



FREQUENTLY ASKED QUESTIONS REGARDING COVID-19 VACCINE

FOR ESSEX RESIDENTS

Q: What are the Call Center Hours?

A: The Call Center is staffed from 8:00am – 8:00pm every day Sunday to Saturday, including holidays. The phone number is 973-877-8456.

Q: Am I currently eligible to receive the vaccine?

A: As of April 19, 2021 all NJ residents ages 16 and over are eligible to receive the vaccine at no charge.

Q: What is the ideal time to make a vaccination appointment?

A: The most ideal time to make an appointment is between 8:00am and 8:30am. Appointments can be made online by visiting www.EssexCOVID.org or via phone by calling the Call Center.

Q: Why is it better to make an appointment online vs. calling the Call Center?

- A:**
- The number of people requesting vaccines significantly exceeds the amount of vaccine we have to administer. Because of this, our available appointments get filled very fast every morning.
 - When registering online, there is no wait to speak to an operator. The questions can be answered quickly, therefore a lot more appointments can be made online vs. speaking to a Call Center operator.

Q: What is the remedy when appointments are completely booked online, and the Call Center gives an automated message to call back later?

A: The best option is to call back at a later time, or to try registering at EssexCOVID.org the following morning.

Q: Do I have to bring a letter from the doctor before I can get the shot since I have diabetes or a heart condition?

A: No. Once you have secured an appointment, there is no need to bring a doctor’s note to the vaccination site.

Q: What information needs to be provided when signing up online?

A: When registering online, a person’s unique e-mail address must be used. **THE SAME EMAIL CANNOT BE USED TO SIGN UP MORE THAN ONE INDIVIDUAL.**

To sign up online you must have:

- Personal information — (name, address, DOB, unique e-mail)
- Medical History—(questions are asked that must be answered regarding medical history, allergies, etc.)

Once an appointment is made, you will be e-mailed a reference number that you must bring to the site in order to be vaccinated.



Q: What information needs to be provided when registering via phone?

A: Same as above, but you do NOT need an e-mail address. After giving the operator the necessary information, the operator will verbally provide you with a reference number that you must bring to the site in order to be vaccinated.

Q: If a third party registers me for the vaccine online, will they be able to register themselves later?

A: Yes. They will be able to register themselves and as many others as they wish, provided they use a different e-mail address for each person they sign up.

Q: When will more vaccine be available?

A: The State of New Jersey sends Essex County the vaccines they receive from the Federal Government. Essex County is not privy to the amount of vaccine the Federal Government has, or their timeline of delivery.

Q: Should I take the shot if I had COVID already?

A: Yes. However, you cannot take the vaccine within 90 days of testing positive for COVID.

Q: If I receive the first shot, will I automatically be scheduled to receive the second shot?

A: Yes. As soon as you secure an appointment for your first shot, the appointment for the second dose (shot) is automatically scheduled for 28 days later.

Q: What is the Essex County Mobile Vaccination Site program and how does it work?

A: Essex County sets up a vaccination site at a designated community location for one day and administers vaccines to members of the community who are eligible.

The location of the site is determined by the COVID reporting statistics kept by the state. Municipalities that have shown high rates of COVID cases and transmission — and low rates of vaccination — are selected by the state and eligible to have a designated location in their community serve as a vaccination site.

Q: How do I register to receive the vaccine at a Mobile Vaccination Site?

A: Registration is handled by the community venue that is hosting the mobile vaccination site. You must contact the venue directly, or contact the Board of Health in the town/city where the venue is located.

Q: Can I receive the vaccine at an Essex County vaccination site if I am allergic to medications?

A: Essex County will administer the COVID-19 vaccine to residents with allergies to medications provided the allergies are not associated with an ingredient of the vaccine or the resident with the allergy does not have a history of having to use an epi-pen or be hospitalized after receiving medication.

In those cases, Essex County prefers residents receive the vaccine from their physician, in a medical facility or in a hospital setting instead of the mass vaccination atmosphere of Essex County's sites. Essex County does recommend that anyone who has a history of allergic reactions to medications to consult their physician before receiving the vaccine.

