

Mission:

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



Ron DeSantis
Governor

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State Surgeon General

Vision: To be the Healthiest State in the Nation

Vaccine Roll Out FAQs – Updated 01/29/2021

MYVACCINE.FL.GOV INFORMATION

I saw that the state has a new COVID-19 Vaccine Registration. Are you using this system?

DOH-Collier has begun the process of transitioning to the *myvaccine.fl.gov* pre-registration format. At this time, continue to book appointments through [CollierCountyCOVIDVaccines.Eventbrite.com](https://www.colliercountyfl.gov/COVIDVaccines/Eventbrite.com).

Why aren't you using the new system when other counties are?

This is part of a statewide system. We are working with our system representative to ensure a smooth transition going forward.

When will you be using the new system?

This part of a statewide system. Once we can ensure a seamless transition, we will use *myvaccine.fl.gov* for COVID-19 vaccine registration. We hope to be able to do this in the coming weeks.

When you do transition over, when can I expect to be contacted for my vaccine?

Vaccine supply remains limited. Appointments may not be available for several weeks in some counties.

What if I don't have computer access?

There will be a telephone number and designated call center for those without Internet or computer access.

How will I be contacted with the new system?

Once appointments are available, residents will be contacted by phone, email, or text.

Who can get a vaccine?

Persons 65+, healthcare personnel with direct patient contact.

I do not meet the age requirement but I have underlying health conditions. What do I do?

Hospital providers may vaccinate persons they deem extremely vulnerable to COVID-19.

RESIDENCY INFORMATION

What is considered "Proof of Residency"?

1. An **adult resident** must provide the department with a copy of his or her valid Florida driver license issued under s. [322.18](#) or a copy of a valid Florida identification card issued under s. [322.051](#).

2. An **adult seasonal** resident who cannot meet the requirements of subparagraph 1. may provide the department with a copy of two of the following that show proof of residential address:

- a. A deed, mortgage, monthly mortgage statement, mortgage payment booklet or residential rental or lease agreement.
- b. One proof of residential address from the seasonal resident's parent, step-parent, legal guardian or other person with whom the seasonal resident resides and a statement from the person with whom the seasonal resident resides stating that the seasonal resident does reside with him or her.
- c. A utility hookup or work order dated within 60 days before registration in the medical use registry.
- d. A utility bill, not more than 2 months old.
- e. Mail from a financial institution, including checking, savings, or investment account statements, not more than 2 months old.

- f. Mail from a federal, state, county, or municipal government agency, not more than 2 months old.
- g. Any other documentation that provides proof of residential address as determined by department rule.

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.

Why doesn't a waitlist carry over? OR Why isn't there a global waitlist?

This is to avoid any duplications or releasing tickets to those who may have already received a vaccine.

What is the website I should monitor?

[CollierCountyCOVIDVaccines.Eventbrite.com](https://www.colliercountyflorida.com/COVIDVaccines/Eventbrite.com) and [collier.floridahealth.gov](https://www.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.

How do I get notified of more events?

There is a Follow button on [CollierCountyCOVIDVaccines.Eventbrite.com](https://www.colliercountyflorida.com/COVIDVaccines/Eventbrite.com). When you click that button, you will receive notification of when more appointments are listed.

I have a ticket, but it says my appointment is at 7pm? OR I have a ticket, but it doesn't say the correct day/time/health department?

Make sure you make your appointment through [CollierCountyCOVIDVaccines.Eventbrite.com](https://www.colliercountyflorida.com/COVIDVaccines/Eventbrite.com) this will ensure you receive the correct ticket.

I paid for my ticket. Why are you charging?

Make sure you make your appointment through [CollierCountyCOVIDVaccines.Eventbrite.com](https://www.colliercountyflorida.com/COVIDVaccines/Eventbrite.com) this will ensure you receive the correct ticket. The Department will not ask you for payment information, Social Security Number, or other personal information.

REGISTERING FOR A TICKET

I am stuck on a screen that says looking for tickets and to not refresh. But it keeps circling?

Please refresh your browser. This will get you off that screen and bring open potential available appointments.

Why does it say UNAVAILABLE? How can that be?

Unavailable means that people are in the queue completing the registration form. People get 8 minutes to complete the form. If the form is not completed, the appointment is released. Refreshing your browser will help you to see any reopened appointments.

What does SOLD OUT mean?

If a time slot is sold out, that means all appointments are booked and they will have to register for the waitlist.

What do I need to register?

The names of all individuals who will need to be vaccinated and their emails.

Can I register my spouse when I register?

Yes. There will be a drop down where you can select the number of tickets needed. There is a maximum of 4 per household/order.

I keep trying to register for a ticket, but can never seem to get in?

There are a lot of people trying to register for a limited amount of vaccine at the same time. We understand that this system is not perfect and continue to take into account the feedback and needs of community.

SCAM AND TICKETING INFORMATION

I received a ticket and then you cancelled it. Why?

We are aware people are making appointments for the COVID-19 vaccine via Eventbrite in Collier County for the future and then having them cancelled. These appointments are not through the Florida Department of Health in Collier County. To ensure you make an appointment with the Florida Department of Health in Collier County, follow CollierCountyCOVIDVaccines.Eventbrite.com.

I have a ticket with an appointment for 3 weeks from now. Can you confirm?

At this time, we are not scheduling appointments for the COVID-19 vaccine for future dates. We are expecting more vaccine. However, we will not schedule appointments until we have received the vaccine.

But my ticket says Collier County Health Department?

We are the Florida Department of Health in Collier County. We are aware that there have been scam sites.

*****REMEMBER:** The Florida Department of Health in Collier County WILL NOT ask for your banking information, social security number, or payment for a vaccine or a "spot" on a list. If you think you have been scammed, contact the authorities***

VACCINE INFORMATION

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.

Why aren't you targeting certain age groups/neighborhoods/communities?

Per the Governor's Executive Order, those over 65+ and healthcare personnel with direct patient contact are to receive the vaccine at this time. We cannot prioritize and cannot stray from the Executive Order.

How do you know someone is over 65? OR How do you know someone is healthcare personnel?

Upon check-in, government issued ID or proof of residency is required. Furthermore, healthcare personnel must provide proof (licensure, facility ID, etc...).

Why aren't you scheduling future vaccination dates?

To avoid disappointment and frustration, we are scheduling appointments based on the amount of vaccine we receive. We will not schedule future dates in the event we would have to cancel a clinic.

SECOND DOSE QUESTIONS

What do I need to bring to receive my second dose?

In addition to proof of residency, you **MUST** bring your vaccination card received at the time of your first dose.

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.

I received my 1st dose in a different county/state. Can I get my second dose in Collier County?
You may. However, you will have to sign up for an appointment via Eventbrite.

PUBLIX INFORMATION

What is the Publix site to sign up?
[Publix.com/covid-vaccine](https://publix.com/covid-vaccine).

I tried signing up on the Publix website but I cannot get an appointment? OR Why can't I get an appointment on the Publix site?
They may be booked. You may try again later or call Publix.

How do I know if my Publix has the vaccine?
Visit the [Publix.com/covid-vaccine](https://publix.com/covid-vaccine) website.

Note: The Publix site is NOT run by the Department of Health.

WALGREENS AND CVS

Why isn't Walgreens or CVS giving the vaccine? OR I am going to go to Walgreens or CVS to get my vaccine.
At this time, Walgreens and CVS are responsible for the administration to long term care facilities, nursing homes, assisted living facilities. They are not distributing to the general public.

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.

Can I give my tickets to someone else?
Appointments are non-transferrable. You must have your name on your ticket. You cannot use the ticket of someone else.

My spouses/friends/family members name is listed on both tickets. What should I do?
The person's name that is on the tickets must be present in the vehicle with you on the day of the appointment.

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

Log into Eventbrite and cancel your ticket.

I am sick. Can I still get the vaccine?

You should wait until you are healthy before receiving the COVID vaccine. Check with your healthcare provider prior to making COVID vaccine appointment.

I just received another vaccine. Can I get the COVID vaccine?

No. You must wait 14 days before you get the COVID vaccine.

I don't have a printer, how do I prove I have a ticket?

You must bring your printed ticket with you at the time of vaccination. You may ask a friend, neighbor, or visit the local library to print your ticket. Some communities also have business centers you can use.

Tickets are always sold out. How?

The demand for appointments is high. There many people who are trying to book appointments at the same time for a designated amount of vaccines.

What do I do to get an appointment?

Continue to follow the local news, collier.floridahealth.gov, and CollierCountyCOVIDVaccines.Eventbrite.com. We will continue to receive vaccines.

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.