

# Frequently Asked Questions



## *Individuals 65 & Older*

**Where can I find up-to-date information on upcoming COVID-19 vaccination clinics in Antrim, Charlevoix, Emmet and Otsego counties?**

The most current information on vaccine clinics and other important COVID-19 information is available at [www.nwhealth.org](http://www.nwhealth.org) or on the Health Department of Northwest Michigan Facebook page. We are also partnering with many organizations, including the Area Agency on Aging of Northwest Michigan, and local Commissions on Aging and Senior Centers, to help reach out to our senior population.

**How do I pre-register for a Health Department of Northwest Michigan vaccination clinic?**

For those 65 and older, the most effective way to pre-register for a vaccination clinic is online at [www.nwhealth.org](http://www.nwhealth.org). Click on the Pre-Registration Form for Priority Group 1A and 1B banner on the home page. In the form, enter your name, phone number, email address, and then click submit. Please double check to make sure everything you enter is accurate before submitting.

We understand you may not have a computer or internet, so we are offering a Senior Hotline at 231-715-5557. Due to high call volume, you may not get through immediately. You can pre-register by completing the online form or calling the hotline.

**I have a family/friend/neighbor who does not have computer access. How can I help them sign up?**

Other family members, friends and neighbors may sign up a senior using the steps outlined above. In addition, we have created a flyer outlining the step-by-step process. The flyer is available through this link and will be available through the Area Agency on Aging, and at local Commissions on Aging and senior centers.

# Frequently Asked Questions



## *Individuals 65 & Older*

**How do I know if the health department received my pre-registration?**

Once you complete the pre-registration form online and click submit, you will receive a thank you message that confirms you are on the health department list for vaccination. Once you receive the thank you message, you are in the pre-registration queue and will be contacted for an appointment as soon as vaccine supply allows. A confirmation email will also be sent to the email address used to complete the form. Please check your junk or spam folders as a confirmation may be found there. If you registered through the Senior Hotline, or if a friend or neighbor completed the form for you, an email will be sent to the email address used to complete the form. If no email address was entered, you will receive a phone call when we can schedule your vaccination appointment.

**How long will it take before I receive an appointment?**

The Health Department of Northwest Michigan is working diligently to get everyone who pre-registered an appointment for vaccination. We are also scheduling only those eligible to be covered according to state guidelines. The number of appointments we can schedule is based on how many vaccines we receive. It may take weeks before you receive an email or phone call to schedule your vaccination appointment. Again, please regularly check your spam or junk folders or have your friend or family member notify you when he/she receives the email appointment schedule. Due to limited appointments, we ask that you try to keep your scheduled appointment.

**What do I need to bring to my appointment?**

Please bring your identification and insurance card(s).

# Frequently Asked Questions



## *Individuals 65 & Older*

### **What if I miss my vaccination appointment?**

If you miss your appointment, you will be put back in the queue and contacted for an appointment at a later date. We must administer all the vaccines we are allocated so none are wasted. Due to limited appointments, please try to keep your scheduled appointment. If you must cancel, please notify the health department by calling 1-800-432-4121 in advance so your appointment time can be filled with another pre-registered resident.

### **What vaccines are currently available?**

Currently, Pfizer and Moderna vaccines are the only vaccines given Emergency Use authorization (EUA) from the FDA. Both the Pfizer and Moderna vaccine are available in our area. The vaccine you receive will depend on supply available during your scheduled appointment.

### **How and when am I scheduled for my second dose?**

Your second dose appointment is scheduled during your first dose appointment. You will receive a card indicating the date, time, and location for your second dose appointment, which is three weeks out for Pfizer and four weeks for Moderna.

### **What are the priority groups for vaccination and when are they eligible for a vaccine?**

With the limited supply of vaccines, we are focusing on the Michigan Department of Health and Human Services current priority groups. The graphs on the following page show who is eligible in each category and the proposed timeline, based on vaccine availability.