

WESTPORT VACCINE FAQ's

Can you help me register for a shot?

We are happy to walk you through the process but unfortunately, we do not have access to the state VAMS portal. There are other ways to register through private hospitals.

I only want to go to a Westport Clinic.

Westport cannot offer "closed" clinics for residents-only so if you can't find an appointment here, it's because there aren't currently any available. When the Westport Weston Health District receives more supply, they will open up more time slots but we encourage you to choose the first available appointment that is within driving distance. This will be the fastest way to get vaccinated. Also, don't limit yourself to VAMS, try some of the other hospital-based clinics.

I can't find a clinic close by.

- Keep checking the VAMS site. New appointments open every day. Don't limit yourself to a 5-mile radius. Expand your search on the website.
- There are several locations that accept phone-in appointments rather than booking through VAMS..
- You may also text the phrase "ctvax" to 898211. Once confirmed, you will receive text messages when new appointments become available.
- [This interactive map](#) also provides information on vaccination sites throughout the state.

How do I know which vaccine to get?

Each clinic has a specific manufacturer, either Moderna or Pfizer. Once you receive the first shot, they will provide you with the record card indicating which brand you got. The VAMS system will only allow you to get the same manufacturer vaccine for the second shot. (check for accuracy)

I registered with VAMS but I never received a confirmation email from them. What should I do?

- Call the hotline by dialing 211
- Try again.
- Try to check your junk mail. (emails come from "CDC <no-reply@envelope.mail.vams.cdc.gov>" or "Noreply@everbridge.net")
- her sites/portals (See list of clinics on the state site.)

NOTE: If you are not in an eligible group, you will not receive an invitation until your cohort is eligible but you should receive a confirmation email that your information is in the system.

I need a ride or I'm homebound.

Do you have friends, family, or neighbors who can help? If not, please contact Human Services (DHS) to see if they can assist. DHS is exploring transportation options and working with the Health District to determine ways to offer homebound vaccinations with the guidance of the state.

Are there drive-thru options in Fairfield County?

Operated by Community Health Center, the site is located at Lord & Taylor parking lot at 110 High Ridge Road in Stamford. To register, those eligible can call 211, or 877-918-2224. Or use the [VAMS online portal](#) operated by the state Department of Health to make an appointment online.

I think I'm the only one who hasn't received the shot yet.

It is a process and will take time. The entire country is in the same boat. Please be patient, wait for your cohort to become eligible, and only schedule an appointment when your age group/employment group becomes eligible.

CT ROLL OUT: (Announced March 19 2021)

- **March 1, 2021: AGES -55 and over**
- **March 19, 2021: AGES -45-54**
- **April 1, 2021: AGES – 16-43**

I received my first dose and I made an appointment for my second dose at the nearest available location. How do I confirm I will get the same vaccine?

The VAMS system will only allow you to register for a site with the same vaccine manufacturer (Needs confirmation). If you are registered through a private hospital clinic, they may help you to secure your second appointment.

To Register with VAMS:

Only people eligible under Phase 1a or 1b (75yo+ and now 65yo+) may register. Fill out this simple form to register with the Vaccine Administration Management System (VAMS). [Click here for the Department of Public Health's online VAMS enrollment form.](#)

You will need to enter your full name, date of birth, zip code, occupation (including "retired"), and email address. The information you enter will only be used for purposes of scheduling your vaccination and will be kept private.

Once registered, VAMS will send an email to guide you through the appointment process for receiving the COVID-19 vaccine. You will be asked to input your insurance information, any pre-existing conditions, and any medications that you are currently taking. Once you get the first shot, you will receive a card certifying that you received it and instructions to schedule the 2nd vaccination.

PROBLEMS/SOLUTIONS:

- Email not valid - be sure it's all in lower caps
- Not receiving confirmation? - check junk/spam folders!
- Can take up to two weeks to get a response from "CDC" and/or VAMS ("no response")
- You will not receive an invitation to schedule an appointment until your cohort is eligible.
- If you click on a location and nothing happens - click next, still nothing? Scroll up to see it may say "this time slot has been taken" - KEEP TRYING!
 - *o Days underlined in green indicate potential appointment availability (at least one slot at this time for either first or second dose).*
 - *o Days underlined in gray have no availability (no slots at this time for either first or second dose).*
 - *o Days that are grayed out completely are days the clinic or treatment station is not operating.*
- *If you completed the first step but your password isn't working when you try to log back on, try clicking "no" when it asks if you are already registered. It may then allow you to create a password and link to the account that you previously set up.*
- **If you are not having success with VAMS, try other sites that use their own scheduling systems. They can be found [here](#).**

*****PLEASE NOTE THAT EVERY INDIVIDUAL MUST HAVE THEIR OWN UNIQUE EMAIL TO BE VACCINATED** with the Vaccine Administration Management System (VAMS). For example, if you are registering your elderly parent and you use your email, you will not be able to be vaccinated using that same email. Those needing assistance are encouraged to contact a family member <https://www.westportct.gov/home/showpublisheddocument?id=37255> or friend to assist you. Once in VAMS, you will be able to schedule a vaccine appointment.

To register through your healthcare provider:

Some providers are not using VAMS, they may accept call-in or online appointments through their own scheduling systems! Check their websites or call them directly to learn more. Human Services has a listing of available clinics [here](#).

For a list of participating pharmacies administrating vaccinations: [Pharmacies Participating in the Federal Retail Pharmacy Program for COVID-19 Vaccination](#)

The State of Connecticut directs prioritization and timeline for vaccine rollout. [Click here to learn more about CT's COVID vaccination phases and eligibility.](#)

Once your demographic is eligible, don't wait to set up an appointment. Do it right away.

What happens at the vaccine appointment?

- You will receive a text or email reminder of your appointment which includes a mandatory health questionnaire that must be complete prior to check-in for your appointment.
- Please arrive for your appointment as close to the scheduled time as possible. If you are very early, you may want to wait in the car as opposed to standing outdoors to wait. You will not be allowed into the building until your scheduled time.
- Check-in to the vaccination site:
 - Have your vaccine appointment information readily available
 - Bring a state-issued ID
- Receive your vaccine. You will get a COVID-19 Vaccination Record Card that verifies you have received the 1st dose.
- You will be monitored by medical professionals for 15-30 minutes after you receive the vaccine.
- After you have completed the first dose, return to the VAMS site to schedule your second dose or ask the provider how to schedule vaccine #2. Be patient and keep trying if you are not successful in scheduling the next dose in the directed period of time. You do NOT need to get your second dose at the same clinic. VAMS will only allow you to register to get the same type of vaccination by the manufacturer.
- Some clinics are now helping you to schedule your second vaccine. Please ask them when you arrive or before you leave the clinic.

Like a flu shot, vaccination does not guarantee that you will not get COVID. You must complete both shots in the indicated time frame. Please continue to take precautions to protect yourself by wearing a mask in public, washing your hands, and maintaining appropriate social distance.

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