

Vaccinate ALL 58

Summary of Vaccine Services: In-Home Vaccinations and Transportation Assistance



Go to the My Turn website
www.myturn.ca.gov



Call the CDPH COVID-19 Hotline
1-833-422-4255
M-F 8AM-8PM, Sa-Su 8AM-5PM



The California Department of Public Health (CDPH) has launched a new service via My Turn and the CDPH COVID-19 Hotline for California residents who need transportation to a vaccine clinic or need an in-home vaccination due to limited mobility or fragile health.

My Turn Appointment Booking

The CDPH COVID-19 Hotline can assist with requests for transportation to vaccine appointments and for in-home services for vaccines. The CDPH agents will help with scheduling an appointment through My Turn.

- Typically takes 15-20 minutes.
- Real-time translation service includes 250+ languages.
- TTY Accessible

Transportation Assistance to Vaccine Appointments

- California residents who need transportation assistance (including medical transportation) to get to their COVID-19 appointment.
- CDPH agents will also help connect Medi-Cal members to existing transportation services depending on their type of plan.

In-Home Vaccination Services

- CDPH customer service agents will help confirm a resident's need for in-home vaccination and gather relevant and minimum necessary information (address, # in household, etc.), and make that information available to the resident's Local Health Jurisdiction (LHJ).
- LHJ will assist with arranging the in-home vaccination via their existing programs and services or jurisdictions can request resources to support in-home vaccination through their Medical and Health Operational Area Coordinator if needed.

REQUEST

(Resident)

- Resident requests transportation or in-home services (My Turn or Call Center)



CONFIRM

(COVID-19 Hotline)

- Will transportation resolve need?
Is resident unable to leave home due to limited mobility or fragile health?



DETERMINE SERVICE NEEDS

(COVID-19 Hotline)

- If Transportation:
 - Medi-Cal, determine appropriate referral
 - If not Medi-Cal, schedule transit via Call the Car
- If In-Home, refer to LHJ



SCHEDULE

(COVID-19 Hotline or LHJ)

- COVID-19 Hotline schedules My Turn appointment and books transportation (if non Medi-Cal)
- LHJ schedules in-home vaccine via local program

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