

Frequently Asked Questions
June 25, 2021



Who is eligible to receive a 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.

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.

1. Call 847-618-0242 to schedule.
2. Walk-ins are available for first doses at Immediate Care Centers in Buffalo Grove, Schaumburg, Kildeer and Harper College.

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:

1. Call 847-618-0242 to schedule. Translation is available
2. Walk-ins are available for first doses at Immediate Care Centers in Buffalo Grove, Schaumburg, Kildeer and Harper College.

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 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.

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 when you schedule online. 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.

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.

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. To date, 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.

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>