

Frequently Asked Questions  
March 2, 2021



**How do I schedule a vaccine appointment on MyChart once I have an invitation?**

Video instructions: <https://vimeo.com/516388172/4be17e386b>

**How is it determined who is a NCH patient to receive a vaccination?**

Patients who have seen a physician or received services such as a lab or a test at an NCH facility in the last two years are included in our list of patients. For the group 1b, that includes nearly 100,000 patients. Patients who have not seen their NCH physician in the last two years are encouraged to make vaccine appointments with their local participating pharmacy or county health department.

**I received an e-mail telling me to schedule my vaccine through MyChart, but the invitation is only good for 14 days. I will not be available during that 14 days, will I get another chance to sign up?**

While we will eventually recheck the list and send updated invitations to those who have not yet been vaccinated, we encourage everyone to schedule your vaccine appointment when you receive the email invitation ticket. Because of the very large population of patients that we are working to vaccinate in Phase 1b, it may be weeks to months before you are offered a new ticket.

**I received the e-mail about signing up for my vaccination, but can I give my spot to my very elderly parent who I have not been able to get in anywhere?**

Unfortunately, no, each invitation for vaccination is assigned to an individual patient record and cannot be transferred.

**I have an appointment for a vaccine, but I just got my vaccine elsewhere. Can I give my appointment to someone else I know?**

Unfortunately, no, each invitation for vaccination is assigned to an individual patient record and cannot be transferred.

**Can I make an appointment and bring my parent or spouse in with me when I come?**

Each patient must have an appointment scheduled. Because of the volume of patients that we intend to service every day and the limited supply of vaccines we are given from the state each week, we are not accepting walk ins. Please sign your parent or spouse up through [www.nch.org/mychart](http://www.nch.org/mychart) and they will be contacted to schedule their appointment. Or, you could use the proxy option to manage your parent or spouse's MyChart account, which can be found at [www.nch.org/mycharthelp](http://www.nch.org/mycharthelp).

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

NCH is accepting names of those who wish to be vaccinated but are unable to use MyChart. We encourage you to ask a family member to submit your contact information, including phone number, on the vaccine page of our website at <https://www.nch.org/vaccinescheduling/>. Please understand that due to the volume of patients in 65+ age group, it may be several weeks to months before you are contacted to schedule your vaccine.

**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?**

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 visit [www.nch.org/#vaccine](http://www.nch.org/#vaccine) and submit your parents' information, which will enter them into our vaccination database. Due to the volume of patients in the 65+ group, please understand that it may be weeks or months before they are contacted.

**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. While we will eventually send updated invitations to those who have not yet been vaccinated, we encourage everyone to come in when it's your turn. It may be months before you are offered a new scheduling ticket.

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 orders vaccines through the State of Illinois each week, and the state determines whether the Pfizer or Moderna 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 J&J vaccine?**

NCH is excited to include the J&J vaccine in our vaccination program and will be ready to do so as soon as it becomes available. Availability and distribution of all vaccines is determined by IDPH.

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

No – NCH does not control which vaccines it receives 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. 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 all highly effective at preventing illness due to Covid-19.

**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 fall in the Phase 1b category, but I'm not 65 years old or older. Can I schedule my vaccine with NCH?**

At this time, NCH is only vaccinating patients in Phase 1b who are 65 and older, along with some essential workers like police and teachers who are scheduled through their employer. We encourage you to check with your county health department or local pharmacy to schedule an appointment.

**When will NCH start offering vaccines to people under 65 with pre-existing health conditions?**

NCH is currently focused on vaccinating patients 65 years and older as part of the Phase 1b group. This is a very large population of 100,000 patients which will take several months to get through. We are beginning the planning of vaccinating Phase 1c patients with preexisting conditions, but are not yet vaccinating this group and do not yet have a timetable for when we will do so. Please check our website [www.nch.org](http://www.nch.org) for the latest information.

**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 very 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.