
COVID-19 Vaccine Appointment Registration Frequently Asked Questions

Q: When will I be able to register for a vaccine? (and other general questions about eligibility, timelines, etc.)

A: Please watch <https://coronavirus.dc.gov/vaccinatedc> for the latest updates on eligibility and timelines.

Q: Where can I go to register for a COVID-19 Vaccine?

A:

- You can visit the District's online portal information on when registration is open and to access the registration link: <https://coronavirus.dc.gov/vaccinatedc>
- You can call the COVID-19 Call Center from Monday through Friday during the hours of 8:30am to 5:00pm. The number is: 855-363-0333

Q: What does it mean to "register?" Will I be able to schedule an appointment at that time?

A: Registration serves as the pathway to booking a vaccination appointment at the time of eligibility. Preregistration is not available.

Q: Can I register prior to my eligibility group's opening date?

A: No, not at this time; appointments are dependent upon the amount of vaccine the district receives. As more doses of vaccine are received, more appointments will become available. Since we receive vaccine on a weekly basis, we can only offer appointments in weekly increments.

Q: When exactly will new appointments be made available on the portal? Will this be on a predictable schedule moving forward?

A: New appointments will be available when DC receives additional vaccines. Sign up for alerts via email or text here: <https://coronavirus.dc.gov/vaccinatedc>. DC will send updates when more appointments are available, which depends on when DC receives vaccines from the federal government.

Q: I recently got a vaccine (flu, shingles, etc.). Is that an issue for getting the COVID vaccine?

A: CDC recommends a minimum of 14 days between any vaccine and the COVID vaccine.

Q: Which vaccine will I get, Moderna or Pfizer?

A: DC is receiving both vaccines. You will be told which one you are getting at the time of your appointment.

Q: When do I need to get my second dose?

A: If you receive the Moderna vaccine, you will need your second dose 28 days later. If you receive the Pfizer vaccine, you will need your second dose 21 days later. You will receive the same vaccine for your second dose as your first.

Q. How do I get my second dose?

A. You will confirm your follow-up appointment for your second dose at the pharmacy or provider location you received your initial dose. Along with your vaccine record, you will receive your confirmation for your follow-up appointment with the pharmacy or clinic staff. The exception is appointments at Safeway. They will give you instructions for how to schedule your second dose. If you have any issues scheduling, please contact the appropriate email on this site: <https://coronavirus.dc.gov/page/second-dose-information>

Q: Can people use different locations of the same provider for their second dose (e.g., another Giant store closer to home) or do they have to return to the original location?

A: The provider who administered your first dose will manage your second dose. Please second your second appointment with them.

Q: I am having technical issues with the vaccine registration portal (vaccinate.dc.gov) who can I contact to resolve my issue?

A: You can reach out to the support team by emailing vaccinateDC@dc.gov. Your technical issues will be forwarded to the appropriate staff for review.

Q: I did not receive a confirmation email

A: Confirmations can take a little while to arrive. Please check your spam/junk folder and wait a little while for it to arrive. If you still have not received a confirmation, please email vaccinatedc@dc.gov.

Q. Why couldn't I book an appointment even though I'm eligible?

A. There is extremely high demand for a limited amount of vaccine. Please keep trying to register when it reopens. We receive vaccine on a weekly basis and can only book appointments in one-week increments.

Q: How can I cancel or change my original vaccination appointment?

A: Please do your best to avoid canceling your appointment. We cannot reschedule appointments. If you do need to change it, you will need to reregister during the next open period. There is no guarantee when you will be able to register successfully in the future. It is in your best interest to keep the reservation you have confirmed to ensure you get vaccinated. If you do need to cancel, there is an option on your confirmation email to do so. If you encounter any issues, you can reach out to the support team by emailing vaccinateDC@dc.gov.

Q: How early should I show up for my appointment?

A: Please arrive no more than 15 minutes before your appointment.

Q: What groups are currently eligible for vaccination through vaccinate.dc.gov?

A: Please keep an eye on <https://coronavirus.dc.gov/vaccine> for most current information on eligibility.

Q: How long are we expecting to remain in each phase?

A: DC is unable to definitively state when each group will be able to access the vaccine. The decision depends on: 1) the amount of vaccines received from the federal government; and 2) the pace and uptake of the vaccine in the previous phase/tier.

Q: Can people wait for others with a later appointment? Can a companion come along to help/escort? Are companions allowed at the vaccination sites?

A: Yes, companions are allowed and can wait for others.

Q: What accommodations are available at each site, i.e., bathrooms, parking, signage, etc.?

A:

- All sites have bathrooms available and are ADA compliant.
- All locations are one level.
- All doors have the push button for ADA.
- Two sites (Washington Senior Wellness and Hattie Holmes) have ramps.
- Sites are readily located.

Q: Are there any plans to do a drive-thru location?

A: At this time there are no plans for a drive-thru location.

Q: How were sites selected?

A: There are a limited number of options across the city because DC is following CDC recommendations of the operational requirements for sites and the administration requirements for the two vaccines that are currently available. As we move forward in the process and obtain more vaccine, we will be able to expand access points to providers who meet these criteria.

Q: How far in advance can someone make an appointment?

A: We receive vaccine weekly and therefore are booking one week at a time to ensure that the number of appointments match the number of available doses.

Q: Can I make an appointment at the same time as someone else so that we may go at the

same time?

A: Currently, the system allows bookings for individuals. You may book individual appointments at the same time, based on availability, however, there is no group booking option.

Q: Where can I go to for general COVID-19 information?

A:

- DC Health Coronavirus Webpage: <https://coronavirus.dc.gov>
- Centers for Disease Control and Prevention: www.cdc.gov
- Contact List: <https://coronavirus.dc.gov/page/second-dose-information>
- Coronavirus FAQ's: <https://coronavirus.dc.gov/vaccine-information>
- Email Alerts Sign-up:
https://public.govdelivery.com/accounts/DCWASH/subscriber/new?topic_id=DCWASH_2000
- DC Health Coronavirus Helpline: 855-363-0333 between the hours of 8AM-7PM Monday through Friday and 8AM-4PM on Saturday