



## COVID 19 VACCINE FAQ SHEET

Updated: 1/25/2021 (2 pm)

### **Why can't I make an appointment for a COVID 19 Vaccine?**

Vaccine supplies are limited. NYS is relying on the federal government for distribution. We are watching daily for any new availability.

### **Do I need an appointment for a vaccine?**

Yes, you need an appointment at every vaccination location.

### **How do I get an appointment for a vaccine?**

Below is vaccination information.

**New Monroe County/Finger Lakes COVID website for information, eligibility and locations.**

<https://flvaccinehub.org/>

### **Rochester Regional Health, URM Health Systems, Trillium, Jordan Health**

If your doctor is aligned with any of these systems, they are calling people 65 and older in randomized order to set-up appointments. **They are requesting you do not call them.** The health systems have dedicated sites for vaccine administration. For current information, each system has a COVID-19 website. See below.

**Rochester Regional:** <https://www.rochesterregional.org/coronavirus-covid19/vaccine>

**URMC:** <https://www.urmc.rochester.edu/coronavirus/coronavirus-vaccination.aspx>

**Trillium Health:** <https://www.trilliumhealth.org/covid-19/covid-19-vaccinations>

**Jordan Health:** <https://www.jordanhealth.org>

### **Dome Arena Vaccine Site**

Call the NYS COVID Vaccine Hotline: 833-697-4829

Or sign-up online at: <https://am-i-eligible.covid19vaccine.health.ny.gov/>

### **Rite Aid Stores:**

Appointments are for 65+ only and must be made [online](#).

### **Wegmans:**

Online at [wegmans.com/pharmacy](https://wegmans.com/pharmacy)

**Or by phone: 1-800-207-6099**, Monday – Friday, from 8:30 a.m. to 5 p.m. This line will only be active when appointments are available. \*Currently 5 locations in Monroe County: Eastway, Pittsford, Chili-Paul, Mt. Read and East Ave.

**Tops:**

**Sign-up online:** <https://www.topsmarkets.com/Covid19Vaccinations/>

\*Stores currently identified are in Gates, Irondequoit, Hamlin and Greece.

Tops also has a hotline for **questions** about their vaccine administration process (not to schedule appointments): 1-800-522-2522

**Is Lifespan giving out the COVID-19 Vaccine?**

No. However we are prepared to help older adults who face barriers to obtaining appointments, and we may be able to provide transportation options.

**What if I don't have internet or don't know how to access an appointment online?**

1. Your health care system will call as vaccines become available. That process may take several months.
2. If you prefer not to wait, when vaccines DO become available and if you have the ability to get to other vaccination locations, you can call the NYS COVID Vaccine Hotline at 833-697-4829.

Or, a friend or family member can go to the online sites and help you sign-up for an appointment. Will need information like your birth date.

3. If you prefer not to wait, and if you have no other way to sign-up, please call us so we can help you plan to get your vaccine.

**Does Lifespan have a special site we use for vaccine sign-ups?**

No. We do not have a special link. We will use the alternatives mentioned above.

**Once sign-up for appointments opens, am I guaranteed to get a vaccine appointment?**

The demand is far outweighing the supply and appointments fill quickly.

**How long may it take to get my first vaccine?**

It may take up to 14 weeks. Our federal, state and local leaders ask for patience.

**I was able to get an appointment for a vaccine. How will I get my second shot?**

Your second vaccine appointment will be scheduled when and where you obtain the first shot.

**What should I bring to my appointment?**

Please bring valid ID and your insurance card(s). The place you receive the vaccination may want you to fill out a form ahead of time. The vaccine is FREE. You will not be asked to pay.

### **What do I do if I am able to set up an appointment several weeks out and my health care systems calls me with an appointment sooner?**

We encourage you to do what you and your doctor believes is best for you. If you decide to take an earlier appointment, PLEASE cancel the later appointment so it opens availability for someone else.

### **What if I am homebound and cannot get out for a vaccine?**

Currently there is no coordinated community effort. Please contact your primary care physician for guidance.

### **Is the vaccine safe for me?**

From the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety.html>  
The U.S. Food and Drug Administration (FDA) has granted Emergency Use Authorizations (EUA) for two COVID-19 vaccines which have been shown to be safe and effective as determined by data from the manufacturers and findings from large clinical trials. These data demonstrate that the known and potential benefits of this vaccine outweigh the known and potential harms of becoming infected with the coronavirus disease 2019 (COVID 19).

Lifespan recognizes there are fears and misinformation about the safety of the vaccine and encourage people with these fears to discuss them with their doctors.

### **Other websites:**

#### **Center for Disease Control and Prevention**

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html>

#### **New York State COVID 19 Vaccine**

<https://covid19vaccine.health.ny.gov/>

**If you have questions, please call us at 585-244-8400.**

**Lifespan is committed to ensuring we have accurate information about the vaccine.  
This FAQ sheet will be updated as changes to distribution arise.**