



FREQUENTLY ASKED QUESTIONS

General Information

What is the full scope of the Virginia COVID Information Center?

The Virginia COVID Information Center is a dedicated interagency effort across the Commonwealth of Virginia to provide Virginia residents and workers with an integrated, comprehensive solution for timely and accurate COVID-19 general information, in alignment with CDC guidelines, and simplify vaccination pre-registration and scheduling services for all Virginia residents and workers.



Why do we need a centralized Virginia COVID Information Center?

Establishing a centralized Virginia COVID Information Center will improve and expand upon existing Virginia Department of Health and local districts' COVID-response capabilities and support equal access to all VA resident populations. With an increasing number of COVID inquiries from residents and workers across local health districts, it is imperative we centralize COVID support across the Commonwealth to improve our response in call volume and deliver consistent, accurate, and up-to-date information to all VA residents and workers.

Who is eligible for support from the Virginia COVID Information Center?

All Virginia residents and workers are eligible for pre-registration, vaccination, and general COVID inquiry services. This includes all undocumented immigrants. The Information Center's sole objective in collecting your pre-registration information is to help you get vaccinated. Any information you provide online or by phone to the Virginia COVID Information Center is protected; this is a safe-haven. Your information will not be shared for any other purpose.

Is this available 24/7? What will the hours of operation be?

The Virginia COVID information Center's resources and the pre-registration tool can be accessed anytime online and by phone 7 days a week from 8am to 8pm ET.

What languages will be offered?

There are Spanish and English-speaking agents, as well as a language service to assist those residents and workers who speak other languages. We will have capabilities to initiate a three-way call between the resident or worker, agent, and a translator to assist our residents and workers who speak other languages.

How can the COVID Information Center support those with Access and Functional Needs?

TTY service is available to assist the deaf and hard of hearing or speech impaired. Additional ASL functionality is currently being explored.



FREQUENTLY ASKED QUESTIONS

General Information Continued

How does the Virginia COVID Information Center determine eligibility for vaccinations?

Residents and workers will be asked vaccination pre-registration questions, such as date of birth, occupation, and high-risk medical conditions to determine eligibility. Eligibility and prioritization for vaccination scheduling will continue to be based on CDC guidance and vaccine availability.

How will questions specific to a certain location / community be addressed if this is a state-wide COVID Information Center? And will there be a process to re-route back to local health departments for non-COVID health needs?

The centralized Virginia COVID Information Center will be the first line of contact for residents and workers with COVID questions and vaccine pre-registration needs. While easing the initial call volume from the local health district, the Information Center agents will also have the ability to redirect callers to their local health departments as necessary for COVID contact tracing, COVID testing, and all non-COVID health support.

Pre-Registration

I've already submitted pre-registration information to my local health department. Do I need to pre-register again?

No. Your information will be imported into the new centralized system. You may be contacted and asked to confirm or update your pre-registration record within the new system over the coming weeks. You will never be asked to send your personal, private information through text or email – and you should never give out your information to someone who calls you requesting it.

How do I confirm I've already been pre-registered?

You can check the pre-registration list online anytime. You will also receive regular updates confirming you are still on the list and will be contacted when it's your turn to schedule your vaccination.

I've already pre-registered online. Do I need to still call?

No. Once you have pre-registered online, you will receive a reference code. If you gave an email address, you will receive regular updates to give you peace of mind that you are still on the list and your turn is coming!

What information will I need to provide to pre-register?

You will be asked simple questions to determine when you are eligible for a vaccination such as your date of birth, your occupation, and any high-risk medical conditions you may have. You will be asked for contact information so you can be contacted for scheduling when it is your turn. You will not be asked for a social security number.





FREQUENTLY ASKED QUESTIONS

Pre-Registration Continued

How will my pre-registration data be used?

All personal information collected during pre-registration will only be used to determine when you are eligible to receive a shot, and to follow-up when it's your turn to schedule vaccination. This is a safe haven—any information you provide is protected. Your information will not be shared for any other purpose.

How does prioritization of the pre-registration work? What determines who is at the top? And how frequently is it updated?

You will be asked simple questions at pre-registration, such as date of birth, occupation, and high-risk medical conditions to determine eligibility. All personal information collected during pre-registration will only be used to determine vaccination eligibility, prioritization, and to follow-up with residents and workers when it's their turn to schedule vaccination. VDH is working to ensure vaccine distribution is equitable and in alignment with CDC prioritization guidelines.

I've been pre-registered, now what?

Once you have pre-registered, you will receive a reference code. Then, if you gave an email address, you will receive regular emails to give you peace of mind that you are still on the list and your turn is coming up.

How do I know my information to pre-register has been accepted?

Once you pre-register, you will receive a reference code. If you have already pre-registered through your local health district, we recommend you check the list.

What will my follow-up be after I pre-register? And how frequently?

If you gave an email address, you will receive regular emails to give you peace of mind that you are still on the list and your turn is coming up.

How will I be notified when it's my turn?

When your turn comes, you will get a phone call or an email to schedule your appointment.

Will I know what number in line I am?

We are currently unable to give each person on the waiting list a specific number in line due to the complexities involved with the many types of eligibility groups. This is based on CDC guidelines.

When can I expect for it to be my turn?

Based on the limited supply of vaccine, Virginia is prioritizing those individuals most at risk of contracting COVID-19 and certain occupations, based on CDC guidelines. VDH is working to ensure vaccine distribution is equitable and in alignment with CDC prioritization guidelines. Rest assured, when your turn comes, you will be contacted for scheduling.





FREQUENTLY ASKED QUESTIONS

Pre-Registration Continued

What do I do when I'm notified it's my turn?

When it is your turn to receive the COVID-19 vaccine, you will be contacted to schedule an appointment using the email or phone number provided during pre-registration. When contacted, you will be offered a specific date and location and asked to select an available time. Please complete the scheduling process as soon as possible.

Are there other vaccination options that I can explore while I wait on Virginia's COVID Information Center pre-registration list? (e.g., CVS, private clinics, etc.)

Virginia's primary allocation of COVID-19 vaccine is managed by local health districts, so most vaccination clinics will use the statewide pre-registration and scheduling systems because they are conducted by local health districts. Clinics conducted by hospitals, pharmacies, or physicians may use other signup and appointment systems. Department of Defense service members and staff; veterans receiving care in Veterans Affairs Medical Centers; and certain other federal employees and individuals may be vaccinated through separate processes. As part of a federal retail pharmacy program, selected CVS Pharmacy locations in Virginia will also be offering the vaccine soon. The Commonwealth is working with CVS to identify locations and registration processes that will help promote equitable distribution.

How do I remove myself from the pre-registration list if I no longer need to be on it?

If you receive the COVID-19 vaccine in Virginia, you will be automatically removed from the pre-registration list. If you receive the vaccine outside of Virginia or wish to be removed from the pre-registration list for any other reason, please call the 1-877 number.

Vaccine and Scheduling

Can I schedule my appointment with my spouse/family?

Because each person may have a different level of eligibility and each clinic has a limited number of appointments, it is unlikely that spouses, partners, or family members will be scheduled at the same time. If two people are invited to make appointments for the same clinic, they can choose times near each other if available.

Will I have to pre-register again for my second dose?

No. You will be contacted to schedule your second dose appointment at the appropriate time, and you do not have to pre-register again. Some clinics will schedule your second dose appointment at the time of your first dose, and some will contact you a week or two before the second dose is due.





FREQUENTLY ASKED QUESTIONS

Vaccine and Scheduling Continued

Will I have a choice of which vaccine I receive?

The Pfizer and Moderna vaccines are very similar in how they work and the potential side effects, but they require different types of shipping, storage, and handling. As a result, the vaccine clinic you are offered will only have one type of vaccine available.

How do I know the vaccine is safe?

Like all vaccines used in the United States, the COVID-19 vaccines have gone through three phases of clinical tests involving tens of thousands of patients. Each patient is monitored for any potential reactions or side effects. Development of vaccines is strictly controlled by the U.S. Food and Drug Administration (FDA), and their use is overseen by the U.S. Centers for Disease Control and Prevention (CDC). Even after a vaccine is approved for use by the public, the FDA and CDC continue to monitor for short-term or long-term problems. The United States has the safest, most effective vaccines in history. Detailed information about vaccine safety is available at <https://www.vdh.virginia.gov/covid-19-faq/vaccination>.

