



MEDIA RELEASE – UPDATE

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FOR MORE INFORMATION CONTACT:

Jennifer Michaluk, M.Ed, CHES

Public Information Officer

jmichaluk@stclaircounty.org

St. Clair County Health Department's New Pre-registration System FAQs

The St. Clair County Health Department launched a new COVID-19 vaccine *pre-registration* system on Friday, 2/5/21. The following FAQs (frequently asked questions), as well as technical issues, are currently being addressed with the Everbridge Company. We apologize for any inconvenience and are working on solutions:

- 1. What is the phone number, text code or email address that will accompany the notification?**
Phone: (781) 373-9800; **Text ID:** 88911; **Email from:** St. Clair County Vaccine Distribution. The caller ID may identify as a Massachusetts phone number. Looking into updating with a local number.
- 2. How do I know I signed up properly in the system?** You will not receive a message stating you are pre-registered. Create a user name and password to sign up. Complete the fields, save all pages and hit finalize at the end. Working on updating this.
- 3. Can I go back in and edit my account information?** It appears the system tracks the date of your last entry and may move you from your original placement if you make changes. Be as accurate as possible when signing up. Working on updating this.
- 4. What if I registered multiple people using the same contact information (phone number, email)?** Each person registered should receive a separate confirmation. The appointment confirmation will list first name, last name, appointment date/time and clinic location. It will arrive via the method(s) you selected to receive notifications. Whatever method you confirm first on accepts the invitation. Option 1= yes to confirm; Option 2 = Not available at this time; Option 3 = No longer need my appointment.
- 5. What if I missed my window to confirm my appointment?** Each person has one hour to respond. If you missed your window, you will be contacted as soon as the next appointment becomes available. You do not lose your placement and will be notified again. Please do not show up at a clinic if you did not receive a confirmation.
- 6. When will you send out notifications?** Notifications should typically occur during regular business hours.
- 7. Who can sign up/pre-register?** All individuals living or working in St. Clair County can pre-register for the COVID-19 vaccine on the health department's website www.scchealth.co click on the "**Pre-Registration for COVID-19 Vaccine**" link. Again, this is a pre-registration system only, or a placeholder.

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Only individuals in the *current* priority groups will receive a notification when an appointment become available. This is all dependent on vaccine supply, which currently remains limited. Therefore, it will take time to move through the list. Thank you for your patience.

For seniors 65 and older needing assistance with the online pre-registration process options include:

- **Asking a family member, friend or neighbor for help**
- **Council on Aging/Call 1-800-297-0099 or your local senior center**
- **Dial 211 for assistance**
- Please **DO NOT** contact COA or 211 for technical assistance or for updates.

Dr. Annette Mercatante, Medical Health Officer, stated "*We apologize for any technical difficulties people may be having. We are working on solutions. We know that almost 10,000 people have pre-registered in the system thus far. Our first clinic utilizing the new process is tomorrow and those individuals have already been notified. With any new system implementation there are always process improvements that will need to be made. Thank you for your patience as we work through them.*"

This is a rapidly evolving situation. Further information will be shared when updates are available on the health department website at www.scchealth.co and on social media @scchdmi. Email questions to covid19@stclaircounty.org. For state vaccine data visit <https://bit.ly/39q4XwS>.

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