

COVID-19 Vaccine Q & A - June 24, 2021

Q: What can I do if I'm still trying to get a first shot of a COVID vaccine?

A: If you are aged 12 or over and have not had a first shot, you are a priority to be booked.

Keep trying the provincial website or phone number at ontario.ca/bookvaccine and 1-833-943-3900. New spots are added when Public Health confirms that a vaccine is coming, and they have sometimes opened up a link right from their website, so it's worth checking regularly at <https://hpepublichealth.ca/>. Important updates can be found there as well.

If you need help with booking, transportation or other barriers, please reach out to Community Care for Seniors, the Picton Library, or any of the local churches. All of these organizations have volunteers who are willing to help you navigate the system.

We are also keeping a standby list through the PE Family Health Team, but it is for short notice only and we may not be able to call everyone. If you are registered on these lists, please answer any phone calls that come from a "Blocked Caller", as the staff at the vaccination centre may be calling you from their personal cell phones.

Q: I don't have access to the internet.

A: Ask a friend or family member to register you, or contact the Picton library, any of the local churches or MPP Todd Smith's office for assistance with online booking.

Q: I don't have transportation to the clinic.

A: If you are age 60 or over, contact Community Care for Seniors at 613-476-7493. They will take seniors to a vaccination clinic anywhere in HPE where they have an appointment. The volunteer driver stays with the senior (and will go in with them if needed). Also, the ride is free if needed. You can also contact Quinte Transit at 613-392-9640, Option #1.

Q: I get really nervous about needles, so I'm hesitant to go to a vaccination clinic.

A: We will try our best to make you comfortable. You can bring one support person with you, or even get your shot while lying down on a mat. Please have something to eat earlier in the day, and make sure you are well-hydrated before your appointment. When you check in, let us know if there is anything we can do to help you.

Q: I am so confused about when and where I will be able to get my second shot.

A: If you already have a date booked, that is great. If you would like to get it earlier, you may be able to move the date through the provincial website when it is your turn. If you don't have a second date yet, please have a look at the information on the next pages.

Q: How can I get a copy of my vaccination receipts?

A: If you attended a clinic and did not receive an email copy of your vaccination receipt you can download a copy from the provincial booking site at [Ontario.ca/bookvaccine](https://ontario.ca/bookvaccine) and click “Cancel or change an existing appointment”, which takes you here: <https://covid19.ontariohealth.ca/> . Click that you accept the terms of use, and then you have to enter your health card number into the system as if you were looking for a booking, and then there is the option to print your receipts.

Q: I had an appointment booked but I got in somewhere else sooner. Do I have to cancel my original appointment?

A: Yes, please go in to cancel the original appointment however you booked it. There are a couple of different systems in use and they don't all communicate with each other. So, if you booked through the provincial online system, go to <https://covid-19.ontario.ca/book-vaccine/> and select “Cancel or change an existing appointment”. If your family doctor's office called you, please call them back. If it was through a pharmacy or directly through public health, go back through that system.

Second Shot Information

Q: Who can now book or move their second shots?

A: As of Monday, June 28, a shortened time frame will open to all Ontarians age 18 and older who have received their first dose. You can book a second dose 28 days after a first dose of Pfizer or Moderna, or 8 weeks after a first dose of AstraZeneca. Use the provincial website or phone number as listed on the previous page. Shortened times for youth age 12-17 still to be announced.

Q: Which vaccine should I get?

A: From the provincial website:

If your first dose was:

- AstraZeneca: you can get AstraZeneca, Moderna, or Pfizer for your second dose when you are eligible and it's at least 8 weeks after your first dose with informed consent.
- Moderna or Pfizer: you can get either vaccine for your second dose when you are eligible and it's at least 28 days after your first dose. You can switch between Moderna and Pfizer safely if the original vaccine you got is not readily available.

All of these options:

- are safe
- provide strong protection against COVID-19
- will count as a completed series (you will be fully vaccinated)

Who am I?	Where and when did I get my first shot?	What do we know about the second shot?
Healthcare sector	QHC	QHC to notify
Healthcare sector	A public health clinic in early March (Pfizer vaccine)	Eligible now, go through the provincial booking or standby system.
Adult, general public	A mass vaccination clinic run by PEFHT (includes April 9, 14 and 21 at the PEC Community Centre) – booking was done by PEFHT (AstraZeneca)	PEFHT held one clinic June 18 and will be holding another on July 5 and will contact these people soon, offering AstraZeneca or Moderna vaccines. Patients can also book their own second doses using the provincial booking or standby system as outlined on first page.
Adult, general public	A mass vaccination clinic run by public health	If the second dose was not booked, go through the provincial system (online or phone). If second dose is booked at 16 weeks, there is the option to change the date through the provincial system.
Age 55 and over	At a pharmacy	Check through the pharmacy booking system, the same way you did the first time or go to the provincial booking or standby system.

Prepared by: J. Hall, RPh