

Frequently Asked Questions  
April 19, 2021



### **Who is eligible to receive a vaccine at this time?**

NCH is currently vaccinating patients 16 and older while preserving a percentage of appointments for higher risk patients. Please understand that vaccine demand exceeds supply, and that appointment availability may vary based on vaccine inventory. NCH patients may schedule a vaccine appointment directly through their MyChart account.

### **I have no computer or smartphone, how can I sign up in MyChart?**

If you cannot sign up for MyChart or you do not have an email, you may provide your information [here](#) and we will contact you when we have available appointments. Patients without a computer or internet access may call 847-618-0242; due to the number of expected calls please be prepared to leave a message and your call will be returned.

### **I'm trying to help my parents (or loved ones) who do not have MyChart and/or do not speak English. How can they sign up?**

We encourage patients who are unable to use MyChart to seek the assistance of a family member and to consider using the proxy option which can be found at [www.nch.org/mycharthelp](http://www.nch.org/mycharthelp). Another option is for you to submit your information at [www.nch.org/#vaccine](http://www.nch.org/#vaccine) or to call 847- 618-0242.

### **How do I cancel my vaccine appointment? And how do I reschedule?**

You may cancel in MyChart until up to 4 hours before your appointment. Once your second dose is scheduled, we strongly recommend that you do not reschedule your second dose, due to specific requirements related to dose interval. If you must reschedule, please send a MyChart customer service message and you will be contacted about rescheduling.

### **What if I will be out of town or unable to make my second dose appointment?**

Please ensure when you make your first dose appointment that you will be available either 3 or 4 weeks after to receive your second dose through NCH. The CDC recommends the second dose administered as close to the recommended interval as possible. If it is not feasible to adhere to the recommended interval, the second dose may be scheduled for administration up to 6 weeks (42 days) after the first dose. If the second dose is administered beyond these intervals, there is no need to restart the series.

### **Which vaccine am I getting?**

NCH offers either the Pfizer or Moderna vaccine. We order vaccines through the State of Illinois each week, and the state determines which vaccine is delivered to us. We do

not know in advance which vaccine we will receive. Therefore, patients are informed when they arrive which vaccine they receive; we cannot provide advanced notice.

**When will NCH begin giving the one-shot Johnson and Johnson vaccine?**

The J & J vaccine is on hold at the present time for additional study. Availability and distribution of all vaccines is determined by IDPH. (See J & J information on page 3-4)

**Can I choose whether to receive a one-shot or two-shot vaccine?**

No. NCH does not control which vaccines we receive from IDPH and therefore cannot offer a choice of vaccines. Our goal is to administer vaccine to as many eligible people in our community as possible using whatever vaccine is available.

**Will I be billed for the vaccine? How much does it cost?**

There is no cost to patients for the vaccine. An administrative fee is billed to your insurance.

**Do I have to do the pre-Check-in? Or can I do that when I arrive for my appt?**

We recommend that you complete pre-Check-in starting 7 days prior to your appointment to allow for a quick registration process when you arrive to your appointment.

**I don't remember when my 2<sup>nd</sup> dose is scheduled and lost my appointment card. How can I verify my next appointment?**

Login to NCH MyChart at [www.nch.org/mychart](http://www.nch.org/mychart) and navigate to Visits. Locate your visit and click the appointment card or details button to see the date/time/location of your appointment as well as appointment instructions.

**Can I get my second dose at NCH if I received my first dose elsewhere?**

No, we are only scheduling second doses for those we gave the first dose. Please understand that this is because we have to order a specific number of doses each week from the state, and we can only order the correct number of second doses based on who we gave first doses.

**SPECIFIC QUESTIONS RELATED TO THE JOHNSON and JOHNSON VACCINE**

Per an FDA and CDC [joint statement](#), the IDPH, Cook County Health and Chicago Department of Health have paused the distribution of the Janssen (Johnson and Johnson) COVID-19 vaccine after reports of six people experiencing rare blood clots within two weeks of receiving the one-dose vaccine. This is a rapidly evolving situation and we expect more information from the CDC this week. In the meantime, we want to share some guidance with you all.

**How much of the Johnson and Johnson COVID-19 vaccine has been administered in the United States?**

Over seven million doses have been administered in the United States.

**How many people who received the Johnson and Johnson vaccine developed blood clots based on the reported cases?**

Six women age 50 and under developed blood clots within two weeks of receiving the vaccine. One individual has died and another is critically ill.

**Has NCH administered the Johnson and Johnson COVID-19 vaccine?**

No. We are only using the Pfizer and Moderna vaccines. Please continue to encourage patients and team members to receive either the Pfizer or Moderna vaccine. We have not received any Johnson and Johnson vaccine and will follow CDC guidance if we do receive it in the future.

**Are these blood clots common?**

No. The blood clot, called *cerebral venous sinus thrombosis*, is a *very rare* clotting disorder that affects the head and brain. Additionally, the impacted patients also experienced thrombocytopenia or low levels of blood platelets.

**Do we use the typical blood thinners to treat patients with this clotting disorder?**

No. In these rare clotting cases, alternative blood thinners must be used. These include direct thrombin inhibitors or direct oral anticoagulants. The more common types of blood clots such as leg deep venous thrombosis and pulmonary embolism are typically treated with a blood thinner such as Heparin.

**What are the symptoms patients should look out for within the first three weeks after receiving the Johnson and Johnson vaccine?**

Presentation can vary greatly depending on the location and extent of the thrombosis (blood clotting). People may experience the following symptoms:

- Severe or persistent headache that comes on gradually but increases in intensity over days;
- Facial weakness, blurred vision, deafness, vomiting, seizures or confusion;
- Shortness of breath, chest pain, leg swelling or persistent abdominal pain;
- Unusual skin bruising or pinpoint bleeding spots in the skin beyond the injection site.

**What should physicians advise for their patients who have received the Johnson and Johnson vaccine in the past three weeks?**

Patients who have received the Johnson and Johnson vaccine should contact their health care provider if they develop severe headache, abdominal pain, leg pain or shortness of breath within 3 weeks of receiving the vaccine. There is no recommendation to pre-emptively evaluate patients with blood work or imaging studies at this time.

**What do physicians advise for their patients who received the Johnson and Johnson vaccine more than three weeks ago?**

Physicians should advise their patients that they are benefiting from the COVID protective benefits of the vaccine; and we have not had any clotting concerns reported beyond the two-week post vaccine time frame.

**When will there be more information about the safety of the Johnson and Johnson vaccine?**

The CDC's expert advisory panel will be meeting to discuss a more detailed clinical review of the cases, including other possible contributing factors (medications, smoking status, etc.) for the patients' risk of clotting disorders.