



COVID-19 VACCINE FAQs

January 2021

WHY IS IT TAKING SO LONG FOR A PERSON TO GET THEIR VACCINE?

Our system is processing thousands of people daily, prioritizing those most at-risk of COVID-19 and assigning appointments when vaccine is available. Currently the number of people registered to receive vaccine is greater than the amount of vaccine available. As vaccine is received, it is first being provided to those who fall within groups 1A and 1B in order of registration. (see below)

We are also getting assistance from JPS Health Network and Texas Health Resources, who will also contact individuals registered with Tarrant County for COVID-19 vaccine. They may also be more flexible in scheduling vaccination appointments.

WHY IS THERE A LIMITED AMOUNT OF COVID-19 VACCINE?

Right now, there are only two manufacturers whose vaccines have been given federal approval for distribution. They are attempting to supply the nation. Other manufacturers have vaccine that is still in clinical trials and awaiting federal approval. Once approved, these vaccines will be added to the current supply.

WHO IS ELIGIBLE FOR VACCINE ACCORDING TO THE STATE-ISSUED GUIDELINES?

Those initially eligible according to the state guidelines are people most at-risk of catching, spreading or dying from COVID-19. These people have been grouped 1a and 1b. (see below)

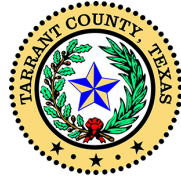
WHO IS IN GROUP 1a and 1b?

1A

- Hospitalized people receiving direct care
- Residents in long term care facilities
- EMS and 9-1-1 personnel
- Home Health care providers
- People receiving outpatient services
- People in emergency rooms and receiving urgent care
- Pharmacies
- Last responders
- School Nurses

1B

- People older than 65
- Those older than 16 but with at least one chronic medical condition, including pregnancy.



HOW DO YOU KNOW WHO IS IN WHAT GROUP?

When you register you will be asked to provide certain information. This information allows us to determine your group.

HOW DO I KNOW I SUCCESSFULLY REGISTERED?

Everyone completing registration will receive an automatic confirmation of their registration. That means they are in the system and will be assigned a vaccine appointment as soon as vaccine is available.

WHAT IF I'M IN 1B AND HAVE MORE THAN ONE CHRONIC MEDICAL CONDITION?

If you fall in groups 1a and 1b you will be prioritized to receive vaccine as soon as possible.

WHAT IF I'M NOT IN EITHER CATEGORY BUT WANT THE VACCINE?

Currently we are only able to vaccinate those who fall into groups 1A and 1B. All others are encouraged to register. Even though you may not qualify right away, vaccine will be offered to more people as the vaccine supply increases and state allows for more groups to be vaccinated. Public announcements will be made when this happens.

WHAT IF I DON'T HAVE A COMPUTER OR DON'T HAVE ANYONE TO HELP ME WITH REGISTERING?

You can call our hotline number (817-248-6299) and someone will help you register. Computers are also available at public libraries.

WHAT IF I'VE ALREADY HAD MY FIRST SHOT, DO I NEED TO REGISTER AGAIN FOR THE SECOND?

No. If you received your first shot through TCPH, you will receive a call, text or email a day or two before your second dose is due telling you where to go to get your second shot.

I'VE HEARD THE LINES AND THE WAITS ARE LONG. IS THIS TRUE?

Lines can be long at times. We are making every effort to move as quickly as possible. We encourage people to show up no more than an hour before their appointment. Individuals with medical conditions that make standing in line difficult can speak to medical screeners on-site, who will accommodate them. Individuals can also stand in line for the elderly while they wait in a more comfortable location.

WHY DON'T YOU OPEN MORE LOCATIONS OR DO A DRIVE-THROUGH?

As vaccine becomes more available there will be other ways to get more people vaccinated including more locations, drive-through's and mobile clinics.

I'VE TRIED CALLING YOUR HOTLINE AND END UP BEING ON HOLD FOR A LONG TIME, THEN GETTING HUNG UP ON. WHO CAN I TALK TO?

We apologize if your call was disconnected. Wait times vary depending on the number of calls we receive and we are doing our best to respond. If you are calling about your registration status please go to www.tarrantcounty.com/covidshot and press the status check button on website. The call center cannot provide any update on your registration.

For those who need help registering, please do call the hotline.



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