



2021 Behavioral Health Redbook

Version 2-10-2021
Release 1.5

CVS Code of Conduct

CVS expects all vendor partners, as we do with our own employees, who work in any of our locations to comply with laws and treat our associates with respect, honesty, and courtesy. Disruptive, unproductive, immoral, unethical, or illegal actions will not be tolerated.

Furthermore, CVS reserves the right to inspect, with or without notice or specific cause, all packages, bags, purses, or other containers or personal property, brought into or taken out of a CVS facility. If necessary, you may be asked to comply with a search by emptying pockets, and/or removing coats/jackets for merchandise or property that may be concealed. CVS expects our vendor partners to adhere to our standard that refusal to comply with a search is grounds for disciplinary action.

A box and bag check will be required when leaving the Pharmacy and the store with your tool bags and/or any boxes that you walk out of the Pharmacy with. This is to ensure nothing has been improperly removed from the Pharmacy or Store.

As the technician in the store you will be responsible for asking the Pharmacist and the Store Manager to perform these checks.

The Rollout Operations Center

25 Blackstone Valley Place
Suite 210
Lincoln, RI 02865
Fax: 1-401-770-6642
Telephone: Phone (888) 401-4601 Option 4, Option **3** will use cell phone.

Have the Following information ready each time you call:

- a) Your Name**
- b) The CVS store number**

Result:

Your call will be placed in a queue to be answered by the first available ROC agent.

Rollout Operations Center Hours: 7 AM to 8 PM EST

Cancellations & Reschedules

The technician's Project Manager should be contacted immediately if a technician cannot make it to a store because of uncontrollable factors (weather, traffic, etc....) the PM will work with the ROC to reschedule or find an alternate technician.

Under no circumstances should a technician contact a store to reschedule an install.

Rollout Operations Center Protocol

Purpose

The Rollout Operations Center (ROC) serves as a 2nd level support facility for installation, conversion issues, and as a means of verifying communications. Throughout this Redbook you will be instructed to call the Rollout Operations Center.

Technician Protocol

Upon arriving at the store the technician should introduce themselves to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the CVS Store number, address and location with the SM or MSC.

- You should have been supplied with the HPSM ticket number from your Project Manager
 - If the technician is denied access to the CVS site, the technician should immediately call their vendor to report the issue from outside the store in the parking lot.
 - Once identified and access has been granted, the technician should request to use a phone and contact the ROC to be logged in with the ROC. All calls to the ROC are placed in a queue and answered by the next available ROC agent.

Once in contact with the ROC, technicians will need to verify their credentials and scope of work for the site visit.

Technician should quickly survey the key locations in the store as they pertain to the scope of work for the site visit. Report any issues to the ROC that will delay/inhibit the installation.

The vendor/technician must follow all of the procedures, steps, and processes involved in successfully completing this project per CVS Redbook.

- In the event that an unforeseen situation arises, the following steps are to be followed: If the installer determines there is a problem and the issue is NOT related to the installation, he/she should escalate the issue to their PM (Project Manager). E.G. technician running late, technician sick, etc.....
- If the issue is related to the Redbook procedures or the install itself, the installer must escalate the issue to the ROC. If the problem cannot be resolved by the ROC, the ROC will escalate the issue to the appropriate party.
- It is imperative for the technician on site to start the escalation process at the time the problem is discovered. This will ensure a quick/timely installation.

If any CVS store personnel requests the technician to leave the store for any reason, the technician should quickly clean up all equipment and materials without delay, leaving the store in a presentable manner. The technician should leave the building and contact the ROC.

Dress Code for CVS ROC Vendors

Our company follows a business casual dress code for all colleagues. These are general guidelines of acceptable and non-acceptable dress for store visits.

Acceptable business casual dress

- Khaki pants, Dockers, Dress pants, Slacks, Ankle length Capri Pants
- Appropriate jeans/denim (neat in appearance without tears, holes, or frays)
- Shirts: regular or banded collars, golf shirts, sweaters, turtlenecks, sweatshirts
- Dresses: appropriate length, with sleeves cut no shorter than the top of the shoulder
- Skirts: appropriate length and proper fitting
- Footwear: clean loafers, boots, flats, business casual shoes
- Athletic shoes/sneakers (clean, tied and in good condition)
- Vendor branded attire

Unacceptable dress includes, but not limited to:

- Clothing that exposes the midriff
- Crop tops, halter tops, tank tops, spaghetti straps
- Off the shoulder clothing
- Shorts or skirts
- Dresses that expose the back
- Sweat suits, sweatpants, spandex leggings and other form-fitting pants
- Hooded Sweatshirts
- Athletic Jerseys
- Exposed undergarments, revealing or transparent clothing
- T-shirts
- Distressed clothing (wrinkled, stained, dirty, torn, oversized, etc.)
- Flip flops, Beach shoes, slippers, open toed shoes, Crocs, sandals
- Hats
- Visible piercings in body parts other than the ear
- Branded attire (non Vendor)
- Advertising or messaging attire (non Vendor)

The aforementioned guidelines are intended to convey the desire for tidy presentation of your field personnel, rather than serve as a document to limit personal expression and liberties.

Project Managers are responsible for monitoring these guidelines and communicating with colleagues about appropriate business attire.

Recommended Tools (Installers required to carry all tools and materials necessary to complete scope) additionally the following is recommended but not limited to:

- **Tools necessary to run cabling if needed.**
- **Philips and flathead screw drivers**
- **Cable tester and toner**
- **Ethernet punch down tool**
- **Spare Cat5 Ethernet patch cable**
- **Velcro for cable management**
- **Smart Phone with Camera and the ability to email photos**
- **Drill**
- **Butt set for phone line testing**

Logging Out

- When all tasks and testing are successfully completed the onsite technician **must** log out with the ROC.
- The ROC will request to speak with the Store Manager/Minute Clinic personnel at the site. Detailed questions regarding the installation and conduct of the site technician will be asked by the ROC.
- The ROC will be asking if you allowed the Minute Clinic personnel and Manager to do a bag check prior to leaving the Pharmacy and the store so make sure that you do.
- Upon satisfactory answers from the Store Manager/Minute Clinic personnel, a release code will be given to the onsite technician. The ROC will log the onsite technician out of the store in the ROC database.
- The release code must be recorded by the onsite technician. This is needed for billing.
- Failure to log in/out and obtaining the release code will delay payment.

Description of New Equipment

- 1 Workstation Zotac / Keyboard / Mouse
- 1Acer Monitors
- Lexmark MX 521 network Printer (May not receive. Depends on store)
- 1 Vertical Phone
- 1 VeriFone mx915 Debit reader
- 1 EMB Z box
- DS-70 Epson page scanner



Workstation



Lexmark MS521DN



DS-70 Epson scanner



Acer Monitor



VeriFone MX 915



Vertical Phone

Arriving On Site

Upon arriving at the store, introduce yourself to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit.

- **Verify** the CVS store number and address with the SM/MSC.
 - Upon request from store personnel, you are required to show:
 - a government issued photo ID
 - Letter of Authorization for the project
 - HPSM ticket # from your project manager
- **Request** the following from the manager:
 - Access to the location of the new equipment.
 - Access to the Minute Clinic and request Clinic A and B doors be unlocked.

Call into the ROC. Use Mobile phone to dial **1-888-401-4601** to call in. During this initial call the ROC will log you into the site and instruct you to locate the equipment if not yet located.

Workstation Installation

Summary

During the installation you will be removing the existing RX connect terminal and replacing it with the new workstation provided. The old RX connect workstation will be located in the Health Hub area. The onsite Health Hub staff can assist you with identifying the RX connect workstation.

Configuring the Lexmark Printer

The printer will need to connect to port 22 of the HH switch. After unpacking and setting up the printer the configuration is performed through the touchscreen menus. You will notice at the top of the touchscreen menu there is a path indicating where in the menu subsystem you are currently. This may be used to navigate the menu system back one or two levels to speed up configuration process if you are comfortable in navigating in that manner.

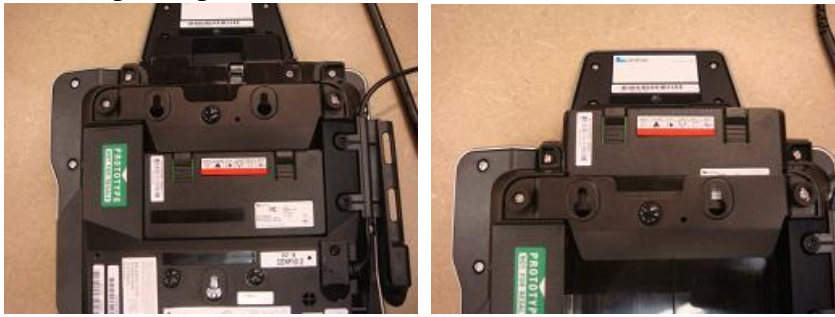
On initial touchscreen select:

1. "Settings"
 - a. E-Mail
 - i. E-Mail Setup
 1. Set "Disable "SMTP server not set up" to **ON**
2. "Settings"
 - a. Network/Ports
 - i. Ethernet
 1. IPv4
 - a. Set "Enable DHCP" to **OFF**
 - b. Set Static IP Address:
 - i. IP Address **Provided By ROC**
 - ii. Netmask **Provided By ROC**
 - iii. Gateway **Provided By ROC**
 2. IPv6
 - a. Set "Enable IPv6" to **OFF**
 3. Energy Efficient Ethernet
 - a. Set to **OFF**
 - ii. TCP/IP
 1. Set "Enable Auto IP" to **OFF**
 2. Set "Enable DDNS" to **OFF**
 - iii. SNMP
 1. Set "SNMP Versions 1 and 2c" to **OFF**
 2. Set "Allow SNMP set" to **OFF**
 3. Set SNMP Version 3 to **OFF**
 - iv. Google Cloud Print
 1. Options
 - a. Set "Enable Google Cloud Print" to **OFF**

After all changes have been set power cycle the printer.

Installing MX 925 Payment terminal

- Begin by setting up Zotac workstation at desk.
- Zotac WKS will have harness that will allow you to mount and secure Zotac on back of monitor.
- Place monitor and Swing arm, keyboard, and mouse on desk and connect to Zotac Workstation.
- Place MX 925 payment terminal on desk and connect to Zotac Workstation using IO Module.
- IO module will connect to back of MX 925 via purple end.
- To connect remove the Serial Connector Module on back of MX925 by depressing the 2 tabs and push up.



- Remove the silver **Metal Retainer Clip** by sliding up. Connect the **Serial Cable** to the **Serial Port** on the underside of the VeriFone serial module and re-install the silver **Metal Retainer Clip**.



- Re-install the **Serial Connector Module** on the back of the **MX925**.



Installing MX 925 Payment terminal Continued

- Connect USB cable to Zotac and other end to port labeled USB on IO module. Also connect power adapter to IO module.

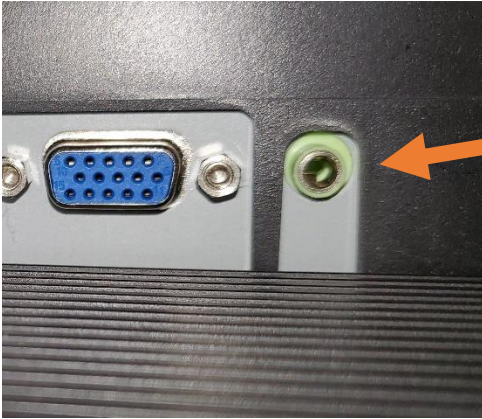


NOTE: It is important to use the RJ45 to USB cable that came with the Payment terminal. If you use the RJ45 to USB cable that is for the hand scanner, the payment terminal will not work.

- Place Scanner on desk and connect to Zotac workstation.
- Desk should have a cluster of Black network jacks nearby as well as 1 phone jack in the same cluster.
- Network port on Zotac will connect to Black jack via Ethernet cable.
- Place phone on desk for now and connect to grey phone jack in jack cluster. Phone will need to be wall mounted and wire mold installed, however **DO NOT** mount until confirming with ROC on location of wall mount.
- Cross connect for phone will need to be made in phone can for phone to be activated. **Contact ROC for instructions on how to cross connect phone line.**
- Proceed to plug in all necessary power plugs into wall outlet or power strip provided.
- **Do not power up any equipment at this time.**

Install Acer Monitor Audio Cable

- Using 3.5 audio cable provided with the Acer monitor, Connect monitor audio cable to green 3.5 audio jack on back of monitor.



- Connect other end of 3.5 audio cable to green port on Zbox workstation.



Install Epson Page scanner

- Install Epson page scanner
 - Plug USB cable into Epson scanner and Zbox workstation

<u>Equipment</u>	<u>Description</u>
<p><u>Epson Scanner</u></p> 	<p>New Epson model document scanner. This scanner will only work with Linux workstations.</p>

Configuring behavioral Health Clinic Workstation

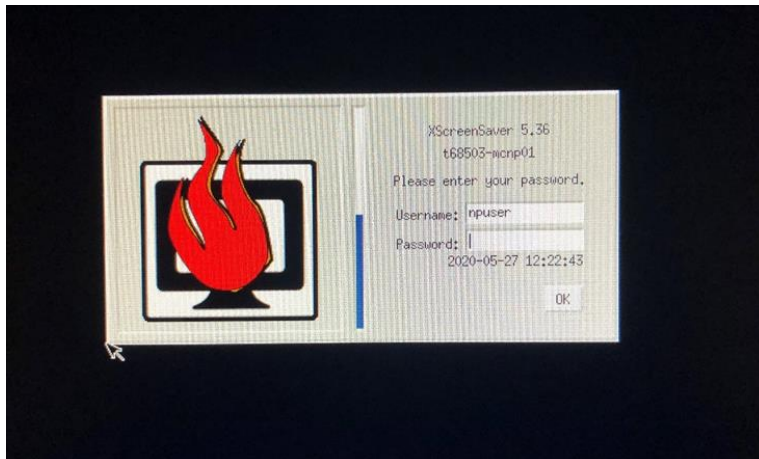
Personalize the Workstation

- Ensure all peripherals are properly connected and powered on the Workstation. This included Debit reader power module if applicable.

NOTE:

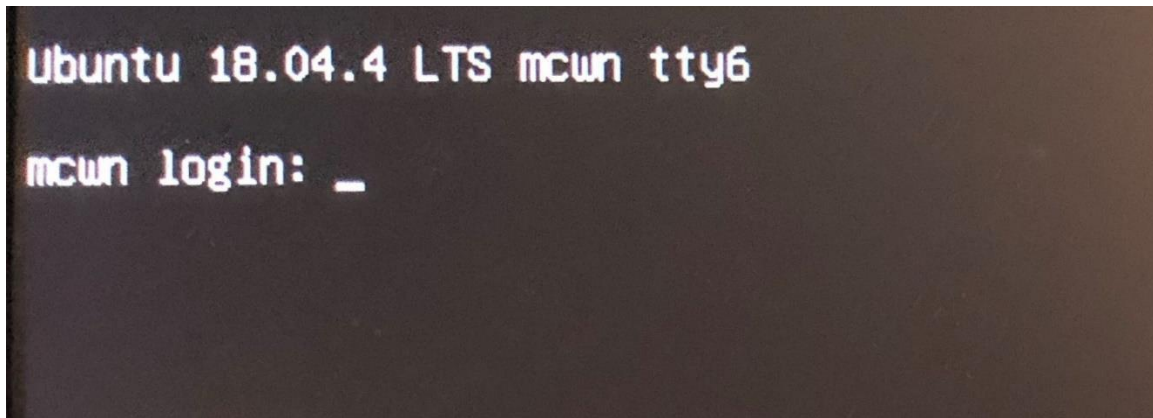
1. Before beginning this process ensure the workstation;
 - has working keyboard
 - is connected to port 23 of the Health Hub switch.
 - is powered off

Power the workstation on. The system will boot and load the login screen screensaver.



Configure Care Concierge, Wellness and Clinic Workstations

- Press CTRL-ALT-F6 to get to the tty6 console screen



- At the login: prompt type "cvsadmin", then press <enter>.
- At the password prompt type the cvsadmin password, then press <enter>.

*****Stop: Contact ROC for cvsadmin password if you have not already received*****

- The system will launch a terminal window on a grey background. Type the cvsadmin password, then press <enter> to launch the CVS Workstation Menu.



Configure Care Concierge, Wellness and Clinic Workstations Continued

User case will show you the type of workstation image installed on the zotac

- mcbh – Behavioral Health workstation
- From the Main Menu, select option "P" to personalize the workstation, then press <enter> to continue.

```
Store # 00019                               Date: Thu Jan 14 10:17:00 CST 2021
Hostname: s00019-mcbh01                     Use Case: mcbh

Main Menu
C) Command Prompt as bhuser
P) Personalize Workstation
T) mcbh use case Tools
U) Utilities
W) Workstation Information
X) eXit

Enter Selection then press <ENTER>: █
```

- When prompted enter the 5 digit store number, then press any key to continue **(Always use 5 digit format for store number)** Example: Store 12 would be 00012.

```
Store # 00019                               Date: Wed Jan 13 09:56:25 CST 2021
Hostname: s00019-mcbh01                     Use Case: mcbh

Enter the 5 digit Store Number then press <ENTER> to continue: █
```

Note: Black screen saver or black and gray box screen saver may appear during personalization process. If this occurs move mouse and press CTRL-ALT-F6 to get back to the tty6 console screen and reenter cvsadmin credentials. This will allow you to continue where you left off

- When prompted, enter the workstation number, then press enter.
 - Press 1 then enter

```
Store # 00019                               Date: Wed Jan 13 09:56:25 CST 2021
Hostname: s00019-mcbh01                     Use Case: mcbh

Enter the Workstation Number (1-4) then press <ENTER> to continue: █
```

- When prompted for Time Zone select the appropriate option, then press any key to continue.

```
Hostname: s00019-mcbh01                     Use Case: mcbh

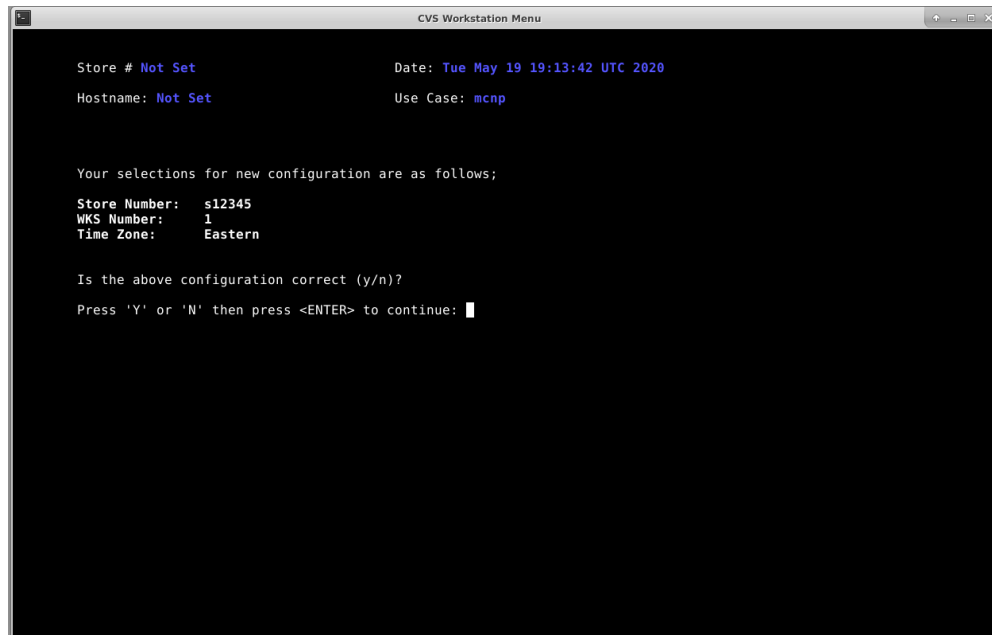
Select Time Zone from below (1-9) then press <ENTER> to continue

1) Puerto_Rico
2) Eastern
3) Central
4) Mountain
5) Mountain-Idaho
6) MST-Arizona
7) Pacific
8) Alaska
9) Hawaii

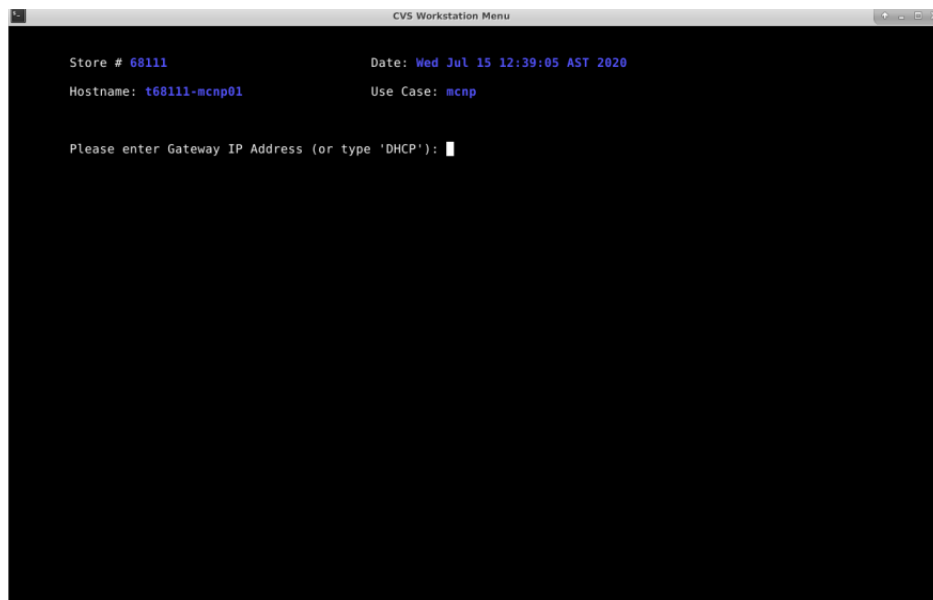
Enter Selection: █
```

- Screen will display your selections as in the example below.
 - If incorrect, type "n", to return to main menu and start over.
 - If correct, type "y" then press <enter>.

Configuring behavioral Health Clinic Workstation Continued

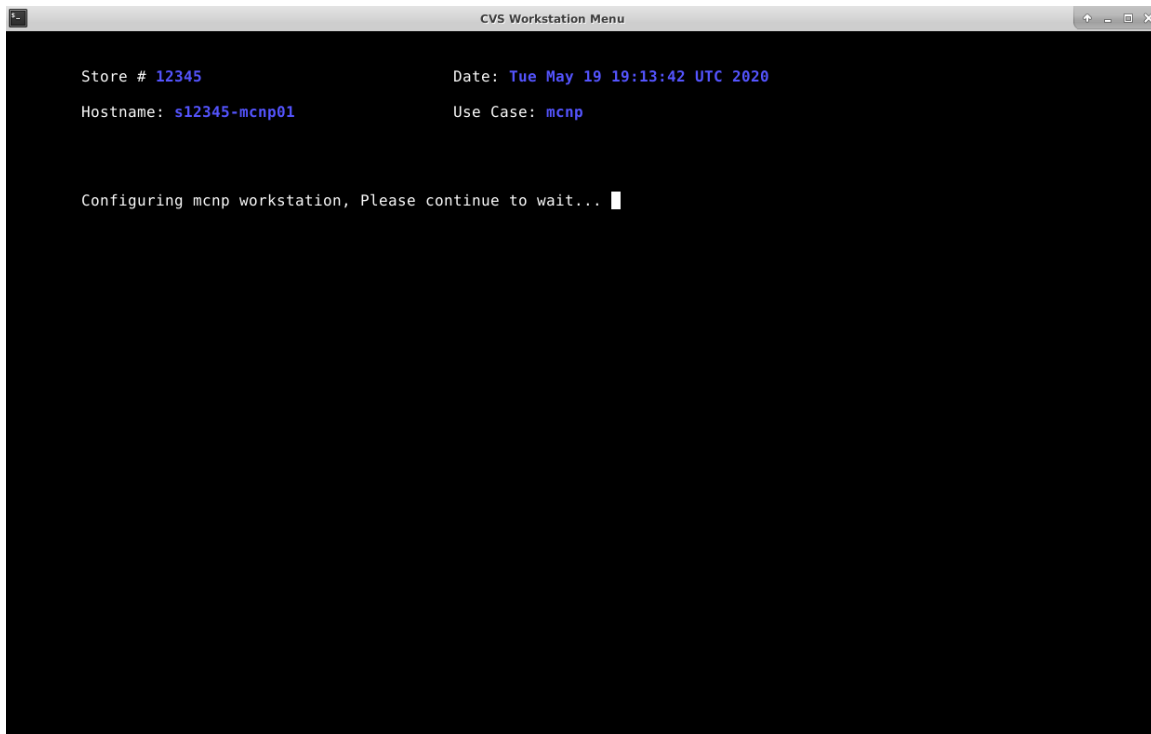


- If the system is not preloaded with Store IP information you will get the prompt below (otherwise, skip to next step). Enter the IP address carefully and follow the prompts to confirm and continue, or re-type until correct. The Gateway address is different for each store. Call ROC to provide Gateway IP address for your store

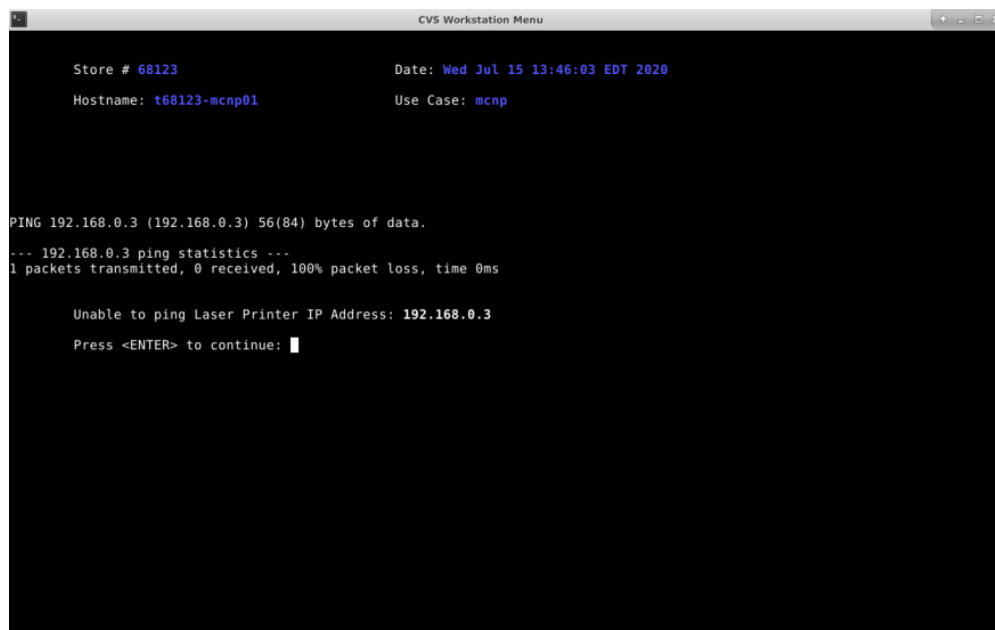


- You may be prompted to enter the cvsadmin password again. Type in the password, then press <enter> to start the network configuration.

Configuring behavioral Health Clinic Workstation Continued

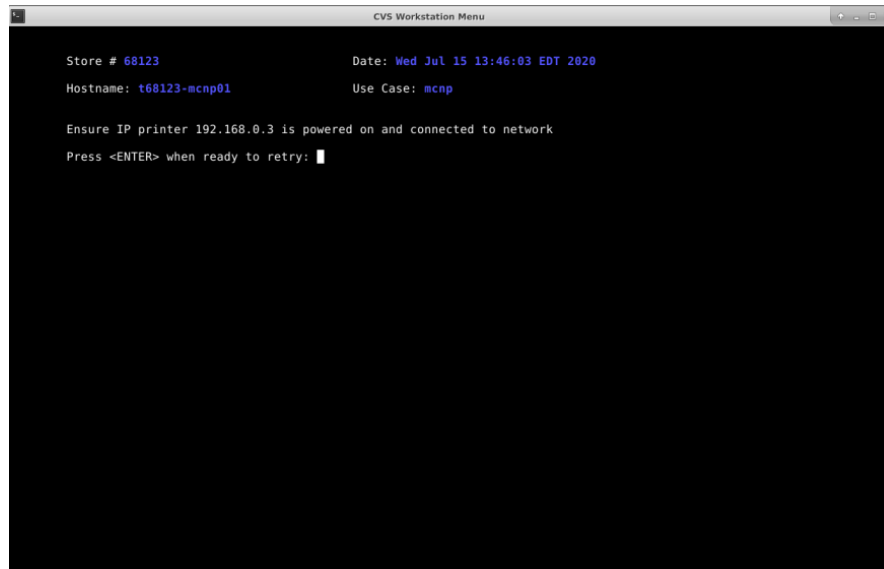


- The IP laser printer will get configured now. If the printer cannot be queried, you will see the screen below, otherwise skip next step.

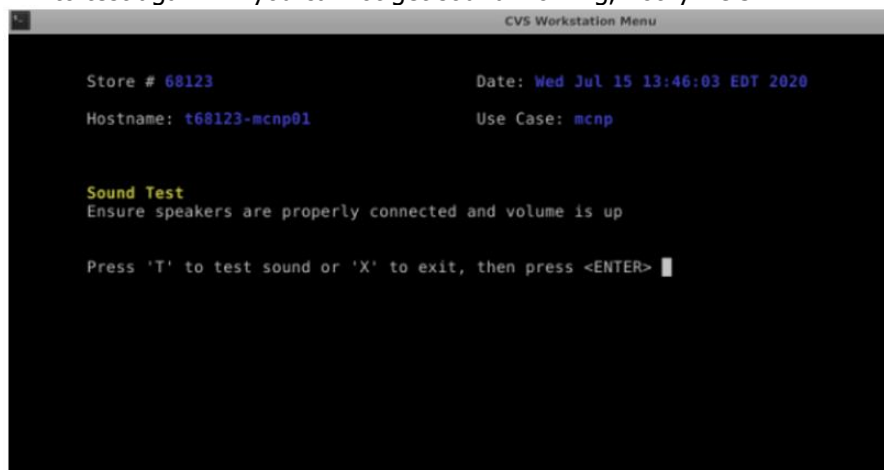


- Press <ENTER> and follow the instructions to get the printer recognized. When ready to retry, press <ENTER>. If you are unable to get printer recognized, contact the ROC.

Configure Care Concierge, Wellness and Clinic Workstations Continued



- If this workstation uses sound, you will see the following screen (if not continue to next step). Press "T" to test the sound, if you hear sound from both speakers, the test is successful, press "X" to exit the test. If you do not hear sound, ensure speakers are properly connected and volume is turned up, then press "T" to test again. If you cannot get sound working, notify ROC.



- A final configuration page should print out at the IP laser printer. **This is required to prove successful configuration.** See below.

```
The system has successfully been configured as follows:
Wed Jul 15 13:30:29 EDT 2020
Hostname      t68123-mcnp01
Time Zone     Eastern
IP Address    192.168.0.30
Gateway IP    192.168.0.29
MachineName   123123123123C
MCLexmark     192.168.0.31
```

Configure Care Concierge, Wellness and Clinic Workstations Continued

- The screen will also display the selected configurations

```
CVS Workstation Menu

Store # 68123                               Date: Tue May 19 15:19:40 MDT 2020
Hostname: t68123-mcnp02                     Use Case: mcnp

The system has successfully been configured as follows:

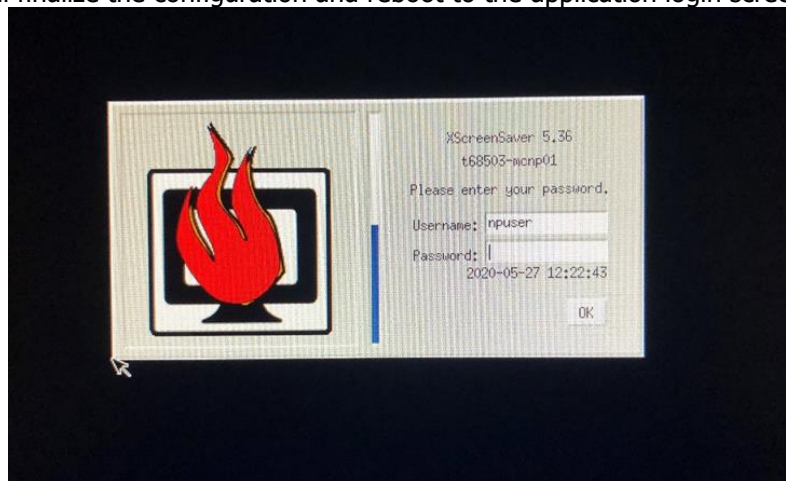
Hostname      t68123-mcnp02
Time Zone     Central
IP Address    192.168.0.4
Gateway IP    192.168.0.1
MachineName   123456123456A
MCLexmark     192.168.0.5

Printing System Configuration Sheet...
request id is MCLexmark-9 (1 file(s))

Press <ENTER> to finalize and reboot: █
```

Press any key to reboot.

- The system will finalize the configuration and reboot to the application login screensaver.



- Personalization process complete. You will now be ready for NP to log in and test.

Note: The username displayed will depend on the workstation type you set up. Call ROC for Password

- Confirm NP has training document sent from MC operation and go thru the validation checklist.
- If NP has any issues logging in or going thru validation checklist contact ROC.
- If NP is not on site yet contact ROC and they will remotely confirm system is up so you can move on to next WKs.
- Once validation checklist is completed by NP you may move to next WKs and repeat install process.

Place a sheet of paper with "Health Hub Workstation" on the monitor. This will help staff identify the workstation once they arrive the next day.

Packing up the old RX Connect Workstation

- Pack up old equipment.
- Re-use the boxes that came in with the equipment.
- Prevent damage using included boxes and shipping materials.
- All boxes must be taped up and return labels must be affixed. **If you need return shipping Labels Let the ROC know.**
- Inform the store of the location of the packages and that they must be returned next UPS visit.

➤ **Email photos to ROC19@CVS.COM**

Clean up any packaging and garbage from the install. Do NOT leave garbage or packing material in the clinic rooms or clinic room trash cans. Work with the store manager to remove garbage from the install area.