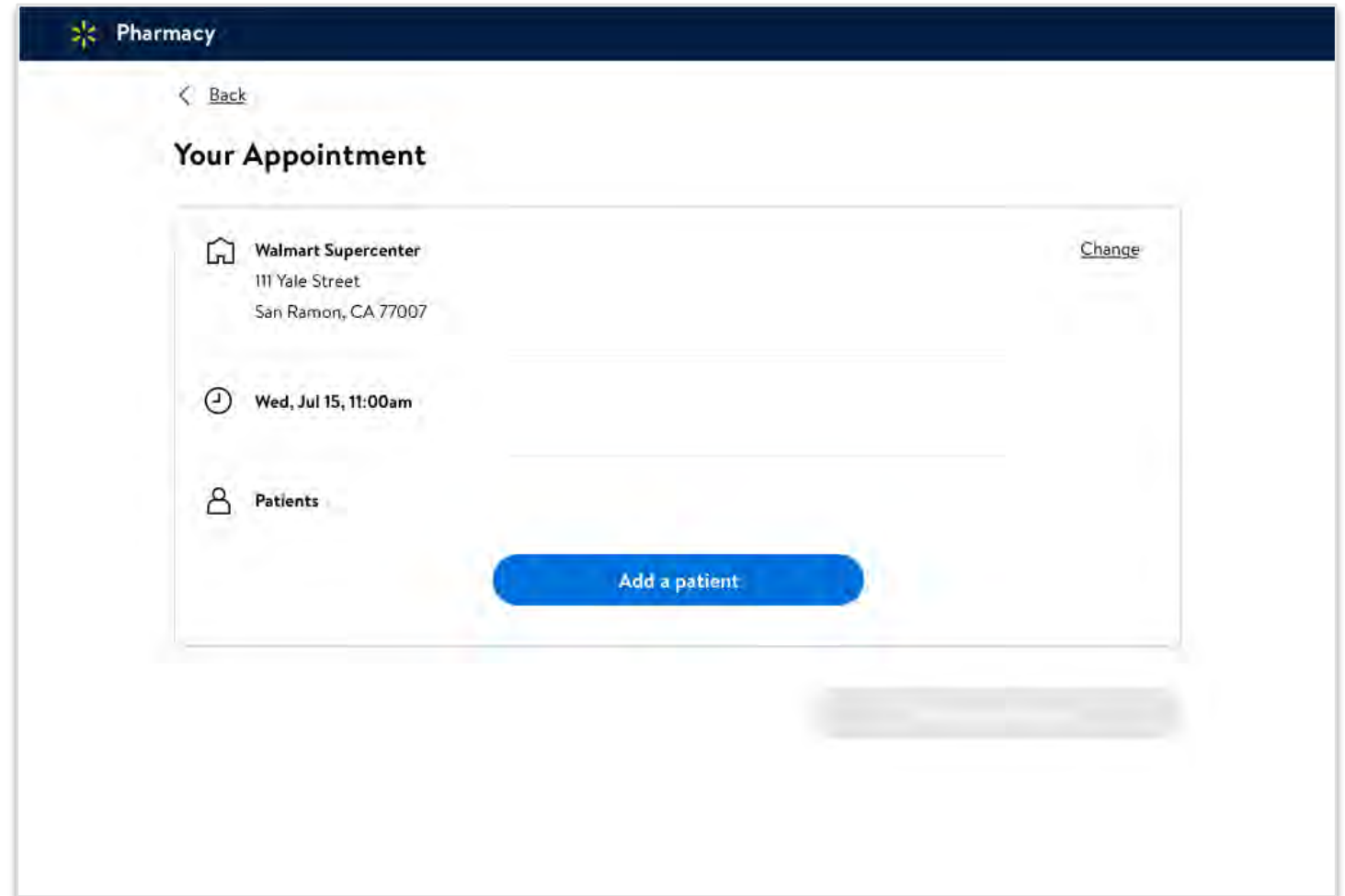
Customers will reserve a preferred date and time.

The screenshot shows the 'Pharmacy' section of the Walmart app. At the top, there is a 'Back' button. Below it, the heading 'Reserve a time slot' is displayed. A box contains the pharmacy name 'Walmart Supercenter' and the address '111 Spring Street, Bentonville, AR 77007', with a 'Change' link to the right. A calendar view shows the days from 'Today' (13) to 'Sunday' (19). 'Wednesday' (15) is highlighted with a pink circle. Below the calendar, a list of time slots is shown with radio buttons: 10:00am, 10:20am, 10:40am, 11:00am (selected), 11:20am, 11:40am, 12:00pm, and 3:00pm. A blue 'Continue' button is located at the bottom right of the interface.

Scheduling an appointment on Walmart.com

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

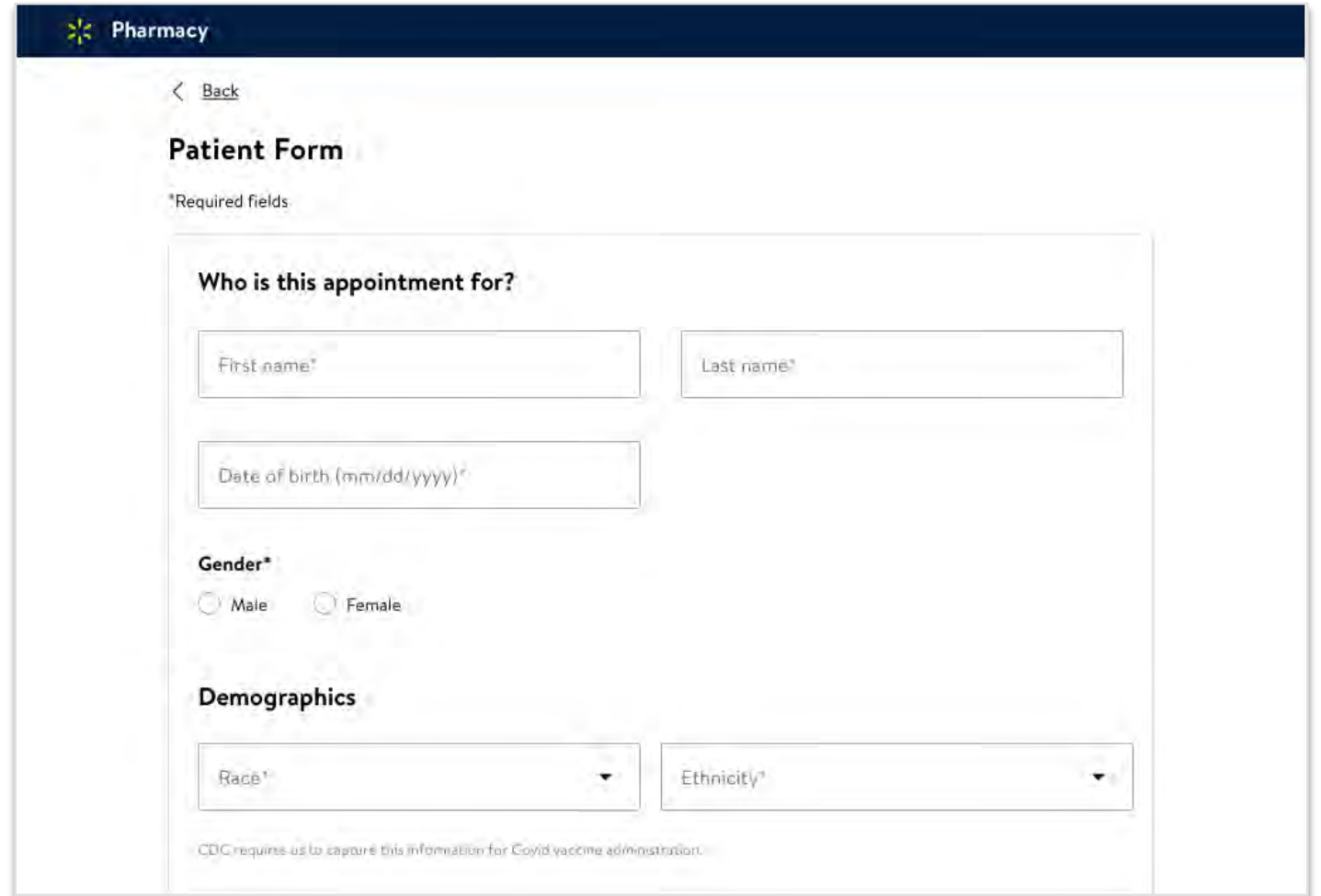
***Note: Appointments can only be made for a single patient. Multiple patient appointments are not available for COVID-19 vaccines.**



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 white navigation bar with a left-pointing 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 a house icon, the text 'Walmart Supercenter', the address '111 Yale Street, San Ramon, CA 77007', and a 'Change' link. The second section shows a clock icon and the text 'Wed, Jul 15, 11:00am'. The third section shows a person icon and the text 'Patients'. At the bottom of the box is a prominent blue button with the text 'Add a patient'.

Scheduling an appointment on Walmart.com

Customers will complete the digital Patient Questionnaire Consent Form.



The screenshot shows a digital form titled "Patient Form" within a "Pharmacy" header. A "Back" link is visible at the top left. Below the title, a note indicates "*Required fields". The form is divided into sections: "Who is this appointment for?" which includes input fields for "First name*", "Last name*", and "Date of birth (mm/dd/yyyy)*"; a "Gender*" section with radio buttons for "Male" and "Female"; and a "Demographics" section with dropdown menus for "Race*" and "Ethnicity*". A small disclaimer at the bottom states "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?*

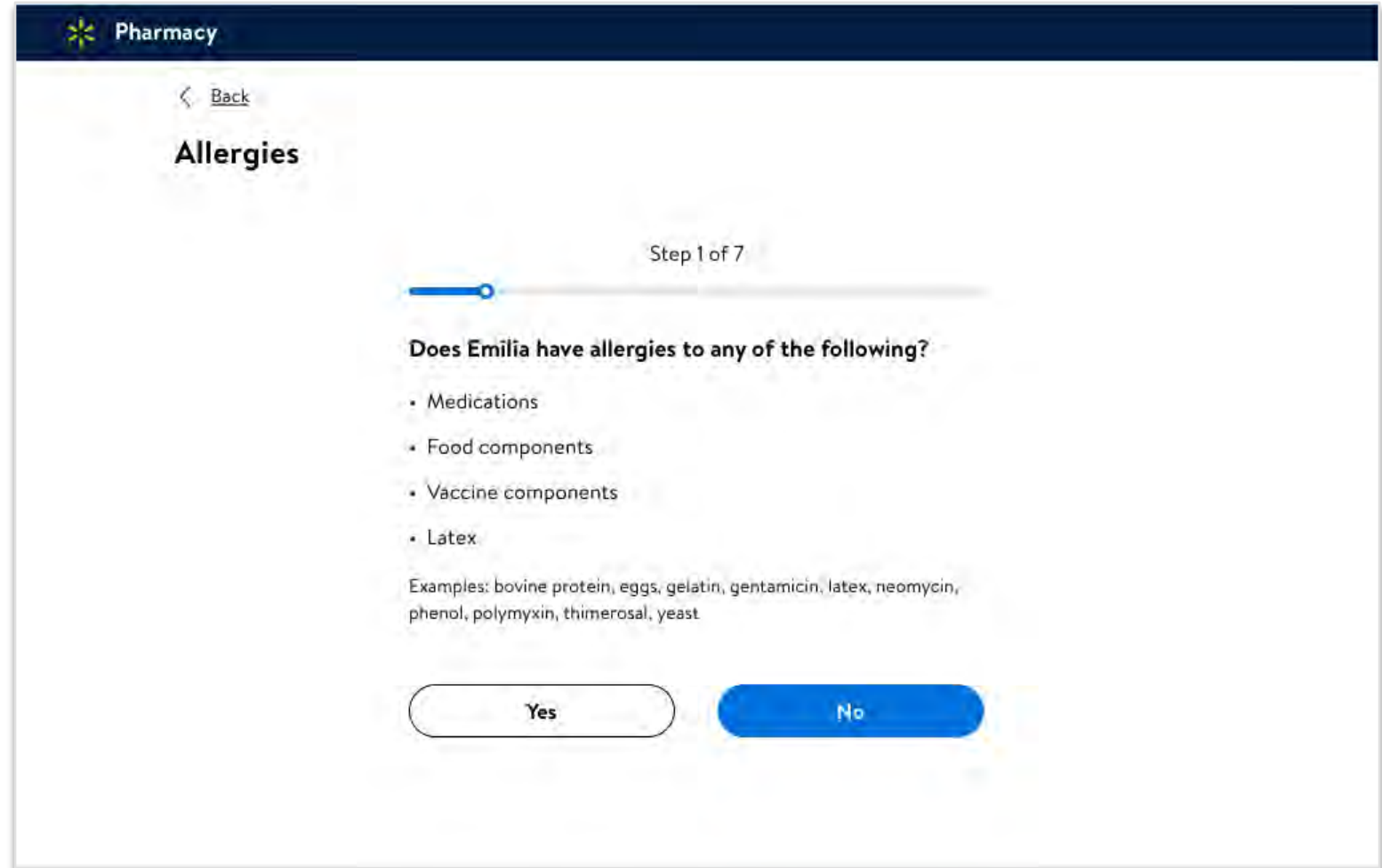
Yes No

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 digital form titled "Allergies" under the "Pharmacy" header. It includes a "Back" link, a progress indicator for "Step 1 of 7", and a question: "Does Emilia have allergies to any of the following?". The question lists four categories: Medications, Food components, Vaccine components, and Latex. Below the list, it provides examples: bovine protein, eggs, gelatin, gentamicin, latex, neomycin, phenol, polymyxin, thimerosal, yeast. At the bottom, there are two buttons: "Yes" and "No".

Pharmacy

[Back](#)

Allergies

Step 1 of 7

Does Emilia have allergies to any of the following?

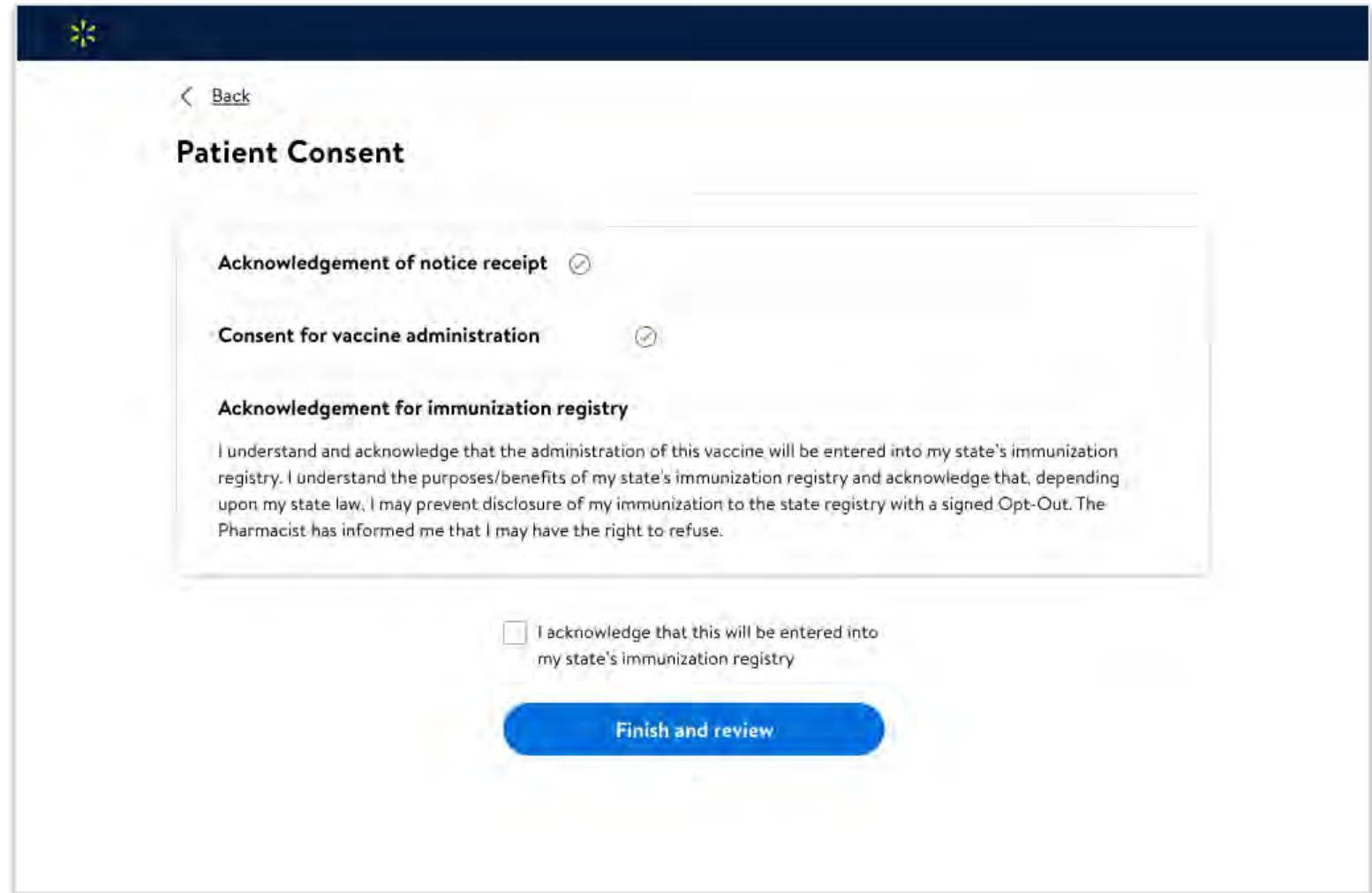
- Medications
- Food components
- Vaccine components
- Latex


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](#)

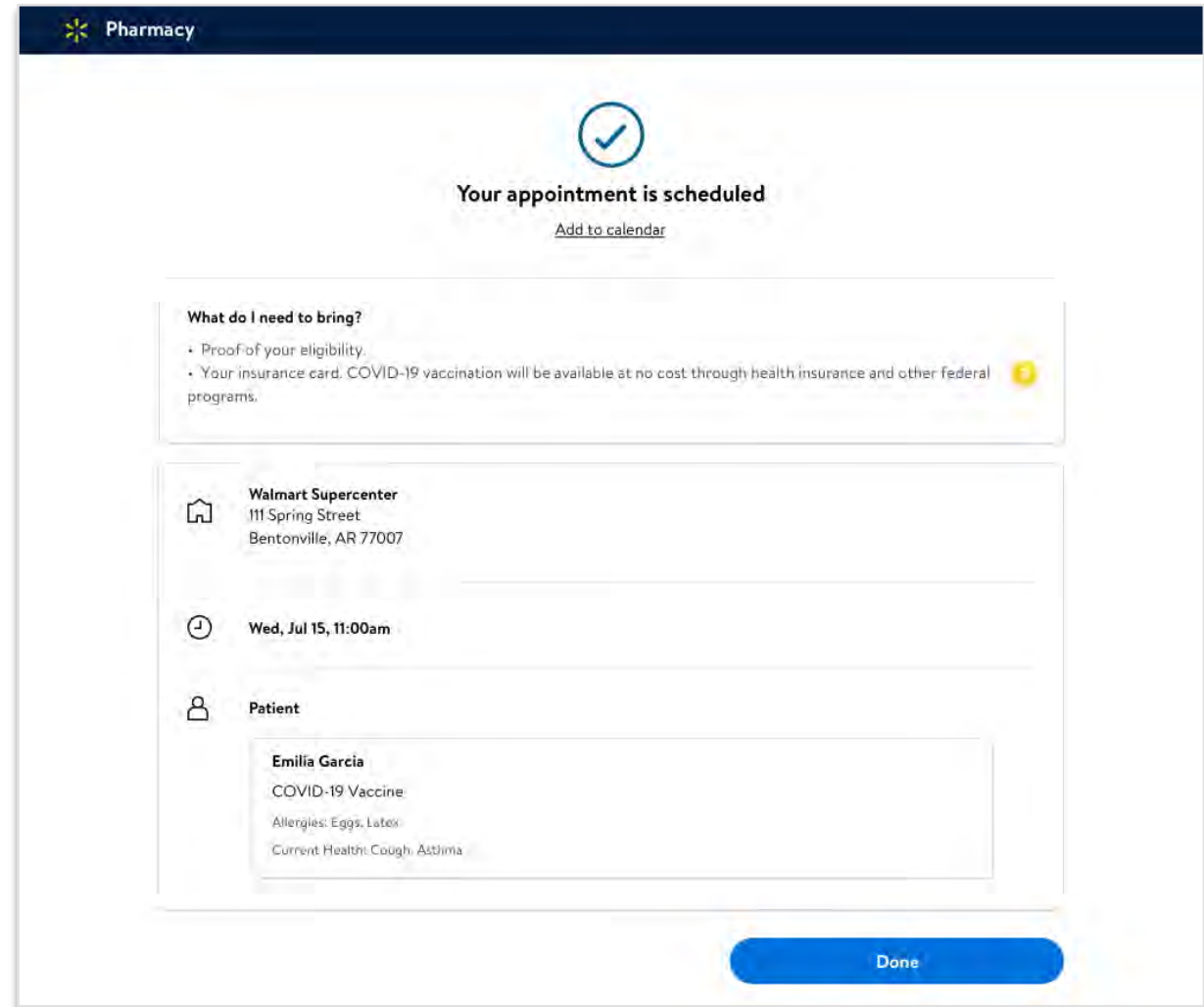
Scheduling an appointment on Walmart.com

Customers will select **Book Appointment.**

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 white 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 blue border. It includes a location icon, the name 'Walmart Supercenter', and the address '111 Spring Street, Bentonville, AR 77007'. Below the location is a clock icon, the date and time 'Wed, Jul 15, 11:00am', and a 'Change' link. Underneath is a person icon, the word 'Patient', and a box containing the patient's name 'Emilia Garcia', the service 'COVID-19 Vaccine', allergies 'Eggs, Latex', and current health 'Cough, Asthma'. A 'Remove' link is next to the patient information. At the bottom of the box, it states 'COVID-19 vaccination will be provided at no cost.' A large blue button with the text 'Book appointment.' is located at the bottom right of the interface.

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.



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