



For Immediate Release

Date: January 20, 2021

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ONLINE COVID-19 VACCINE APPOINTMENT OPTION NOW AVAILABLE

HICKORY - Catawba County Public Health, Catawba Valley Health System (CVHS) and Frye Regional Medical Center (FRMC) are working together to schedule appointments for those eligible to receive the COVID-19 vaccine through a new website, www.CatawbaVaccine.org.

Through the site, the newest appointment scheduling option being offered, those 65 years of age and older may request COVID-19 vaccination appointments and complete the state-required pre-registration process online.

The website provides a convenient option for appointment requests without requiring someone to spend time waiting to connect with an appointment specialist by phone. Due to the continued heavy demand for appointments and limited vaccine supply, appointments requested both online and by phone are currently being scheduled several weeks out from the time a person connects with an appointment specialist.

To complete an online appointment request, individuals will be asked to confirm their eligibility and then complete and submit a form with their first name, last name, an e-mail address to receive information to complete the pre-registration process, and the phone number where they can be reached by an appointment specialist. A separate form must be filled out for each person requesting an appointment. Only one request per person will be accepted.

Individuals who submit the form will receive an e-mail from NC CVMS, the state's vaccine registration site, with a link to complete their appointment pre-registration online and verify their vaccine eligibility with the state system. Individuals are asked to complete the online pre-registration within 24 hours of receiving the e-mail from NC CVMS.

From there, an appointment specialist from CVHS, FRMC, or Public Health will call the phone number provided to schedule the appointment. People who have caller ID are advised to note that their phone may not recognize this call as coming from an appointment scheduler.

Individuals will be provided with the date, time and location of their appointment, along with any other information they may need. They will also be informed about how and when to schedule their appointment for their second dose of the vaccine.

Appointments are also available by calling the Catawba County Public Health COVID-19 Vaccination Appointment line (828-695-6650) Monday-Friday, 8 a.m.-5 p.m., to request an appointment.



Following are answers to anticipated questions about the online COVID-19 vaccine appointment request process:

How long will it take for me to get called after I complete the online process?

Due to heavy demand for the COVID-19 vaccine and limited supply, it may take several days to receive a call from an appointment specialist. However, all eligible individuals who request an appointment online will be called back to have their appointment scheduled. Submitting multiple requests by phone and through the website will not expedite a return call.

How long will it take for me to get my appointment?

Appointments are currently being scheduled several weeks out from the time you speak to an appointment specialist.

What if I miss the call from the appointment specialist?

We will attempt to contact you three times to schedule your appointment. If we miss you on the third try, you may re-submit an online appointment scheduling request at www.CatawbaVaccine.org or call the Catawba County Public Health COVID-19 Vaccination Appointment line (828-695-6650) Monday-Friday, 8 a.m.-5 p.m., to request an appointment.

Can I choose which provider gives me my vaccine?

To ensure appointments can be scheduled as efficiently as possible, online registration requests are randomly assigned to all three partners. Individuals will not be able to choose which provider will fulfill their appointment.

How much will my appointment cost?

There is no out-of-pocket cost. Our hospital partners will bill your insurance carrier a small administrative fee, but this will not be passed on to the patient. Further, no patient will be denied a COVID-19 vaccination if they do not have insurance.

What if I don't have an e-mail address?

You may call the Catawba County Public Health COVID-19 Vaccination Appointment line (828-695-6650) Monday-Friday, 8 a.m.-5 p.m., to request an appointment.

What if I complete my online form and don't receive an e-mail from NC CVMS?

You will still receive a call from an appointment specialist to schedule your appointment.

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