

# External COVID-19 Vaccination Clinic Intake Process Talking Points



The following talking points are to be used by field & store team members when answering requests if Walgreens can hold a COVID-19 Vaccination Clinic for their employees, group, etc.

## KEY MESSAGE

Walgreens champions the health and well-being of every community in America, playing a critical role in providing patients and customers access to the care, products and the services they need. This is even more important as we work to support our customers in the release of the COVID-19 vaccine.

## TALKING POINTS

### If a customer calls or comes into the store to ask how Walgreens can support a COVID-19 vaccination clinic:

- Thank the customer for contacting Walgreens regarding the COVID-19 vaccine and a clinic for their employees/group.
- Explain to the requestor that due to limited inventory, capacity, and competing priorities all requests for COVID-19 vaccinations clinics must be submitted to the Walgreens Support Center through the **COVID-19 Vaccination Clinic Request Form** for triage and escalation.
- After providing the buck slip to the patient, please ask them to follow the link/QR code to submit a request on behalf of their organization.

## FREQUENTLY ASKED QUESTIONS

### Once I submit this request, how long will it take to receive a response?

A: Walgreens will provide a response back to the individual within 2-3 business days.

### Will Walgreens guarantee a clinic if I submit the request?

A: Completing this form **DOES NOT** guarantee that Walgreens will be able to host/schedule a COVID-19 vaccine clinic. All submissions will be evaluated against the size of the opportunity, as well as available inventory and capacity. The Support Center will follow-up with all inquiries within 2-3 business days

### Why do I have to fill out this form? I want to deal directly with you.

A. Walgreens is balancing priorities among jurisdiction requests, federal programs, vaccine equity initiatives, and other activities for COVID-19 vaccine supply and immunizer capacity. We must be thoughtful about which opportunities we are acting on with limited supply and capacity, and the corporate team must help balance the various programs and initiatives.