

Frequently Asked Questions  
May 19, 2021



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

NCH is vaccinating ages 12 and older at our Vaccine Clinic located at 3060 Salt Creek Lane in Arlington Heights. Walk-ins are welcome.

We are vaccinating ages 18 and older at the Vaccine Clinic or our Immediate Care Centers (ICC). Appointments are required at the ICCs.

There are four ways to schedule your appointment. Please note that children and teenagers under 18 must have a parent present at the time of vaccination.

1. If you have a MyChart account, login at [nch.org/mychart](https://nch.org/mychart) and select a date, time and location to schedule your first vaccine dose.
2. Make an appointment directly on our website [here](#).
3. Call **847-618-0242** to schedule an appointment at the Vaccine Clinic or ICC. If you have received your first dose elsewhere and want your second dose through NCH, please call the number to schedule an appointment.
4. Walk-ins for first doses are accepted on Mondays and Wednesdays from 9 am – 7 pm at the Vaccine Clinic. Appointments are required to be vaccinated at an ICC.

### **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?**

1. Call 847-618-0242 to schedule an appointment. Translation services are available for those with no or limited English.
2. Walk-ins for first doses are accepted on Mondays and Wednesdays from 9 am – 7 pm at the Vaccine Clinic.

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

Please contact the Vaccine Clinic directly at 847-618-0242 if you need to cancel or reschedule your vaccine appointment.

### **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 will I get from NCH?**

NCH orders vaccines through the State of Illinois each week, and the state determines which vaccine is delivered to us. To date, we have only received the Pfizer and Moderna vaccines. 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 J&J vaccine?**

Availability and distribution of all vaccines is determined by IDPH.

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

As per the CDC, children and teens aged 12-17 must receive the Pfizer vaccine. For anyone 18 and older, NCH cannot offer a choice of vaccines because we do not control which vaccines we receive from IDPH. Our goal is to administer vaccine to as many eligible people in our community as possible using whatever vaccine is available. CDC advises that individuals eligible for the vaccine should take whichever vaccine is available. All three of the available vaccines, Pfizer, Moderna and J&J, are highly effective at preventing illness due to Covid-19.

You may call the Vaccine Clinic at 847-618-0242 to verify what vaccine is offered that same day.

**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 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. You may also call the Vaccine Clinic at 847-618-0242 and they will assist you.

**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.

**SPECIFIC QUESTIONS RELATED TO J & J VACCINE**

**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.

**Does NCH 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 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.

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

Here is the latest information from the CDC on the safety of the Johnson and Johnson vaccine. <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety/JJUpdate.html>