

Mission:

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



Ron DeSantis
Governor

Scott A. Rivkees, MD
State Surgeon General

Vision: To be the Healthiest State in the Nation

Vaccine Roll Out FAQs – Updated 01/07/2021

EVENTBRITE INFORMATION

Events are "Sold Out". Can I get on a waitlist?

You can sign up for the waitlist on Eventbrite. Note: wait lists are only valid for the specific day of that clinic.

What is the website I should monitor?

[CollierCountyCOVIDVaccines.Eventbrite.com](https://colliercountycovidvaccines.eventbrite.com) and collier.floridahealth.gov

Events say "Sold Out". Are you charging for the vaccine?

There is no charge for the vaccine. The current appointment system is an event ticketing system and therefore, when all appointments are booked, it says sold out.

How will I be notified if it is my turn on the waitlist?

When someone cancels their appointment, you will receive an email if it is your turn to schedule an appointment. Follow the instructions in the email. You will have 12 hours to secure your appointment.

Do waitlists carry over to other days/times?

No. A waitlist is only for a specific day/time. There is not a universal waitlist.

How do I make an appt. for the vaccine?

Appts. are made via Eventbrite.

Can I show up without an appointment?

No. Do not show up to a vaccine clinic without an appointment. You will not receive the vaccine.

If I am on a waitlist, should I come to the vaccine clinic?

No. Do not show up without an appointment. You will not receive a vaccine.

VACCINE INFORMATION

I don't live in Collier County, can I still receive a vaccine? OR Why are non-Collier residents allowed to receive a vaccine?

The vaccine rollout is a nationwide effort. There are no exclusions based on residency.

When will the next vaccine clinics be available?

As soon as the dates are available, they will be sent to local media and posted at collier.floridahealth.gov. We do not have a timeline.

What vaccine are you providing?

The Moderna vaccine.

SECOND DOSE QUESTIONS

I received a Moderna vaccine. Can I receive a Pfizer vaccine for my second dose? (or vice versa)
No. You cannot mix pharmaceuticals.

I received my 1st dose. How will I get my second dose?

If you received your first dose through DOH-Collier, you will receive an email approximately one week prior to the 28 day mark to schedule your appointment. Note: You MUST wait at least 28 days to receive your second dose.

How will schedule my appointment for the second dose?

Instructions will be in the reminder email.

Will you guarantee that I receive my second dose?

We will have designated days/times for those who need their second dose. You must make your own appointment.

OTHER INFORMATION

Why is DOH scaling back on testing?

We have limited staff and must continue to provide COVID-19 vaccine, COVID-19 testing, and daily services at the health department.

What do I bring to an appointment?

You MUST bring your ticket (print out!) and you MUST bring your ID. Please bring a blue or black pen to complete the registration form. If you are healthcare personnel with direct patient contact, you must bring ID indicating so.

Why aren't you prioritizing by age group/disability/etc....?

Per the Governor's Executive Order, DOH is to vaccinate those who are 65+ and healthcare personnel who have direct patient contact. We cannot prioritize different groups.

I have 2 tickets, one for me and one for my spouse. Both tickets say my name. What should I do?

Write the other person's name on a ticket and bring both IDs with you at the time of your appointment.

I have an appointment and I don't need/want it. What do I do?

Log into Eventbrite and cancel your ticket.

We understand that this is not a "perfect system". However, in an effort to avoid long lines, long waits, etc... DOH-Collier is using an appointment based system. We continue to modify the website per the needs of the community and feedback. We will continue to receive vaccine and encourage you to sign up for later events when posted.