

Prince William Health District Vaccine FAQs – March 15, 2021

1. How do I contact the Health District and State Vaccination Call Center?

PWHD Call Center: 703-872-7759

State Call Center: 1-877-VAX-IN-VA (1-877-829-4682)

<https://vaccinate.virginia.gov/preregister.html>

2. Does my ID number indicate my place in line for the vaccine?

No, this number is just used to look up your record, it does not indicate your place in line to receive a vaccine. Appointments will be offered based on phase/group priority, phase/group eligibility and vaccine availability.

3. I am traveling overseas or moving soon; can I be prioritized to receive my vaccine sooner?

If you currently qualify for a group that is approved for vaccination, you may schedule your vaccination if an appointment is available or join the state pre-registration system. You cannot jump the state pre-registration system.

4. Do you have information on vaccination clinics/processes in other counties or health districts?

No, you will need to contact that county or health district directly to receive that information.

5. My spouse/family member/friend and I registered for the state pre-registration system. Only one of us was contacted to schedule a vaccination, what about the other?

Appointments are scheduled based on phases/groups approved by the Virginia Department of Health. If one individual qualifies for a group that is currently approved to receive a vaccine, that individual will be contacted. If the other person does not qualify for a currently approved group, that individual will be contacted later once their group is approved.

6. I need to cancel my vaccination appointment; how do I do that?

If you scheduled your appointment through the PWC Call Center, you need to request your appointment be cancelled through the PWC Call Center by calling 703-872-7759. If you need to reschedule a Veterans Park/Safeway appointment, use the instructions for cancelling and rescheduling in the email confirmation you received from Albertsons (the company that owns Safeway).

7. I registered through the PWC waitlist but have not received an appointment yet. When will that happen?

Your appointment can be scheduled once your vaccination group is approved and an appointment is available. If your vaccination group is not yet eligible to receive a vaccination, you will need to wait until it is approved by the Virginia Department of Health.

8. I accidentally said I do not have any underlying health conditions, but I do. What do I do?

When you arrive at the clinic, notify the nursing staff who can review your health history with you and determine the best course of action. If you registered on the state pre-registration system, you may call the VDH Call Center at 1-877-VAX-IN-VA (1-877-829-4682) and request that your record be updated.

9. I live in PWC but work in another jurisdiction, where I am a healthcare professional/essential worker. Can I get vaccinated in PWC?

You will need to get vaccinated in the jurisdiction where you work. Your employer should have more information on vaccination procedures. You can get vaccinated where you live based on your age or health conditions, not based on essential worker status.

10. I want to schedule my vaccine, but my phase/group is not approved yet. How do I sign up?

Everyone is approved to sign up for the state pre-registration system at this time. You will be scheduled once your phase/group is approved and an appointment is available for you.

11. I need to update my information in VAMS. How do I do that?

If you registered through VAMS, you need to go back into that system to update your information, PWC is unable to access those records.

12. I received an appointment, but I would like to be scheduled sooner, is that possible?

Vaccine appointments are scheduled for currently approved phases and groups based on vaccine availability. Your appointment will be scheduled as soon as possible, based on phase & group priorities, vaccine availability and your availability. PWC is working with the Prince William Health District to increase the number of appointments available so residents can be accommodated in a timely manner.

13. I signed up for the state pre-registration system last week, but I have not heard anything back. When will I be contacted?

You should receive an email from the state pre-registration system acknowledging that you were added to the state pre-registration system with an ID number. If you did not receive an email, you can visit the state pre-registration system to check your registration status at <https://vaccinate.virginia.gov/preregister.html> or call the VDH Call Center at 1-877-VAX-IN-VA (1-877-829-4682) to confirm your registration. You will be contacted as soon as an appointment is available for your phase and a vaccination is available. PWC is working to increase the number of available appointments and we appreciate your patience at this time!

14. I received my first dose and now I need to register for my second dose. How do I do that?

If you received your first dose from a Prince William Health District Clinic and were not added to the second dose waitlist while you were there, please call the PWHD call center to be added to that list. If you received your vaccination at a non PWHD clinic, you need to contact that clinic to schedule a second dose.

15. I work at/own a company and my employees need to get vaccinated, how do I get them signed up?

Please have each employee visit the state pre-registration system site at <https://vaccinate.virginia.gov/preregister.html> or call the VDH Call Center at 1-877-VAX-IN-VA (1-877-829-4682) to register for their vaccination. When they are eligible to receive a vaccine

and there is an appointment available, the employee will be contacted to schedule a vaccination appointment.

16. I am from out of state/area but I will be in PWC indefinitely for work or to care for family members. Can I receive the vaccine in PWC?

You are eligible for a vaccine based on your Phase and Group. Please visit the state pre-registration system at <https://vaccinate.virginia.gov/preregister.html> or call the VDH Call Center at 1-877-VAX-IN-VA (1-877-829-4682) to register.

17. What if someone cannot get vaccinated within 28-42 days? Do they have to repeat their first dose?

If an individual cannot get a vaccination within 42 days, they should get the second dose ASAP after the expiration of the 42-day window; do not repeat the first dose.

18. I received my first dose out of state or in a different county, can I get my second dose in Prince William County?

If an individual gets their first dose out of state or in a different county, they need to get their second dose in the same place they received their first dose, even if it is out of state or county.

19. I take care of a high-risk child/parent/family member. Am I eligible for a vaccine?

Caregivers can get priority vaccination if caring for a high-risk individual. When using the State Vaccination Registration Site, choose the underlying health condition option that matches the underlying health condition of the patient. The underlying health condition must meet CDC guidelines to qualify.

20. Do members of the clergy qualify for vaccinations currently?

Clergy will be added to phase 1b, group #10. They may register through the State Vaccination Registration Site.

21. I need to get the second dose of the Pfizer vaccine, which clinic should I go to?

Please contact the provider you received the first dose from to schedule a second dose. If they are unable to provide an appointment, you may contact the state call center to schedule an appointment for the second dose of the Pfizer vaccine. The PWHD clinics do not administer Pfizer vaccines.

22. If I signed up with the PWHD list and then signed up a month later on the State site, did I lose my place in line?

You did not lose your place in line on either list. Each waitlist is sorted by priority group and registration timestamp. Timestamps from the Health District waitlist were transferred along with your information to the state waitlist. For the Health District, your waitlist ID number services as a record ID number, which allows PWHD Call Center operators to access your contact information and assist you in scheduling an appointment. Your record was assigned a separate ID number on the state waitlist, which can be obtained by contacting the state call center.

23. I signed up using VAMS but now there is a new system called PrepMod, what happens now?

For those who had scheduled their first dose through VAMS, you will be contacted by the PWHD call center for second doses. If you do not receive a call from the PWHD within 3 days of your scheduled vaccination due date. Please contact the PWHD call center.

24. How do I make a vaccine appointment through the PrepMod system?

When it is your turn to schedule an appointment, you will receive an email, phone call, or text message from the PWHD Call Center. You will first be asked if you are available for a particular day and are willing to accept the vaccine being administered at that clinic site. Then, you will receive a follow-up notification with a link to the scheduling process. After selecting an appointment slot, you have 15 minutes to complete the scheduling process. Please do not share this link with your family members or friends, as doing so will forfeit your allocated appointment. If you are unable to use the internet to schedule your appointment, please call 703-872-7759, option 3, for assistance scheduling.