

# CT-DPH COVID-19 VACCINE SCHEDULING NAVIGATOR'S GUIDE

<https://portal.ct.gov/-/media/Coronavirus/Vaccine-Scheduling-Navigator-Guide.pdf>



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**Note: Hyperlinks in this document are compatible with the most current version of Edge, Chrome, Mozilla Firefox and Safari.**



## **Navigator Role**

The navigator's role is to assist vaccine eligible individuals in obtaining their COVID-19 vaccination. Thank you for all you do to support the Connecticut Department of Public Health (DPH) and your community. Your work assisting individuals helps in the fight of COVID-19 pandemic.

## **Ways You Can Help**

When assisting vaccine eligible individuals there are numerous ways you can help, including:

- Providing timely and accurate vaccine accessibility information.
- Directing individuals to vaccine appointment options including mobile clinics, walk-up locations, homebound programs, and more.
- Completing scheduling online for vaccine eligible individuals who are uncomfortable using online resources.
- Contacting vaccine providers or the [Vaccine Appointment Assistance Line \(VAAL\)](#) on behalf of individuals.

If a vaccine eligible individual requires you to initiate a phone conversation for them there are some helpful strategies to facilitate a productive and smooth transition, including:

- Collecting all necessary information from a vaccine eligible individual before initiating a call, such as:
  - phone number, in case of interruptions or disconnection;
  - date of birth, if appropriate;
  - address to locate a local vaccine provider; and/or
  - availability for vaccine appointment.
- Double checking individuals' vaccine eligibility
- Calling vaccine providers on behalf of vaccine eligible individuals and then transferring them to the recipient (AKA: a warm transfer) by:
  - Outlining the scheduling procedure with the individual;
  - Informing individuals of potential hold times;
  - Reiterating that there is no guarantee you will be able to schedule them; and
  - Providing the scheduler with all necessary information upfront and letting them know you'll be transferring them to a vaccine eligible individual.

Remember it is okay to not have all the answers right away. Be honest and patient with individuals as you work to assist them.



## Vaccine Information

Some vaccine eligible individuals may find vaccine information on other sites not listed in this document. Most of them, including the Centers for Disease Control and Prevention (CDC) Vaccine sites, reference or lead back to the DPH COVID-19 Vaccine portal. If an individual refers to any resource not included here, please feel free to direct them to the DPH COVID-19 Vaccine portal found at [ct.gov/covidvaccine](https://ct.gov/covidvaccine).

## Privacy Considerations

Vaccine eligible individuals will not be asked for a Social Security Number or financial information. **The COVID-19 vaccine is free.** Vaccine providers will not ask for out-of-pocket payments or payment to be put on a waiting list or to give early access. More information about possible vaccine scams can be found at this site: <https://oig.hhs.gov/coronavirus/vaccine-scams2020.pdf>.

Occasionally health information such as insurance provider or date of birth may be asked. Keep in mind all information you collect is **private** and **confidential**. When speaking with a vaccine eligible individual, you should use **a secured device, password protected, and/or encrypted computer**, and the information collected should not be saved to any personal folders or devices.

## Determining Eligibility

Connecticut is using an age-based eligibility criterion for vaccine eligibility.

Potentially vaccine eligible individuals should visit the CT Department of Public Health's (DPH) COVID-19 website for the current eligibility information found at <https://portal.ct.gov/Coronavirus/COVID-19-Vaccination---Phases> to confirm their eligibility. This webpage is linked on the COVID-19 vaccine main portal for Connecticut found at [ct.gov/covidvaccine](https://ct.gov/covidvaccine).

If you are assisting a minor aged vaccine eligible individual or the parent or guardian of one in scheduling their vaccine, note that currently only the Pfizer FDA-approved vaccine can be administered. While scheduling, you must confirm with the provider that the Pfizer vaccine is available to be administered prior to booking an appointment. Also note, appointment scheduling processes vary across different vaccine providers. While some scheduling platforms, such as the Vaccine Management System (VAMS), allow minors to create personal accounts and schedule appointments, others may require a parent or guardian's electronic permission to schedule. Minors under the age of 18 cannot

be vaccinated by a healthcare provider without parental consent. Please contact the provider in advance of appointments to verify what their consent process requires.

Connecticut has a **Frequently Asked Questions** about the COVID-19 vaccination webpage at [ct.gov/covidvaccine/FAQ](https://ct.gov/covidvaccine/FAQ).

## **Vaccination Scheduling Options**

Vaccine eligible individuals have many ways to schedule a COVID-19 vaccination. Vaccines are available through mobile clinics, walk-up locations, homebound programs, and more. DPH's COVID-19 Vaccination Scheduling website found at <https://portal.ct.gov/Coronavirus/COVID-19-Vaccination-Scheduling-Options>, will provide the most up to date options available for individuals. Vaccine eligible individuals should choose the option they are most comfortable with. Scheduling options include:

- Vaccine providers contacting vaccine eligible individuals to schedule (email, phone, or text).
- Scheduling directly with a vaccine provider.
- Scheduling by phone through the Vaccination Appointment Assistance Line (VAAL)\_(select sites only); or
- Find a vaccine provider online using the CT COVID Vaccine Finder found at <https://covidvaccinefinder.ct.gov>
- Visiting a Mobile or Walk-up Vaccine Clinic



**Note:** Vaccine providers may use their own scheduling system and individuals can contact the provider directly for questions.

### **Scheduling Directly with a Vaccine Provider**

If vaccine eligible individuals know their primary care provider is a vaccine provider, they may schedule directly with them. The primary care provider may direct vaccine eligible individuals to their own website or may direct them to the Vaccine Administration Management System (VAMS) as their online scheduling tool.



## Using the CT COVID Vaccine Finder.

Vaccine eligible individuals who wish to self-schedule may use the CT COVID Vaccine Finder found at <https://covidvaccinefinder.ct.gov/>.

The CT COVID Vaccine Finder is linked on many webpages and will appear as a search box.

A screenshot of the CT COVID Vaccine Finder search interface. At the top, it says 'Find a Vaccine Provider Near You.' Below this, it reads 'If you are eligible to book an appointment, use the vaccine finder to search for a vaccine site.' There is a text input field with the placeholder text 'Enter ZIP Code' and a blue button labeled 'GO' to its right.

Enter a ZIP code in the box and hit the **Go** button.

Once on the CT COVID Vaccine Locations webpage, you can change your search by entering a ZIP code or address in the **Search for your address, neighborhood, city, or ZIP code** box. The results filter to COVID-19 Vaccine providers in the area.

You may choose a vaccine provider by scrolling through the results. Providers will list the type of Covid-19 vaccine (Johnson & Johnson, Moderna, or Pfizer) directly in the results. *Remember* if you are assisting a minor or the parent or guardian of a minor, the only vaccine they can receive at this time is the Pfizer vaccine. If an appointment is scheduled for a Johnson & Johnson or Moderna vaccine, they will be turned away by the provider.

When viewing the list of vaccine providers, click on the **Schedule in VAMS** or **Schedule on Provider Site** to schedule with that provider. Some providers may also provide a phone number for scheduling in the listing. Providers that provide walk-up vaccinations will have a **No Appointment Required** icon next to their listing.

**No Appointment Required**



**Note:** Some providers may list the VAAL (1-877-918-2224) as their phone scheduling option.

### **Vaccine Administration Management System (VAMS)**

Some vaccine providers are using the Vaccine Administration Management System (VAMS) for their online scheduling of COVID-19 vaccine appointments. If directed by the provider or the CT COVID Vaccine Finder search, vaccine eligible individuals will go to the DPH VAMS webpage to schedule at <https://portal.ct.gov/Coronavirus/COVID-19-Vaccinations---VAMS-Support>. VAMS allows for guest registrations, meaning no account creation is required, as well as allowing shared accounts for up to eight (8) individuals using the same contact method (email or SMS text).

### **Mobile or Walk-up Vaccine Clinics**

There are vaccine clinics and mobile units across the state allowing walk-up vaccinations. No appointment is necessary.

#### **DPH Van Clinics**

Vaccine eligible individuals have the option of getting vaccinated at a DPH Vaccination Van clinic in their own neighborhood. These clinics are hosted in partnership with local health departments and community organizations. For a clinic schedule (updated daily), please visit: <https://portal.ct.gov/vaccine-portal/DPH-van-clinics>.

#### **Walk-Up Vaccine Clinics**

Across the state, many providers are accepting walk-up vaccine appointments. Individuals can get vaccinated at these locations during the hours they accept walk-ups, without having to schedule in advance. The CT COVID Vaccine Finder shows the **No Appointment Required** icon next to these clinics in the search listing. For a dedicated listing of walk-up vaccine clinics, please visit: <https://portal.ct.gov/vaccine-portal/COVID-19-Vaccination-Walkup>.

#### **FEMA Mobile Vaccine Unit (MVU)**

The State of Connecticut also has a Federal Emergency Management Agency (FEMA) Mobile Vaccine Unit (MVU) that for a limited time will travel throughout the state for 60 days to reach 17 different community populations. This is in addition to existing scheduling providers. Municipal and community partners are coordinating outreach to high-risk and vulnerable residents about the MVU and assisting with appointment scheduling.



The MVU is expected to handle a minimum of 250 people per day including walk-in capability within the available supply. The one-dose Johnson & Johnson (Janssen) vaccine will be used to enhance efficiency and maximize the number of doses administered through the team.

Current location and scheduling information can be found here:

<https://portal.ct.gov/Vaccine-Portal/COVID-19-Vaccination-FEMA-Mobile-Clinic>

### **Vaccination Appointment Assistance Line (VAAL)**

Vaccine eligible individuals, with limited or no online access or are challenged by the process to self-schedule online, can call the VAAL at 1-877-918-2224 to schedule an appointment at participating vaccine providers across the state.

Participating vaccine providers continue to be added for scheduling through the VAAL. Individuals should be directed to the VAAL *after* they have explored all other scheduling options.

Language assistance is available for those who need it and the Deaf and Hard of Hearing can access the VAAL by dialing 7-1-1.

Some vaccine eligible individuals will be directed to call the VAAL from the listing of their preferred provider on the CT COVID Vaccine Finder website.

The VAAL is available 7 days a week for scheduling COVID appointments from 8am to 8pm.

### **Homebound Vaccine Eligible Individual Assistance**

Individuals who are medically or physically unable to leave their home to receive a COVID-19 vaccine can register their need for in-home vaccination. This is a separate process than individuals who lack transportation to vaccination sites (see [Transportation Assistance](#) section). Homebound vaccine eligible individuals must first fill out the *Homebound Intake* form found at: <https://dphsubmissions.ct.gov/homebound> to let DPH know assistance is needed. Once the form is processed a person in the individual's town will contact them to schedule vaccination.

### **Transportation Assistance**

Vaccine eligible individuals may need assistance getting to and from their scheduled appointments if they do not have transportation. Do not let transportation be a barrier to vaccination.



If you are assisting someone without transportation access, the resources listed below may help you find transportation for the individual. Subsidized transportation resources exist across the state for qualified individuals. Providers and local community services have been able to meet the transportation needs of their communities effectively. These resources will continue to expand availability as grants and other reimbursements are obtained to support vaccination.

If the vaccine eligible individual uses 211 for scheduling assistance and says they need help with transportation, then 211 will be the supporting resource brokering for transportation while scheduling the recipient.

## **211 Transportation**

211 of Connecticut provides resources to transportation programs and services including Disability Related Transportation and Medical Appointments Transportation.

Clicking the links on the website will direct you to a map in which you can filter search results by ZIP code, view locations on a map, click "Get Directions" button in the search results for driving, walking and public transit directions. The website is found at:

<https://uwc.211ct.org/categorysearch/transportation/>

## **CT Rides**

CT Rides is available Monday through Friday, 8am to 5pm to assist Connecticut residents who already have scheduled vaccination appointments by providing information and referral to transportation resources across the State.

This service can be accessed by calling the toll free COVID-19 phone number (866) 766-5516.