

Tips for How to Schedule a COVID Vaccine Appointment

There is no cost to you or to MUSC Health for the vaccine. If you have health insurance, we will bill your insurance provider for vaccine administrative fees associated with giving the vaccine. Administrative fees include costs for storing vaccines, scheduling vaccine appointments, providing trained care team members, and supplies. Please check with your insurance provider to find out if they will cover these costs for you. If you do not have insurance, you will not be billed for the vaccine or for administrative fees.

If you are helping a family member or friend make an appointment, remember that the appointment must be scheduled in the name of the person receiving the vaccination to update the correct medical record. If you schedule two or more appointments under the same name, those appointments will be cancelled.

The COVID-19 vaccine **requires TWO** doses given 19 to 23 days apart. Two separate appointments are required, one for each vaccine dose. **Note:** The CDC has stated that if it is not feasible to adhere to the recommended 19 to 23 day interval, the second dose vaccines may be scheduled for administration up to 6 weeks (42 days) after the first dose. Please use the following information to assist you as you schedule your appointments to receive your vaccines.

- **Please visit muschealth.org/vaccine.** If you do not have internet access or are unable to schedule online, please call the Call Center at 843-876-7227.
- Once on the link, go to the “**COVID Vaccine Requests**” section.
- Please review the [SC DHEC guidelines](#) for fair and equitable vaccine distribution. We are requesting patients to certify that they meet the requirements outlined by DHEC. Please select the appropriate response, enter your name, and click “Continue”.
- On the “Scheduling Your Vaccinations” screen:
 - Review the information that you will be asked during your vaccine appointment to ensure it is safe for you to receive the vaccine
 - Please choose the location that is most convenient to receive your vaccines.
 - Click the + sign to open up the scheduling links for the 1st and 2nd doses.
 - You will need to schedule **two separate appointments, one for each dose**. Please schedule the appointment for the 1st dose before scheduling the appointment for the 2nd dose.
 - The **2nd dose** should be scheduled between **19-23 days** from your 1st dose appointment. Please do not schedule the 2nd dose appointment for earlier than 19-23 days after the 1st dose, even if there are appointments available.
 - To schedule your appointments, click on Schedule First Appointment or Schedule Second Appointment
 - When you click the link – you will find the availability for that specific location.
 - Click on the date and time that meets your needs. Please be sure to click on “more” to see additional times that are available.
 - Please remember to schedule appointments for BOTH the 1st and 2nd doses, 19-23 days apart.
- After selecting the dates and times for your vaccine appointments, you will see a confirmation page that shows the dates, times, and location that you have chosen. In the “Reason for Visit” section, please

enter "Covid Vaccine Dose #1" or "Covid Vaccine Dose #2" depending on which dose you are scheduling.

- Click on the green "Schedule it!" button.
- You will be asked to log into your MUSC MyChart Account or continue as a Guest. If you have an MUSC MyChart account, please log in to finalize the scheduling process. If you do not have a MyChart account or choose not to use it, please click the green Continue button as a Guest.
- If scheduling your appointments as a "Guest"
 - Your social security number is needed to bill your insurance company for the vaccine administrative charges. If you do not have or do not know your social security number, please call the MUSC Health Call Center at 843-876-7227 to schedule your vaccine appointments.
 - We will use your email address to email your appointment confirmation(s), so please provide an address if you have one.
 - Please complete the insurance questions. If you do not have insurance, there is a selection in the drop-down list of insurance names called "Covid-19 Vaccine Appointment". Please select that option.
 - You will be required to verify yourself to ensure you are not a robot. Please click that box and answer the verification question.
 - Check your email for confirmation of the appointments you have scheduled
- At the end of the scheduling process, if you receive a message that the appointment you chose is no longer available, you will need to choose another appointment. All the information you entered previously will be saved.
- When you see the final confirmation screen, your appointment has been scheduled.
- Once you have scheduled your 1st dose, repeat the process to schedule your 2nd dose. The 2nd dose must be scheduled 19-23 days after the 1st. Please do not schedule the 2nd dose appointment earlier than 19-23 days after the 1st, even if there are appointments available. These earlier 2nd dose appointments are reserved for other community members who have already received their 1st dose.

If you would like to cancel or reschedule an existing COVID vaccine appointment, please visit your MyChart account. If you have previously scheduled a vaccine appointment as a Guest and need help cancelling or changing that appointment, please call the Call Center at 843-876-7227.