

# Teamwork Leads to Successful Meditech EXPANSE Launch



*A message from Craig Stearns, CIO:*

A very successful Electronic Health Record (EHR) launch occurred on October 1. After over twenty years with Meditech Client/Server, Gaylord is now live with a new EHR system, Meditech EXPANSE. Our new system will better support our current and future needs as Gaylord continues to do what we do best – serve our patients! For the last two years, a dedicated team of staff members from across our organization worked tirelessly to build the new system. In September, many team members started preparing for go-live over many

weekends by scheduling and registering all of our patients. Starting Saturday, September 30, over 50 team members from many disciplines came together to prepare the patient records for the cutover at 1:00 a.m. on October 1.

Our go-live was an overwhelming success. Our vendor partners (MEDITECH and Huron) remarked that we were among the best-prepared organizations and the smoothest go-live they have experienced! Thank you to everyone in the organization who contributed to the success of this project as an active member on the build team, as a trainer or a superuser, to everyone who prepared the new EHR with our patient data and to everyone who completed your training on time. Collectively we pulled this off!

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

## FYI DEADLINE

The deadline for the next FYI is Friday, October 27.

Email: [publicrelations@gaylord.org](mailto:publicrelations@gaylord.org)



## The Hospital of the Future

Travels & Traditions with Burt Wolf

## WATCH on CPTV

**"Gaylord: Hospital of the Future"**

**Saturday, October 21**  
9:00 a.m.

**Tuesday, October 24**  
5:30 p.m.

**Schedule your flu vaccination today!** More information on page 15



Our mission is to enhance health, maximize function and transform lives.

# 2024 Benefits Open Enrollment To Begin On October 25



It's that time of year again! Open Enrollment for 2024 Gaylord Benefits will occur from **Wednesday, October 25 through Wednesday, November 8.**

During this period, employees will be able to change their coverage, cancel coverage and add or remove dependents. This goes for medical, health savings accounts, dental, flexible spending accounts and any voluntary benefits.

If you won't be making changes to your coverage this year, then there's nothing that you need to do.

**Please note: The open enrollment presentation meeting that was scheduled via Zoom for Friday, October 20 at 12:10 p.m. will be rescheduled. More information coming soon to your email.**

There will be an open enrollment fair on Thursday, October 26 from 10 a.m. - 1:30 p.m. in the Brooker Lecture Hall. Contact Human Resources at extension 2824 with questions.

## **OCTOBER** Service Awards

Congratulations to the following employees for their years of service to Gaylord:

### **30 YEARS**

**Linda Krampitz**  
Materials Management

### **25 YEARS**

**Senada Duracak**  
Nursing Services

**June Napolitano**  
Nursing Services

### **20 YEARS**

**Morgan Douglas**  
Nursing Services

### **10 YEARS**

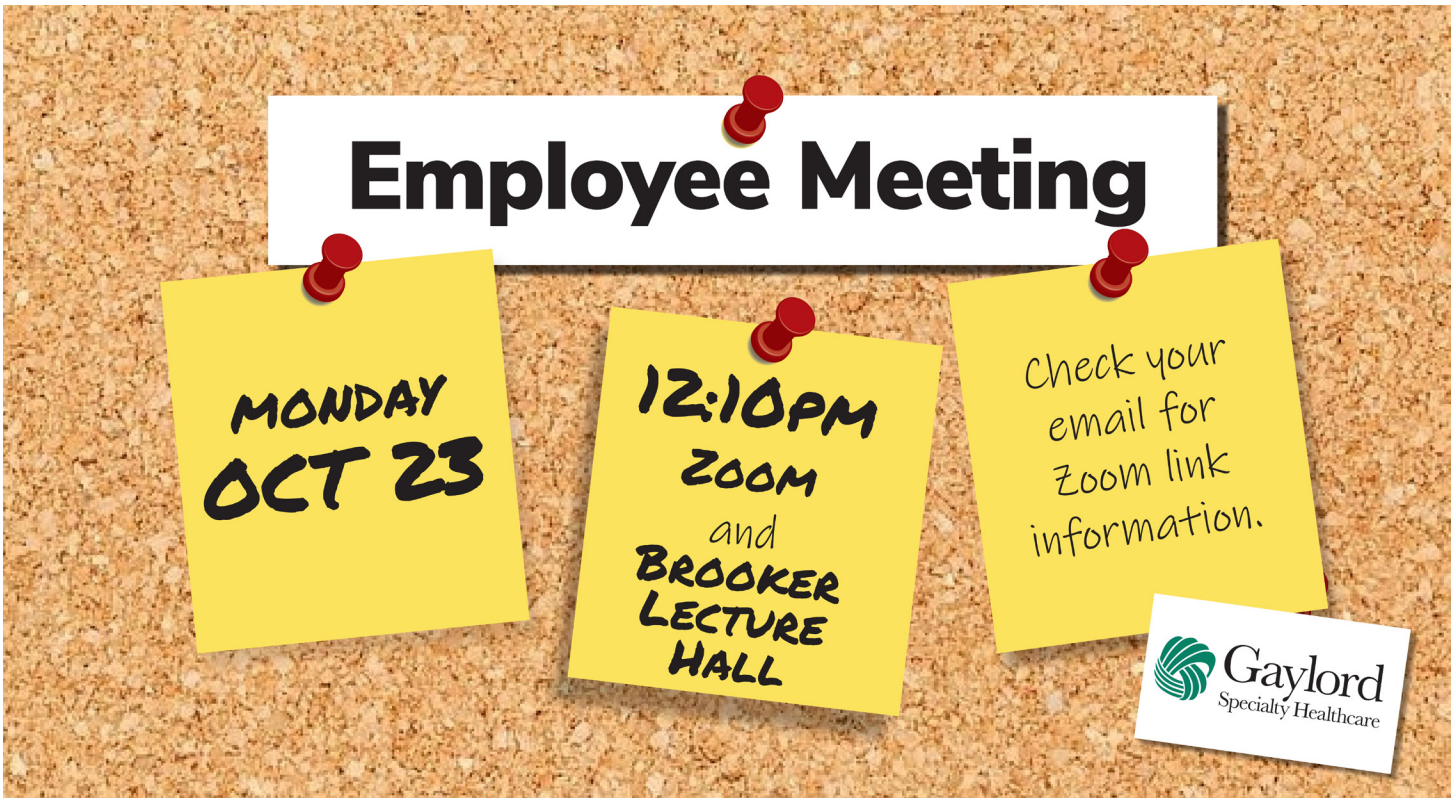
**Kelly Shepard**  
Pharmacy

### **5 YEARS**

**Eva Laryea**  
Nursing Services

**Domingo Quintana**  
Environmental Services

**Craig Stearns**  
Information Technology

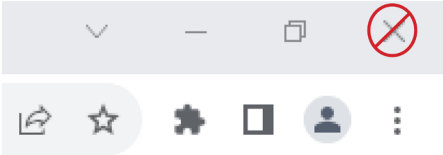


MEDITECH  
EXPANSE

REMINDER

CLOSE your sessions properly.

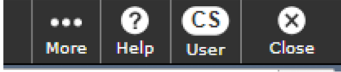
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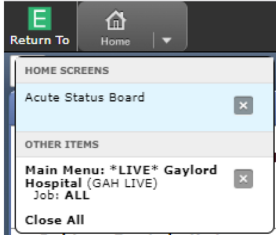
Don't Close the Browser

Please use either of the two options

Use the Close in Expanse:



Use the Close All under "Return To":





# Halloween PARADE

DRESS UP AND JOIN THE FUN!

**Tuesday, October 31**

**12:15 p.m.**

**Inpatient Gym**

Followed by treats in the  
Brooker Lecture Hall



**Gaylord**  
Specialty Healthcare

## On-Site Biometric Screening

**FRIDAY, NOVEMBER 3**

**7AM - 12PM**

**BROOKER LECTURE HALL**

Visit the intranet homepage/  
PULSE for more information

**Gaylord**  
Specialty Healthcare





# Get ready for CARF 2023!

November 13 -14



Prepare yourself for the CARF Survey by reading "Eyes on Gaylord" Newsletter

[Issue #6](#) on the intranet homepage/PULSE



The Gaylord Hospital Gift Shop offers a variety of gift items, accessories and personal care items. Our friendly volunteers can assist you with all your shopping needs! Located in the lobby of Jackson 1.

## GIFT SHOP HOURS

<b>Monday</b>	12:30 PM – 4:30 PM
<b>Tuesday</b>	1:00 PM – 4:00 PM
<b>Wednesday</b>	12:00 PM – 4:00 PM
<b>Thursday</b>	12:00 PM – 3:00 PM
<b>Friday</b>	10:30 AM – 2:30 PM
<b>Saturday</b>	CLOSED
<b>Sunday</b>	10:00 AM – 2:00 PM

Hours may be subject to change

When you shop tax-free at the Gaylord Gift Shop, your dollars help fund the Barbara Chase-Lane, Dolly Parisi and The Kornguth Scholarship Fund. Scholarships are awarded to children of employees/volunteers pursuing an education/degree in Nursing, Allied Health or in a healthcare related field of study. A formal application process is required and a committee reviews the applications and selects recipients. The number of scholarship recipients is dependent upon the amount of monies donated from sales in the Gift Shop and the contributions to the various scholarship funds.

The Gift Shop offers delivery to patient rooms with a minimum \$5 purchase.  
MC/Visa/Discover accepted.  
For information, call (203) 741-3235 during store hours.

# Congrats!

Congratulations to the following Respiratory Therapists who achieved clinical ladder for FY 23:

**Vanessa Baumann**

**Brittany Brown**

**Rebecca Nadeau**

All three achieved level 4



**Be Innovative.  
Think Possible.**



**Share your  
innovative  
ideas with us.**

Scan the QR code or  
email [innovation@gaylord.org](mailto:innovation@gaylord.org)

## October

Socketober  
October 1-31

Jeans for Charity  
October 6, 20

Halloween Bake Sale  
October 27

National Physical Therapy Month

National Case Management Week

National Respiratory Care Week

National Pharmacy Week

Infection Prevention Week

National Patient Account Management Week

Healthcare Quality Week

## November

Employee Giving Campaign  
November 2-17

Jeans for Charity  
November 3, 17

Flu Vaccination Deadline  
November 10

CARF Survey Visit  
November 13-14

Helping Hands Ice Cream Social  
November 15

## December

Jeans for Charity  
December 1, 15, 29

Employee Meeting  
December 6

Holiday Window Painting  
December 7

## January 2024

Jeans for Charity

# “Hospital of the Future” episode of International Public Television Series Makes CPTV Debut

## *Tune in October 21 and 24*

In the summer of 2021, a film crew from the public television series “Travels & Traditions with Burt Wolf” came to Gaylord to film a half-hour episode called the “Hospital of the Future.”

For nearly a year, the episode has aired to public television audiences across the world showcasing our rich history and “Think Possible” culture.

For the first time, the “Hospital of the Future” episode will air on our local CPTV station on **Saturday, October 21 at 9 a.m. and on Tuesday, October 24 at 5:30 p.m.**

Tune in and watch dozens of your Gaylord colleagues, former patients, and their families share their stories. If you miss the episode, you can watch on-demand at [www.gaylord.org/tv](http://www.gaylord.org/tv).



# Jeans for Charity: Friday, October 20



The featured organization is

## **Gaylord Special Needs Fund**

The Wilbur Goff Memorial Special Needs Fund was started in 2001 for patients

who have experienced a life-altering accident or sudden illness and have lost essential items important to them. Gaylord patients often require replacement or purchase of items lost during a health crisis. Some items are important to the patient’s rehabilitation, ultimate return home and maximum function. Gaylord staff will help patients get personal items replaced, and recommend our Special Needs Fund after health and other insurance decline the patient’s request.

Employees need a Jeans for Charity sticker or button to indicate their participation.

**Stickers can be purchased for \$5** in the cafeteria, Jackson Java, Human Resources, Jackson 2 outpatient, North Haven, Cheshire, Cromwell and Madison.

**Need to access Gaylord's  
Employee Assistance Program?  
Call (860) 233-6228.**

February	March	April	May	June
Jeans for Charity	National Nutrition Month Jeans for Charity	Occupational Therapy Month Jeans for Charity	National Hospital Week National Nurses Week Jeans for Charity	Gaylord Gauntlet 5k June 15



# PTO Payout Program Available



Did you know Gaylord has a PTO payout program? This benefit is open to anyone that is benefit eligible and accruing PTO, and will allow for a one week PTO payout in a given 12 month rolling basis. Ex: If you request

and are approved for a one week PTO payout in October 2023, you can take the next PTO payout in October 2024.

If you are interested in this at some point throughout the year, please complete the PTO payout form, have your supervisor sign off, and return it to Paul Pacileo in Human Resources via email, interoffice mail or in person. This form is located on the intranet under **Human Resources >>> Forms – Benefit Forms >>> PTO Payout Form 10.1.21.**

## Attention FYI Readers:

If you would like to submit an article, promote an event, etc., in FYI, please email: [publicrelations@gaylord.org](mailto:publicrelations@gaylord.org) with your details.

Thank you!



Follow Gaylord Specialty Healthcare on Facebook!  
[www.facebook.com/gaylordsspecialtyhealthcare](http://www.facebook.com/gaylordsspecialtyhealthcare)



Gaylord is also on YouTube.  
[www.youtube.com/user/GaylordHealthcare](http://www.youtube.com/user/GaylordHealthcare)



Follow Gaylord on Twitter.  
[twitter.com/GaylordHealth](http://twitter.com/GaylordHealth)



## Near Misses:

Heroic Efforts From Our Safety-Minded Staff

A near miss is an event that might have resulted in harm but the problem did not reach the patient because of timely intervention by our amazing staff.

The Safety Coaches have selected to celebrate the Near Miss submitted in August by **Elissa Maillet, RN** from Milne 2. Her Attention to Detail, noticing a patient “saving” their medication for a later time and use of **CHAMP Tool, STAR: Stop, Think, Act, and Review** prevented a medication error.



The Quality and Safety Department would like to thank the following who submitted Near Miss RLs in August:

- Elissa Maillet
- Ryann Collette
- Todd Belcourt (2)

Thank you to everyone for your hard work and attention to detail!

## REMINDER

for all emergencies dial

# 3399



# HALLOWEEN BAKE SALE

**Friday, October 27**  
**11:30 a.m. - 1:00 p.m.**  
**Cafeteria**

To support:





# PUMPKIN PAINTING PARTY

**MONDAY, OCTOBER 30**  
**4:30 PM**  
**RONCARI HALL**

*Light refreshments and  
guided facilitator*

Please RSVP to Ken Broccoli at  
[kbroccoli@gaylord.org](mailto:kbroccoli@gaylord.org) by Friday, Oct 27








## MEET WITH A TRANSAMERICA RETIREMENT PLANNING CONSULTANT

Your Transamerica retirement plan offers complimentary access to a retirement planning consultant (RPC) who can review your personal retirement strategy and discuss any other financial goals you're working toward. An RPC is coming Gaylord Hospital on Thursday, October 26. This experienced professional can help you:

- **Enroll in the plan**
- **Review and understand *Your Retirement Outlook*®**
- **Determine your contribution rate and investment mix**
- **Learn how life events — such as marriage, children, and buying a home — could impact your retirement strategy**
- **Improve your overall financial wellness**

**Even if retirement is years — or decades — away, having a smart strategy starts today.**

Schedule a no-cost, no-obligation appointment with a Transamerica RPC at a time convenient for you.

**THURSDAY, OCTOBER 26  
10:30 AM - 2:00 PM  
HOLLAND CONFERENCE ROOM**

**[Click here to schedule an appointment](#)**

# Employee Giving Campaign



## What does my gift benefit? You choose!



**NOVEMBER  
2 - 17, 2023**

### GAYLORD FUND



The Gaylord Fund is an unrestricted fund that supports the greatest needs throughout the year. In 2022, more than half of employees giving dollars to the Gaylord Fund supported tuition reimbursement for staff, staff wellness initiatives, and more. Donations to the Gaylord Fund provide the hospital with the flexibility to make decisions that further the mission of the organization and relieve pressure on the operating budget.

### TRAURIG HOUSE SCHOLARSHIPS



The Louis D. Traurig Transitional Living Center is Connecticut's only residential day treatment program for patients recovering from a stroke or acquired brain injury. Traurig House bridges the gap between inpatient and returning home for patients who need therapy to relearn everyday skills to transition successfully home. Most times, Traurig House stays are not covered by insurance. Donations to the Traurig House Scholarship Fund provide access to therapy that helps patients recover and maximizes their independence.

### NEW TECHNOLOGY



Donations to the New Technology Fund provide funding to modernize and upgrade equipment throughout the organization for both inpatient and outpatient, keeping us at the forefront of treatments.



Scan this QR code with your phone camera to make a gift online.

*Donors are the Difference — **Employees Make it Possible***

**Questions?** Email Katelyn Muolo at [kmuolo@gaylord.org](mailto:kmuolo@gaylord.org) or ext. 3454



# Employee Giving Campaign

## WHY GIVE?

Employee giving is a powerful statement to our patients and the community that we believe in Gaylord's mission and are united in our commitment to provide world-class patient care. Every gift, regardless of amount, is important in helping our patients regain their lives!

## Evergreen Society

Employees who donate through payroll deduction are enrolled as "Evergreen." These members receive a special gift and acknowledgement for their continued support to Gaylord.



## EMPLOYEE INFORMATION (Please print)

Name \_\_\_\_\_ Department \_\_\_\_\_

Address \_\_\_\_\_ Work Phone \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Location/Floor \_\_\_\_\_

## AMOUNT OF GIFT\*

- ☐ \$40.00 per pay period (\$1,040)    ☐ \$5.00 per pay period (\$130)  
☐ \$19.02 per pay period (\$494.52)    ☐ \$3.00 per pay period (\$78)    ☐ Other \$ \_\_\_\_\_  
☐ \$10.00 per pay period (\$260)    ☐ \$2.00 per pay period (\$52)

*\*Payroll deduction will continue until you initiate a new level or terminate your deduction with the Development Office.*

## GIFT DESIGNATION

- ☐ Gaylord Fund    ☐ Traurig House Scholarships    ☐ New Technology

## METHOD OF PAYMENT

- ☐ Payroll deduction (*Please check desired amount above*)  
☐ My check/cash is enclosed \$ \_\_\_\_\_ (*Make checks payable to Gaylord Hospital*)  
☐ Please charge my gift of \$ \_\_\_\_\_ to my:

- ☐ Mastercard    ☐ Discover    ☐ Visa    ☐ American Express

CC# \_\_\_\_\_ Exp. Date \_\_\_\_/\_\_\_\_/\_\_\_\_ CVV Code \_\_\_\_\_

Signature \_\_\_\_\_



Scan this QR code with your phone camera to make a gift online.

**Questions?** Email Katelyn Muolo at [kmuolo@gaylord.org](mailto:kmuolo@gaylord.org) or ext. 3454

*Donors are the Difference — Employees Make it Possible*



# SOCKTOBER

SHARE A PAIR TO SHOW YOU CARE!

## October 1 - 31

All socks will be donated to both the Veterans Affairs (VA) in West Haven and Columbus House in New Haven

Donation boxes are located in Brooker Lobby, Jackson Lobby, Cafeteria, Cheshire, Cromwell, Madison and North Haven.

Did you know socks are the most needed, but least donated, item in homeless shelters? With your donation, we can help people get back on their feet!

Help us reach our goal of **1,000** NEW pairs of adult men and women's socks.

If you have any questions, please reach out to Cammy Nigro at [cnigro@gaylord.org](mailto:cnigro@gaylord.org), or X2830





# *Holiday Craft Fair*

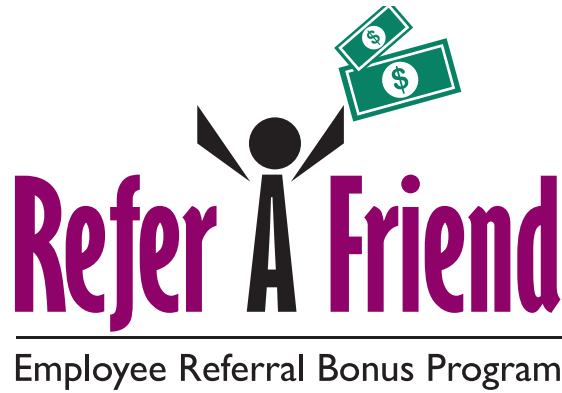
*November 30 • Jackson Lobby • 9 am - 5 pm*

## *To all crafters-*

If you are interested in selling your crafts, please contact Georgette MacQuarrie x 2881 or via email at [gmacquarrie@gaylord.org](mailto:gmacquarrie@gaylord.org). The number of vendors will be limited and will be taken on a first come basis.



**Gaylord**  
Specialty Healthcare



Helping fill jobs is **ALL** our job.  
**Get paid to help.**

**\*REFERRAL BONUS**

**POSITION**

**\$2,000** RN

**\$2,000** RN / RHCM

**\$2,000** PT

**\$1,500** LPN

**\$1,000** PCT

**\$1,000** Intake Rep

**\$1,000** CSA

**\$500** EVS or F&N

**\*For program details and payout schedules, contact HR.**



# Mandatory Flu Vaccination Program



**Begins Monday, October 9, 2023**

## PLEASE READ CAREFULLY FOR INFORMATION ON THIS YEAR'S EMPLOYEE FLU PROGRAM

- Official kickoff program on Monday, October 9th
- All documentation must be submitted to Infection Prevention by the end of day on 11/10/2023
- Hartford Healthcare will vaccinate employees
- Infection Prevention will only vaccinate those who do not have insurance or have insurance not accepted by Hartford Healthcare (dates and times for Infection Prevention clinics are on page 24)
- Any documentation outside of Hartford Healthcare or Infection Prevention Influenza clinics must be submitted with a cover sheet (on page 25) and emailed to [FluVaccine@gaylord.org](mailto:FluVaccine@gaylord.org)

## Hartford Healthcare (HH) Influenza Vaccine Clinics

- Insurances that will be accepted will be Aetna, Connecticare, Cigna, Anthem, United Healthcare and Medicare. Hartford Healthcare is still UNABLE to accept Medicaid and Tricare.

### Hartford Healthcare Flu Clinic Dates and Times

**Mon, Oct 9**  
7am - 12pm  
Brooker Lecture Hall

**Wed, Oct 11**  
7am - 12pm  
**Chauncey**

**Mon, Oct 16**  
10am - 1pm  
Brooker Lecture Hall

**Thurs, Oct 19**  
7am - 12pm  
Brooker Lecture Hall

**Tues, Oct 24**  
12pm - 7pm  
Brooker Lecture Hall

**Wed, Oct 25**  
12pm - 1pm  
**North Haven**

**Thurs, Nov 2**  
7am - 12pm  
Brooker Lecture Hall

- **Employees must have a MyChartPlus account in order to schedule an appointment and to have access to their records**
- If employee has a MyChartPlus account you can skip to the SELECTING an APPOINTMENT section





# Steps to Register for MyChartPLUS

1. Log onto: <https://mychartplus.org/>
2. If you already have a username, sign in here. If not, click Sign up now

**MyChartPLUS**  
Your Hartford HealthCare Connection

**Communicate with your doctor**  
Get answers to your medical questions from the comfort of your own home

**Access your test results**  
No more waiting for a phone call or letter – view your results and your doctor's comments within days

**Request prescription refills**  
Send a refill request for any of your refillable medications

**Manage your appointments**  
Schedule your next appointment, or view details of your past and upcoming appointments

**More health information, more quickly**  
You now have immediate access to information in your electronic medical records. Your HHC MyChartPLUS account now allows you to see clinical results and notes as soon as they're complete. For more information about the Cures Act, visit [HartfordHealthCare.org/CuresAct](https://HartfordHealthCare.org/CuresAct)

**New Features!**  
The new Message Center will help keep you organized by allowing you to view messages in chronological order, search for items by keyword and bookmark messages to easily find them again later.

**Sign up now**

**Sign in**

**Forgot username?** **Forgot password?**

**New User?**  
If you are setting up a MyChartPLUS account to view COVID-19 test results, please check your email for a message from Hartford HealthCare with the subject line "You're Invited to Enroll in MyChartPLUS." There is a link in the email to expedite the signup process.

Click [here](#) for information from Hartford HealthCare about Coronavirus (COVID-19).  
Click [here](#) for information from the CDC about Coronavirus (COVID-19).

2. Click to Sign up Online

**MyChartPLUS**  
Your Hartford HealthCare Connection

**Please Identify Yourself**

**Step 1**  
All fields are required.

**MyChartPLUS Activation Code**  
Enter your Activation Code as it appears on your enrollment letter, email, or billing statement (your code is not case sensitive). You will not need to use this code after you complete the signup process.

**Date of Birth**  
Enter your date of birth in the format shown, using 4 digits for the year.

**Primary Phone**  
Please enter the phone number through which we can best reach you.

**Next**

**No Activation Code?**  
If you are setting up a MyChartPLUS account to view COVID-19 test results, please check your email for a message from Hartford HealthCare with the subject line "You're Invited to Enroll in MyChartPLUS." There is a link in the email to expedite the signup process.

**Sign Up Online**

- 4. Fill out your information and submit to receive your activation code.**

MyChartPLUS

Your Hartford HealthCare Connection

Create a MyChartPLUS Account

If you are setting up a MyChartPLUS account to view COVID-19 test results, please check your email for a message from Hartford HealthCare with the subject line "You're Invited to Enroll in MyChartPLUS." There is a link in the email to expedite the signup process. If you do not have an email, please complete the form below.

To set-up your MyChartPLUS account you must first enter the required pieces of demographic information in the form below. We will verify your identity using questions from a third-party verification system, once your identity has been verified you will be prompted to begin the set-up process. If we are unable to verify your identity using the demographic information you have entered you will be prompted to contact technical support. If you have any questions, you may contact technical support by phone at 860.972.4993 between the hours of 8 a.m. - 5 p.m. Monday through Friday, excluding holidays.

\* Indicates a required field

Name

\* First name

Middle name

\* Last name

Address

\* Address information is required.

\* Country

United States of America

\* Street Address

\* City

\* State

\* ZIP

County

Other Information

\* Date of birth

\* Legal Sex

FemaleMaleUnknownOther



After creating MyChartPLUS account, you'll need to schedule an appointment through MyChartPLUS. Use the Scheduling Link below then follow prompts provided in screenshots  
<https://opensched.mychartplus.org/opensched/openscheduling/standalone?id=1172471&dept=113016003&vt=4829>

## Selecting an Appointment:

1. Click the link provided by your employer. **SEEN ABOVE**
2. Once routed to MyChartPLUS, select the appropriate **date and time** that works best for you

MyChartPLUS  
Your Hartford Healthcare Connection

Select a time for your Flu Shot appointment

Monday October 9, 2023  
GAYLORD HOSPITAL - WALLINGFORD  
NBHC COM VAX CLINIC

7:00 AM	7:15 AM	7:30 AM	7:45 AM	8:00 AM
8:15 AM	8:30 AM	8:45 AM	9:00 AM	9:15 AM
9:30 AM	9:45 AM	10:00 AM	10:15 AM	10:30 AM
10:45 AM	11:00 AM	11:15 AM	11:30 AM	11:45 AM

Wednesday October 11, 2023  
GAYLORD HOSPITAL - WALLINGFORD  
NBHC COM VAX CLINIC

7:00 AM	7:15 AM	7:30 AM	7:45 AM	8:00 AM
8:15 AM	8:30 AM	8:45 AM	9:00 AM	9:15 AM

**Note:** More than one staff member can schedule for the same 15 minute interval. Available appointments for each 15 minutes is based on how many nurses are working at each clinic. If you are unable to register for a particular time slot, most likely all appointment spots have been booked.

3. One more step, you're almost done! Review your appointment and verify that everything is correct. Complete the scheduling workflow by following the steps below for **Existing MyChartPLUS** account holders or **Scheduling as guest**.

MyChartPLUS  
Your Hartford Healthcare Connection

← Back

One more step, you're almost done!  
This time slot is reserved for you until 11:34 AM. Please complete scheduling by then.

Flu Shot with GAYLORD HOSPITAL - WALLINGFORD  
Wednesday October 11, 2023  
Arrive by 9:00 AM  
NBHC COM VAX CLINIC

If everything looks correct, select an option below to continue scheduling.

Log in and schedule OR Schedule as guest

Visit Instructions  
Your Flu Clinic Appointment is scheduled at  
, CT  
Please arrive at your scheduled appointment time as this will help us run on time and allows us to respect your time and other patients times.  
If you are experiencing any symptoms such as fever, chills, muscle aches, fatigue or cough on the day of your appointment please contact your doctor for your flu shot, and disregard this appointment.  
Please follow any signs or instructions directing you to the flu clinic location when on site.  
Following is a link to the Flu Vaccine Information Sheet:  
<https://www.cdc.gov/vaccines/hcp/vis/vis-statements/flu.html>

## Complete Scheduling With an Existing MyChartPLUS Account:

1. After you verify your appointment click **Log in and schedule**.

Flu Shot with GAYLORD HOSPITAL - WALLINGFORD  
Wednesday October 11, 2023  
Arrive by 9:00 AM  
NBHC COM VAX CLINIC

If everything looks correct, select an option below to continue scheduling.

Log in and schedule OR Schedule as guest





2. Enter your **Username and Password**, then click **Sign In**.
3. Your appointment is now scheduled.

- a. Verify your appointment is scheduled successfully.
- b. Review the address located in the Visit Instructions

## Complete Scheduling as a Guest: MyChartPLUS Account:

1. After you verify your appointment click **Schedule as guest**.



2. You are brought to the Schedule as Guest workflow where you need to enter all Patient details. Complete all of the required items.

**Schedule as Guest**

We need to collect some information about the patient in order to schedule this appointment. If you have any questions, please contact your clinic.

\* Indication is required field

**Name**

First name Middle name Last name

**Address**

\* Address information is required

Country: United States of America

Street address

City State Zip

County

**Other Information**

For patients under the age of 18, please contact technical support

\* Legal Sex: Female Male Unknown Other

Date of birth (you must be at least 18)

Last four digits of SSN

Primary Phone Secondary Phone

Email address Verify email address

Race: American Indian or Alaska Native Asian Black or African American Native Hawaiian or Other Pacific Islander

You can hold the CTRL key while clicking to select multiple options

ethnicity

Next

3. Next, you need to enter the insurance information. Enter your Insurance Provider. **HINT:** You can click the drop down arrow to display options.

**MyChartPLUS**

**Schedule as Guest**

Patient details Insurance

**Insurance information**

Select your insurance provider

This is required

Submit Back

4. Complete your insurance information; Member Number, Group Number (if available), Policy Holder, and click Submit.

**MyChartPLUS**

**Schedule as Guest**

Patient details Insurance

**Insurance information**

Select your insurance provider: Aetna

Member Number

Group Number

Is the patient the policy holder for this insurance?

Yes No

Submit Back



5. You appointment is now scheduled.

The screenshot shows the MyChartPLUS interface. At the top, there's a navigation bar with icons for Menu, Visits, Messages, Test Results, and Medications. Below this is the 'Appointment Details' section. A green banner at the top of this section says 'Appointment Scheduled' with a checkmark icon and the text 'You're all set! You can review details of your upcoming appointment below.' Below the banner, there are two columns. The left column is titled 'Flu Shot' and contains the date 'Wednesday October 11, 2023', the time 'Arrive by 9:00 AM EDT', a link to 'Add to calendar', and the location 'NBHC COM VAX CLINIC'. At the bottom of this column is a red 'X' icon and the text 'Cancel appointment'. The right column is titled 'Visit Instructions' and contains the address 'Your Flu Clinic Appointment is scheduled at Gaylord Hospital- Wallingford, 50 Gaylord Farm Road, Wallingford, CT 06492'. It also includes instructions to arrive on time, contact the doctor if experiencing symptoms, and follow any signs or instructions on site. A link to the Flu Vaccine Information Sheet is provided at the bottom.

- a. Verify your appointment is scheduled successfully.
- b. Review the address located in the Visit Instructions

## INFECTION PREVENTION-INFLUENZA CLINICS

- Influenza clinics held by Infection Prevention will **only** be for those that either don't have insurance or have insurance not accepted by Hartford Healthcare
- Appointments **are not** necessary

### Holland Conference Room

**Wed, Oct 11**  
7am - 8am

**Fri, Oct 27**  
7am - 8am

**Mon, Nov 6**  
7am - 8am

**Mon, Oct 16**  
2pm - 3pm

**Thurs, Nov 2**  
12pm - 1pm





## **INFLUENZA VACCINE DOCUMENTATION COVER SHEET**

If you are submitting proof of flu vaccination documentation NOT received at Gaylord (whether through Hartford Healthcare or Infection Prevention) -Please complete this cover sheet and submit with your flu documentation.

### **PLEASE PRINT CLEARLY:**

Name of employee: \_\_\_\_\_

Position: \_\_\_\_\_

Department: \_\_\_\_\_

Name of supervisor: \_\_\_\_\_

Date flu vaccine received: \_\_\_\_\_

Date flu documentation submitted: \_\_\_\_\_

After completing this cover sheet-submit all paperwork via email by scanning forms to: **FluVaccine@gaylord.org**

Please contact Sonnia Belcourt ([sbelcourt@gaylord.org](mailto:sbelcourt@gaylord.org)) with any questions.