TRANSYLVANIA PUBLIC HEALTH

Transylvania Public Health COVID-19 Vaccines

Step-By-Step Guide to Making an Appointment Online

Transylvania Public Health will be offering the Moderna COVID-19 vaccine by appointment only. An appointment-based system will be necessary to avoid long lines and delays with limited vaccine supply. We are not opening appointments weeks in advance and we do not offer a waitlist for appointments. Each week (as vaccine supplies allow), we will offer appointments at the beginning of the week for vaccination dates later in the same week.
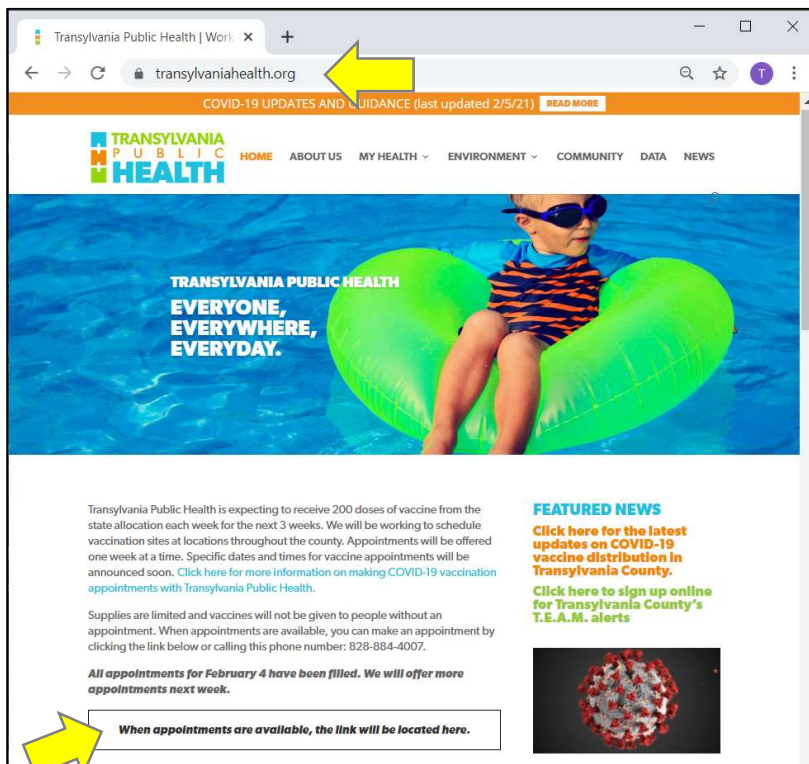
When appointments are available, you will be able to make an appointment online at www.transylvaniahealth.org or by calling the Transylvania County COVID-19 Call Center at 828-884-4007. This guide can assist you in making your appointment using our online scheduling system.

You may make an appointment for yourself or on behalf of other people. If you plan to make appointments for multiple people, please schedule the person with the highest need for an appointment first, as supplies are limited and all appointments may fill before you can make multiple appointments. Due to high demand, we are not able to "switch" your appointment to another person once it has been made.

When making an appointment, be sure to enter all information correctly. Appointments will be cancelled for people who are not currently eligible due to age, occupation, or health status.

GET READY

VISIT TRANSYLVANIAHEALTH.ORG

➔ Before appointments open, visit www.transylvaniahealth.org.

Familiarize yourself with the page.
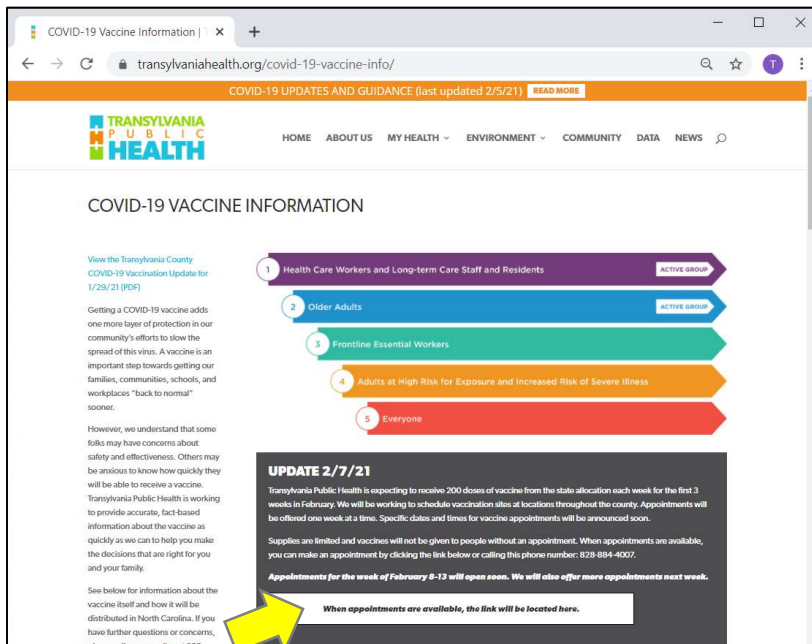
➔ Find where the appointment link will be located.

When appointments are available, this box will be green.

If you are already on this page when appointments become available, you will need to "refresh" or "reload" the page to see the link.

KNOW WHAT INFORMATION YOU'LL NEED TO ENTER
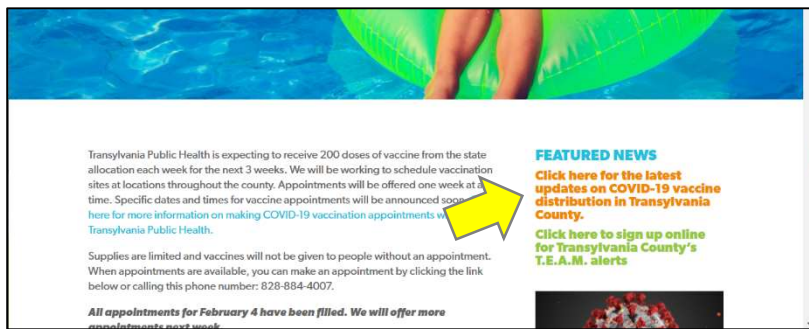
➔ From the transylvaniahealth.org home page, click on the ORANGE link **for the latest updates on COVID-19 vaccine distribution in Transylvania County.**

Review the latest updates about the COVID-19 vaccine.

➔ You will see a box showing where the link to make vaccination appointments will be located. When appointments are available, this box will be green. If you are already on this page when appointments become available, you will need to "refresh" or "reload" the page to see the link.

This is the same link as the one on the home page. You can click in either place to make an appointment.
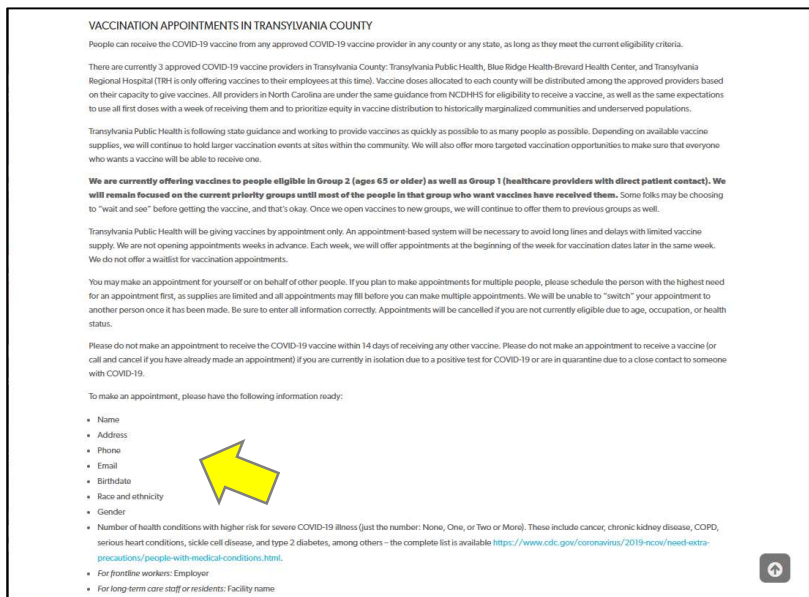
The COVID-19 Vaccine Information page also has the numbers of vaccinations completed by Transylvania Public Health, answers to frequently-asked questions about COVID-19 vaccines, and more information about how the vaccine is being distributed in North Carolina.

If you scroll down the page, you will find information about making a vaccination appointment in Transylvania County.

➔ This section includes a list of the information you will need to enter to make an appointment online or by phone with Transylvania Public Health.

One question asks how many health conditions you have that increase risk of severe illness from COVID-19. You do not need to list your health conditions; you only need to provide a number: None, One, or Two or More.
Health conditions that increase the risk of severe illness form COVID-19 include cancer, chronic kidney disease, COPD, serious heart conditions, sickle cell disease, and type 2 diabetes, among others. The complete list is available at:
https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html.

SIGN UP FOR T.E.A.M. ALERTS

Transylvania County Emergency Management has a county-wide notification system used to send emergency alerts and public service announcements by phone call, text, or email. We will be using this system to let people know when new appointments will be open.
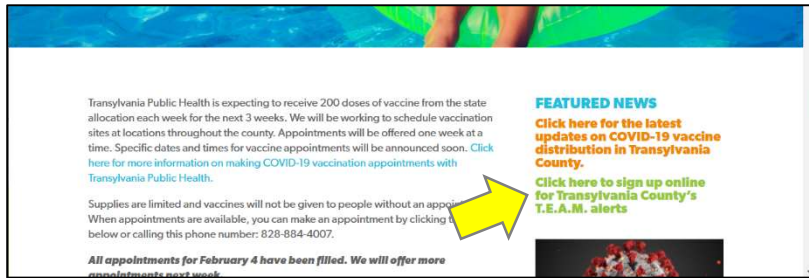
➔ From the transylvaniahealth.org home page, click on the GREEN link to **sign up online for Transylvania County's T.E.A.M. Alerts**.

   You can also call the Transylvania County COVID-19 Call Center at 828-884-4007 for assistance with signing up for alerts.

➔ On the T.E.A.M. Alert sign up page, enter your first and last name.

   If you would like to receive alerts by a phone call, enter your phone number and click the circle next to "Voice."

   If you would like to receive alerts by text message, enter your cell phone number and click the circle next to "Text."

   If you would like to receive alerts by BOTH voice and text message, you must click "+ Add" and enter your phone number a second time.

   If you would like to receive alerts by email, enter your email address.

➔ Be sure to select "General Announcements" to receive notifications about COVID-19 vaccine appointments.

   You can also select to receive other alerts about road closures, missing persons, boil water notices, law enforcement incidents, and severe weather.
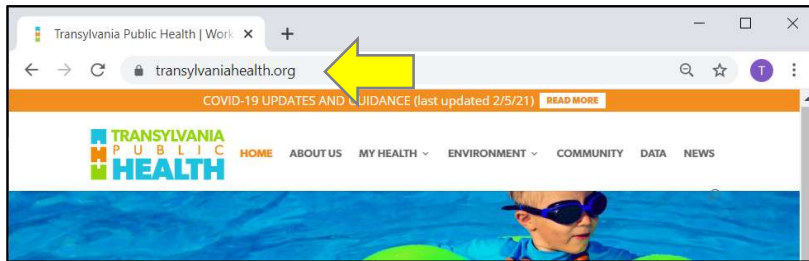
   If you have any special medical needs, you can indicate these as well.

➔ At the bottom of the page, enter your local address.
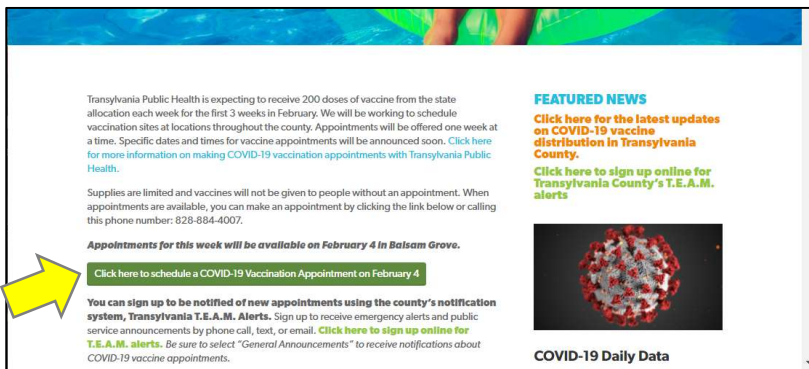
➔ Click "Sign Up Now" to submit the form.

MAKE YOUR APPOINTMENT

VISIT TRANYSLVANIAHEALTH.ORG

➔ When you are notified that COVID-19 vaccination appointments are available, visit www.transylvaniahealth.org.
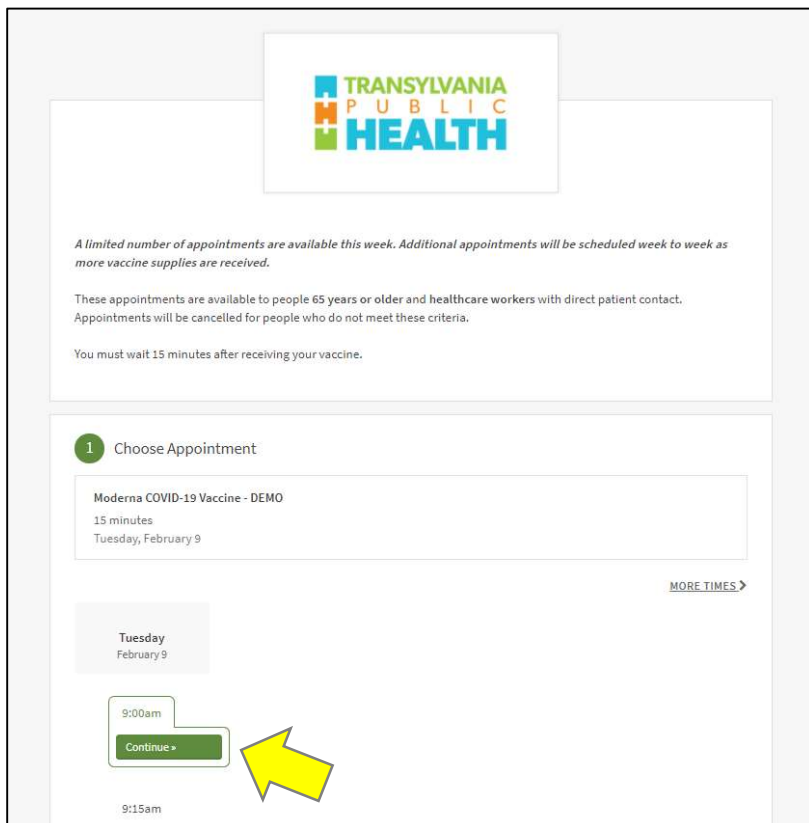
CLICK THE LINK TO ACCESS APPOINTMENTS

➔ Click on the **GREEN** box to make an appointment.

If you are already on this page when appointments become available, you will need to "refresh" or "reload" the page to see the link.
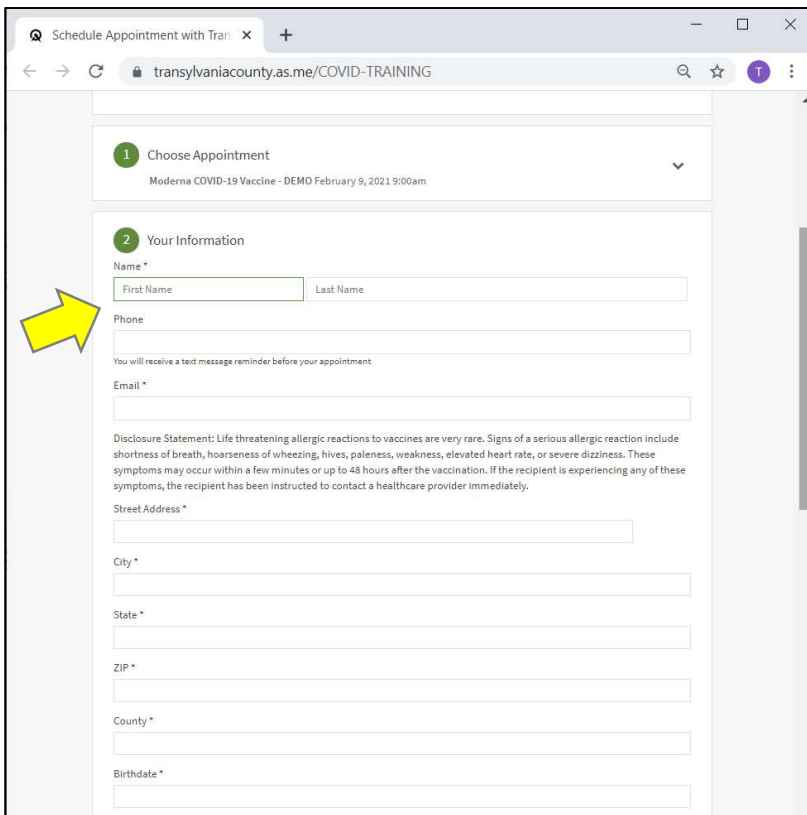
CHOOSE AN APPOINTMENT TIME

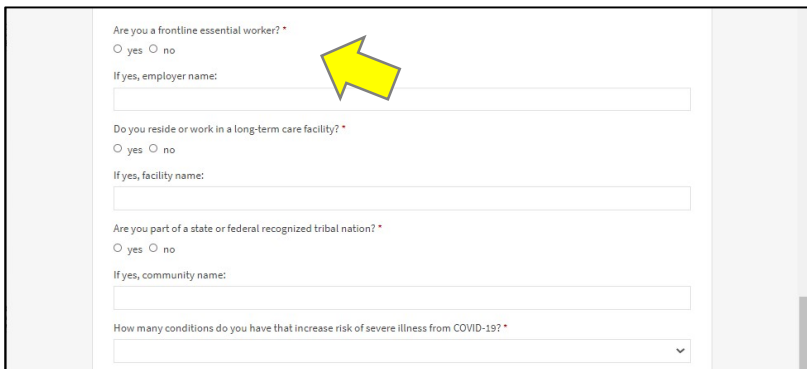➔ Click on an available time.

Click "Continue."

ENTER YOUR INFORMATION

➔ Enter the following information:

- First Name

- Last Name

- Phone (if you enter a cell phone, you will receive an appointment reminder by text)

- Address

- County

- Birthdate (be sure this is correct)

- Race

- Ethnicity

- Gender

➔ Answer the eligibility questions.
(If you are 65 or older, you are eligible to receive the vaccine based on age alone.)
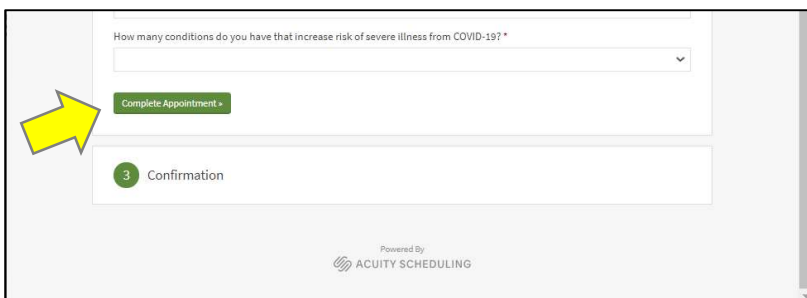
If you are a frontline essential worker including healthcare workers, enter the name of your employer.

If you work or live in a long-term care facility including group homes or family care homes, enter the name of the facility.

If you are part of a state or federally recognized tribal nation, enter the name of that community.

Enter the number of health conditions that increase your risk of severe illness from COVID-19: None, One, or Two or More.

CLICK "COMPLETE APPOINTMENT"

➔ Click "Complete Appointment."

NOTE: IF YOUR CHOSEN APPOINTMENT TIME HAS BEEN FILLED, YOU WILL SEE AN ERROR MESSAGE

Multiple appointments are available for each time slot. The time slot will remain visible until all the available appointments have been successfully booked. When demand is very high, there may be more people who select a time than available appointments.

If all available appointments have been filled before you finish completing your information, you will see a message in a red box at the top of the screen:
"Your appointment is no longer available."

If any appointments are still available, those times will be visible.

➔ Click on another time and click "Continue."

The system will remember the information you previously entered.

Do not refresh the page or go back, or your information will not be saved.

➔ Click "Complete Appointment."

REVIEW THE CONFIRMATION MESSAGE

When you have successfully completed the appointment, you will see a confirmation message.

Look for text highlighted in yellow that says "Your appointment has been confirmed."

The confirmation message contains information about the vaccination clinic's location and any special directions about how to enter or where to park. It includes instructions about when to arrive, what to bring, and how long you will wait, as well as a link to view the Vaccine Information for Recipients and Caregivers.

You can click on the **green links** to cancel, reschedule, or edit the information you submitted. You can click on the **green boxes** to add this appointment to your Outlook or Gmail calendar.

You will immediately receive a confirmation email that contains this information as well.

WHAT TO EXPECT AFTERWARDS

After you successfully complete your appointment, you should expect to receive several emails from us to confirm and remind you about your appointment and to provide access to North Carolina's Vaccine Management System.

CONFIRMATION EMAIL

```
From: Transylvania Public Health
      <scheduling@acuityscheduling.com>
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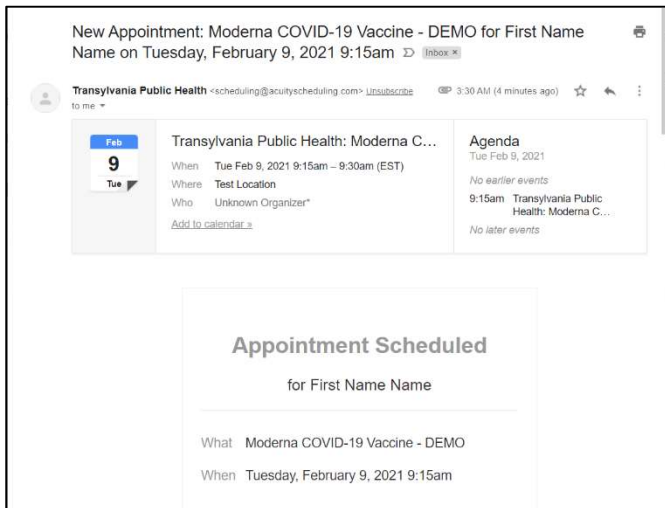

The appointment system will automatically send an email to you that contains the same information shown on the appointment confirmation screen. The email contains links to change or cancel the appointment and to add the appointment to your Outlook or Gmail calendar.

If you do not receive a confirmation email, check your Spam or Junk email folders. If you have not received a confirmation email a few hours after making your appointment, contact the Transylvania County COVID-19 Call Center at 828-884-4007 for assistance.

Due to the high demand for appointments, we will not be able to "switch" your appointment to another person once it has been made.

If you need to cancel your appointment, you can do so using the link in the confirmation email until 48 hours before the scheduled time. If you need to cancel your appointment within 48 hours of the scheduled time, please contact the Transylvania County COVID-19 Call Center at 828-884-4007.

VACCINE MANAGEMENT SYSTEM EMAIL

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From: Vaccine Management System
      <nccvms@dhhs.nc.gov>
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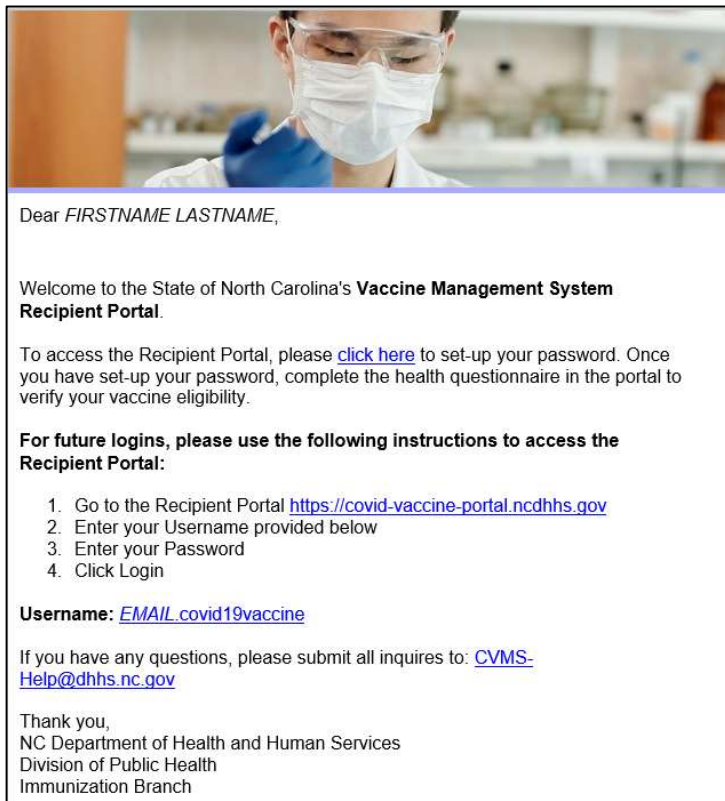

Registering with North Carolina's Vaccine Management System is optional, but will allow you to see your vaccination information, including lot numbers, the dates that you received the vaccine, and the provider where you received the vaccine.

When you make an appointment with Transylvania Public Health, we will enter your email address into this system.

You will receive the email shown below from nccvms@dhhs.nc.gov asking you to set up a password and complete your registration.

(If multiple people used the same email address to make an appointment, only one person will receive an email from DHHS.)

If you are able, please login and complete the health questionnaire prior to your appointment. If you are unable to do so, we will enter the information for you.

After your appointment, we will enter your vaccination information. You will receive an email when your vaccination information has been updated.

At this time, we are not entering upcoming appointments for your second dose into this system, so do not be alarmed if your second dose appointment is not shown.

APPOINTMENT REMINDER EMAIL

From: Transylvania Public Health
      <scheduling@acuityscheduling.com>
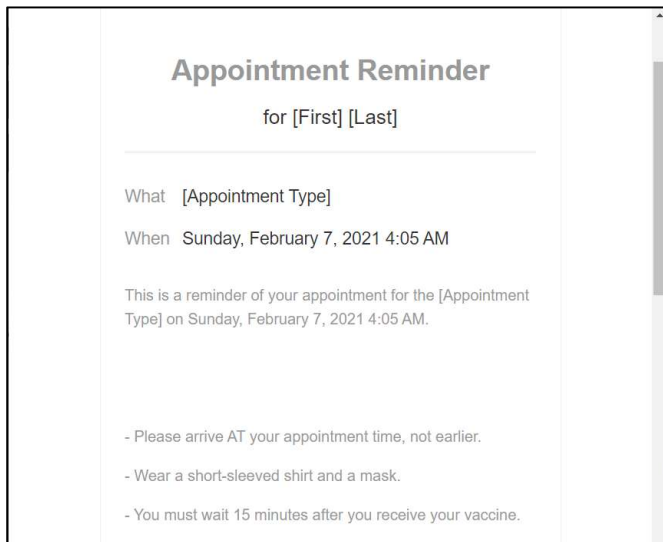
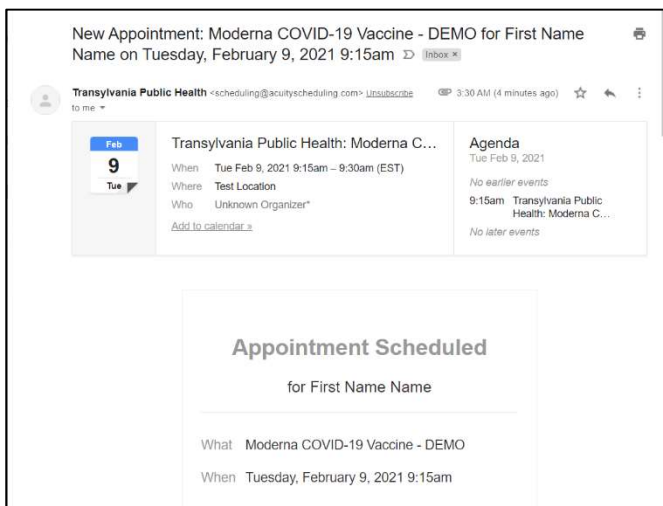The appointment system will automatically send a reminder email to you before your appointment.

If you entered a cell phone, you will also receive a text message reminder for your appointment.

SECOND DOSE APPOINTMENT EMAILS

When you receive the first dose of the Moderna COVID-19 vaccine from Transylvania Public Health, we will schedule an appointment for your second dose.

Your second dose will be given 28 days after the first dose at the same location where you received your first dose.

From: Transylvania Public Health
      <scheduling@acuityscheduling.com>

The appointment system will automatically send a confirmation email and reminder emails to you, similar to the ones sent for your first dose.

Please make every effort to receive your second dose on the date scheduled. If you are unable to attend your scheduled second dose appointment, contact the Transylvania County COVID-19 Call Center at 828-884-4007. We will place your name on an "on-call" list and attempt to contact you when a second dose is available.