

Frequently Asked Questions
October 1, 2021



Who is eligible to receive a first or second vaccine at this time?

NCH is vaccinating anyone 12 and older at our five Immediate Care Centers in Buffalo Grove, Kildeer, Mount Prospect, Schaumburg and in Palatine on the campus of Harper College. Children under 18 must have a parent present at the time of vaccination.

What is the difference between a “third dose” and a “booster?”

A “third dose” following an initial mRNA vaccine series is given to people with weakened immune systems who may not have had a strong enough immune response after receiving the initial vaccine series. CDC recommends a “third dose” for those who are moderately to severely immunocompromised. (See IMMUNOCOMPROMISED section for details).

A “booster” dose is a supplemental dose given to groups whose immune response has weakened over time. CDC recommends a “booster” shot for people aged 65 years and older, residents in long-term care settings, and people aged 18 and older with underlying medical conditions or who work in high-risk settings at least 6 months after completing their Pfizer vaccine primary series. (See BOOSTER section for details).

I’m immunocompromised, can I get a third dose?

The CDC recommends that people who are moderately to severely immunocompromised receive a third dose of the Pfizer or Moderna mRNA COVID-19 Vaccine at least 28 days after the completion of the first two doses.

At this time, NCH is offering third doses to immunocompromised patients, at our five Immediate Care Centers. Patients who qualify should call the NCH Vaccine Hotline at 847-618-0242 to schedule an appointment.

While people who are immunocompromised make up about 3% of the U.S. adult population, they are especially vulnerable to COVID-19 because they are more at risk of serious, prolonged illness. The data shows they may benefit from receiving an additional dose of an mRNA vaccine to develop as much protection as possible against COVID-19.

Immunocompromised patients can be or have:

- In active treatment for solid tumor and hematologic malignancies
- In receipt of solid-organ transplant and taking immunosuppressive therapy

- In receipt of CAR-T-cell or hematopoietic stem cell transplant (within 2 years of transplantation or taking immunosuppression therapy)
- Have moderate or severe primary immunodeficiency (e.g., DiGeorge syndrome, Wiskott-Aldrich syndrome)
- Advanced or untreated HIV infection
- In active treatment with high-dose corticosteroids (i.e., ≥ 20 mg prednisone or equivalent per day), alkylating agents, antimetabolites, transplant-related immunosuppressive drugs, cancer chemotherapeutic agents classified as severely immunosuppressive, tumor-necrosis (TNF) blockers and other biologic agents that are immunosuppressive or immunomodulatory.

This action by the FDA and CDC does not apply to those who have received the Johnson and Johnson COVID-19 vaccine.

While the vaccination is likely to increase protection in this population, even after vaccination, people who are immunocompromised should continue to follow current preventive measures (including wearing a mask, staying 6 feet apart from others they do not live with, and avoiding crowds and poorly ventilated indoor spaces) to protect themselves and those around them against COVID-19 until advised otherwise by their healthcare provider.

BOOSTER Questions

I am over 65 years old, but not immunocompromised. Can I get a booster?

NCH has boosters available for anyone over the age of 65 who have completed their second dose of Pfizer more than 6 months ago.

We have not received approval for boosters of Moderna or Johnson & Johnson at this time.

NCH is providing boosters at our COVID VACCINE CLINIC located at 3060 Salt Creek Lane, Arlington Heights. Presently appointments are available only on Tuesdays and Wednesday from 9 a.m. to 6 p.m.

I am between the ages of 50-65, but I am considered high risk. Can I get a booster?

According to the CDC, the following conditions can put someone at higher risk of severe COVID-19 and may be a reason to get a booster: cancer; chronic kidney disease; chronic lung diseases such as chronic obstructive pulmonary disease (COPD), moderate-to-severe asthma, cystic fibrosis and pulmonary hypertension; dementia; type 1 or type 2 diabetes; Down syndrome; heart conditions; HIV; compromised immune system; liver disease; being overweight or obese; pregnancy; sickle cell disease; being a current or former smoker; organ transplant; stroke; and substance use disorders.

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I work at a job that is considered high risk for exposure. Can I get a booster?

People ages 18 to 64 who work in settings where they may be more exposed to COVID-19, such as hospitals, schools and grocery stores, may also get boosters “based on their individual benefits and risks.”

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Do I need to bring my vaccination card when I get my booster or third dose? What if I lost it or laminated it?

Yes, we will need to update the information on that card. If you lost it, and we can confirm you received the other vaccines, we'll create a new card with the history included. If not, we can provide a card and just record the booster vaccine.

If I have no computer or smartphone, how am I supposed to sign up in MyChart?

It's easy to get your vaccine at NCH. Call 847-618-0242 to schedule.

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

The easiest way for them to be vaccinated is to call 847-618-0242 to schedule. Translation is available.

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

Please contact the Vaccine Call Center if you need to reschedule your vaccine appointment: 847-618-0242.

What if I will be out of town or unable to make my 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.

Can I choose which vaccine I will get? Can I get the Johnson & Johnson one-shot vaccine?

You can choose either the Pfizer or Moderna two-shot vaccine for your first dose but must stick with the same for your second and potentially booster. Currently NCH does not have or

administer the one-shot Johnson and Johnson. You may also call 847-618-0242 to schedule your appointment and learn more about which vaccine is offered at which site.

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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.

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

Login to NCH MyChart at 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. You may also call 847-618-0242, please be prepared to leave a voicemail with your question and phone number.

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

Yes, please call 847-618-0242 to verify which vaccine is available on specific days. You must get the same vaccine for both injections.