COVID-19 Vaccination Appointment Instructions

Included:
- Registering via Desktop (page 1)
- Registering via Mobile (page 7)
- Cancelling an Appointment (page 17)
- Important Reminders (page 19)

Desktop View
1. Visit [www.lowellgeneral.org/covidvaccine](http://www.lowellgeneral.org/covidvaccine) to register for an appointment. You must have a confirmed appointment to receive the vaccine.

2. Scroll down to see the available appointment times. You will see seven (7) blocks to choose an appointment time, **COVID-19 Healthcare Worker Vaccination 1** through **COVID-19 Healthcare Worker Vaccination 7**. Choose only ONE of the boxes to select an open appointment time.
COVID-19 Vaccination Appointment Instructions

3. Once you find an open slot, click on the time listed in the white block. **Please note: you should scroll through each block to see all available times.** For example, there may be a time available on Block 6 earlier than the “Next Available Appointment” in Block 1.

![Image of appointment schedule]

4. A new internet window will open to the HealthPost scheduling website. There will be an **IMPORTANT MESSAGE** block that appears. Please read through the message and if you qualify based on the message requirements, click on the blue “Continue Booking” button.

![Image of important message]

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COVID-19 Vaccination Appointment Instructions

5. Complete the required fields in the form.
COVID-19 Vaccination Appointment Instructions

Additional Question(s)

Guarantor’s Relationship to Patient *

self

Insurance *

Select One

Group Number * 

Subscriber ID *

Enter details from your insurance card in the fields here

Insurance Contact Phone Number?

Do you have secondary insurance?

Yes ☐ No ☐

Are you currently employed as a Healthcare Provider? *

Yes ☐ No ☐

Employer name/Healthcare facility *

Enter Hospital Name, Healthcare Organization, or Practice Name

Notify me by email of news and updates from Lowell General Hospital *

Yes ☐ No ☐
COVID-19 Vaccination Appointment Instructions

6. Answer if you would like to review text message appointment reminders.

7. Click the blue “Make Appointment” button once you have completed all the required fields.

8. You will receive a follow-up email notification to confirm your appointment. **You must confirm your appointment** through that email or via phone call in order to keep your appointment time. Your unconfirmed appointment time will be held for one (1) hour.
COVID-19 Vaccination Appointment Instructions

9. Once you confirm, you will receive a final email.

[Map of Lowell General Hospital]

COVID-19 Healthcare Worker Vaccination 6
Lowell General Hospital - COVID-19 Vaccination
CLARK AUDITORIUM 295 Varnum Ave
Lowell, MA 01854
(Please Do Not call to make appointment updates. Use Cancel and or reschedule my appointment link below.)
(978) 942-2488

Appointment Date & Time

Note from the Provider

Thank you for choosing Lowell General Hospital. Please do not arrive more than 3 minutes prior to your appointment time to fill out forms and related paperwork.

We are required to verify your identity and active status as a healthcare worker with a photo ID. You will be asked to show the following forms of identification:

- Government-issued photo ID (i.e. driver's license)
- Badge from current place of employment as a healthcare worker
- Health insurance card (i.e. HMO or PPO card, etc.), if you are NOT a Lowell General Hospital Employee

If you do not have the proper forms of ID, you will be denied entrance.

Please allocate 30 minutes for this appointment. The vaccination process is quick; however we are required to monitor you for 15 minutes post injection.

To access the most recent Fact Sheets, please visit www.covidvaccine.com or call 1-877-629-2619 (1-877-VAX CO19)

Want to reschedule or cancel your appointment?

To reschedule an appointment, you must first cancel your appointment and select a new appointment time.

Cancel and or reschedule my appointment
COVID-19 Vaccination Appointment Instructions

Mobile View
1. Visit www.lowellgeneral.org/covidvaccine to register for an appointment. You must have an appointment to receive the vaccine.
2. Scroll down to see the available appointment times. You will see seven (7) blocks to choose an appointment time, COVID-19 Healthcare Worker Vaccination 1 through COVID-19 Healthcare Worker Vaccination 7. Choose only ONE of the boxes to select an open appointment time.
COVID-19 Vaccination Appointment Instructions

3. Once you find an open slot, click on the time listed in the white block. **Please note: you should scroll through each block to see all available times.** For example, there may be a time available on Block 6 earlier than the “Next Available Appointment” in Block 1.
COVID-19 Vaccination Appointment Instructions

4. A new internet window will open to the HealthPost scheduling website. There will be an IMPORTANT MESSAGE block that appears. Please read through the message and if you qualify based on the message requirements, click on the blue “Continue Booking” button.
5. Complete the required fields in the form.

Date & Time
COVID-19 Healthcare Worker Vaccination 6
Allergy & Immunology • Lowell General Hospital - COVID-19 Vaccination • 295 Varnum Ave • Lowell, MA 01854 • (978) 942-2488

Please Do Not call to make appointment updates. Use Cancel and or reschedule my appointment link below.

How May Your Provider Contact You?

Contact Email *

Contact Number *

The information you provide in this booking form will be SAFE, SECURE & CONFIDENTIAL. It will only be used to complete the online appointment booking process between you and your provider.
COVID-19 Vaccination Appointment Instructions

- To change the month, day and year, first click on the correct DAY then click on the month and year for the drop down menu where you can select the month and year.
COVID-19 Vaccination Appointment Instructions

To change the month, day and year, first click on the correct DAY then click on the month and year for the drop down menu where you can select the month and year.
6. Answer if you would like to review text message appointment reminders.

7. Click the blue “Make Appointment” button once you have completed all the required fields.
COVID-19 Vaccination Appointment Instructions

8. You will receive a follow-up email notification to confirm your appointment. **You must confirm your appointment** through that email or via phone call in order to keep your appointment time.
COVID-19 Vaccination Appointment Instructions

9. Once you confirm, you will receive a final email.

Name, your appointment is confirmed!

COVID-19 Healthcare Worker Vaccination 6
Lowell General Hospital - COVID-19 Vaccination
CLARK AUDITORIUM 295 Varnum Ave
Lowell, MA 01854
( Please Do Not call to make appointment updates. Use Cancel and or reschedule my appointment link below.)
(978) 942-2488

Note from the Provider

Thank you for choosing Lowell General Hospital. Please do not arrive more than 3 minutes prior to your appointment time to fill out forms and related paperwork.

We are required to verify your identity and active status as a healthcare worker with a photo ID. You will be asked to show the following forms of identification:

- Government-issued photo ID (i.e. driver’s license)
- Badge from current place of employment as a healthcare worker
- Health insurance card (i.e. HMO or PPO card, etc.), if you are NOT a Lowell General Hospital Employee

If you do not have the proper forms of ID, you will be denied entrance.

Please allocate 30 minutes for this appointment. The vaccination process is quick, however we are required to monitor you for 15 minutes post injection.

To access the most recent Fact Sheets, please visit www.covidvaccine.com or call 1-877-829-2619 (1-877-VAXCO19)

Want to reschedule or cancel your appointment?

To reschedule an appointment, you must first cancel your appointment and select a new appointment time.

Cancel and or reschedule my appointment
COVID-19 Vaccination Appointment Instructions

Cancelling an Appointment

Important: if you do not confirm your appointment within the one (1) hour timeframe that you initially registered, that appointment will be automatically cancelled.

1. Open the confirmation email that you received and scroll down.
2. Click on the “Cancel and or reschedule my appointment” link.

   Note from the Provider

   Thank you for choosing Lowell General Hospital. Please do not arrive more than 3 minutes prior to your appointment time to fill out forms and related paperwork.

   We are required to verify your identity and active status as a healthcare worker with a photo ID. You will be asked to show the following forms of identification:

   - Government-issued photo ID (i.e. driver’s license)
   - Badge from current place of employment as a healthcare worker
   - Health insurance card (i.e. HMO or PPO card, etc.), if you are NOT a Lowell General Hospital Employee

   If you do not have the proper forms of ID, you will be denied entrance.

   Please allocate 30 minutes for this appointment. The vaccination process is quick, however we are required to monitor you for 15 minutes post injection.

   To access the most recent Fact Sheets, please visit [www.cvidvaccine.com](http://www.cvidvaccine.com) or call 1-877-929-2619 (1-877-VAX-CO19)

3. The HealthPost website will open and ask you to sign into your account (skip to step 6). If you do not have yet have a HealthPost account, you will need to click the grey button to “Claim Your Account.”

4. Enter your email address and click the blue “Claim Your Account” button, then check your email.
COVID-19 Vaccination Appointment Instructions

5. In the email, click the blue “Claim Your Account” button and enter a password to create the account.

6. View your Upcoming Appointments and click on the grey “Cancel” button under the COVID-19 Healthcare Worker Vaccination appointment.

7. Enter the reason for the cancellation.

8. You will receive confirmation on the screen and via email.
COVID-19 Vaccination Appointment Instructions

Important Reminders
• To allow social distancing, please arrive no more than 3 minutes before your scheduled appointment.

• As vaccine is available only to healthcare workers at this time, you will be asked for identification and proof of your active status as a healthcare worker at time of check-in. If you cannot provide proof of employment as a healthcare worker, you will not be allowed into the vaccination clinic.

Please bring the following forms of identification:
  o Circle Health employees:
    ▪ ID badge
  o External healthcare staff:
    ▪ Government-issued photo ID (i.e., driver's license)
    ▪ ID badge from current place of employment as a healthcare worker
    ▪ Health insurance card (i.e. HMO or PPO card, etc.)