

Call Center – COVID-19 Appointment Line FAQs

Monday – Friday 8AM – 5PM • English 301-600-7900 • Spanish 301-600-7905

Q: Am I eligible to schedule an appointment for the COVID-19 vaccine?

A: This website lists all groups and individuals currently eligible to schedule a vaccine in Frederick County, check for any updates. FrederickCountyMD.gov/CovidVaccine. If they are eligible, please schedule the appointment for them. Callers must have an email address to receive an appointment. They can use a family member or care takers email. Encourage those who can to complete their registration online to do so.

*We are currently vaccinating first responders and licensed health care providers. Please note that this does not include groups such as licensed social workers and morticians. We are posting our clinics for 1A on our website: FrederickCountyMD.gov/CovidVaccine. People in 1A need to show proof that they are in 1A when they come to their appointment. We are also vaccinating those 75 and older. **If you are not in 1A or 75+, you will not be vaccinated at this time. DO NOT make an appointment now if you're not in 1A or 75+ until we open to more groups.***

▪ *All vaccinations are by appointment only. We are not taking walk-ins. Please do not show up at the clinics or make an appointment if you are not in group 1A. People in 1A are required to show proof.*

Q: How will I know when I can get the vaccine?

A: Wondering where you fall in the priority groups for COVID-19 vaccination, or how you'll be able to get the vaccine? We will be sharing updates as soon as we know! You can sign up to get our updates by texting FredCoVID19 to 888777 or receive email updates by registering at [Alert Frederick website](#). Please also complete our Vaccine Interest Form (pre-registration) for notice when appointment are available for your group.

VACCINATION INTEREST FORM

If you are interested in receiving the COVID-19 vaccine, please complete this form:

[Frederick County COVID-19 Vaccine Interest Form](#)

Completing this form does NOT register you to get the vaccine. We will contact people who have registered on this form by priority group as we receive more vaccine. You will be contacted by the email you provide in the form. When you are contacted, you will need to register for your appointment online.

Q: When will more appointments be available?

A: We have chosen to not open appointments up until we have vaccine in hand because we do not want to promise vaccinations to people and then not be able to deliver. It is our goal to make appointments available every week for all the doses we have. Appointment links will be emailed to those who are determined eligible by completing our Vaccine Interest Form at FrederickCountyMD.gov/CovidVaccine. Please use Chrome to register instead of Internet Explorer.

Q: How do I get on the wait list?

A: If you are currently eligible to receive a vaccination, I can schedule your appointment now. Those not yet eligible cannot be added at this time. Please sign up to receive updates by texting FredCoVID19 to 888777 or receive email updates by registering at [Alert Frederick website](#). Please also complete our Vaccine Interest Form at FrederickCountyMD.gov/CovidVaccine

Q: How do I schedule my 2nd dose appointment?

A: You will receive an email after you complete your 1st appointment with a direct link to schedule your 2nd dose on the required 21 or 28 days. (21 days later for Pfizer, 28 days later for Moderna)

Q: How do I cancel or reschedule my appointment?

A: We are unable to modify or cancel your appointment for you. Please look up your confirmation email. The confirmation email gives you a link with an option to reschedule or cancel the appointment.

Q: What if I cannot stand to wait in line?

A: We have significantly changed our process. The wait time in line to get through the check in and registration process should be minimal. Should something out of our control occur, you may wait in your car and the appointment times will be announced for entering the building. Anyone who has mobility issues can follow signs for “limited mobility” when they drive up to the clinic for additional accommodations.

Q: Can I get my vaccine at Walgreens, CVS, Giant, Walmart or my doctor’s office?

A: These businesses in Frederick County have not received any vaccine to administer in their clinics.

Q: Do I need to show any verification at check-in?

A: Visit FrederickCountyMD.gov/CovidVaccine. to view required credentials for each group. (This will continue to change and the website will be updated to list these items)

- *1a: Proof can be: a work identification badge, a note on practice letterhead or a prescription pad, a list on letterhead of workers at practice, or a copy of your state license.*
- *75+ section of 1B: If you are 75+, please bring identification to prove your age.*

Q: Do I need to be a resident of Frederick County?

A: You may live or work in Frederick County as long as you are eligible to receive the vaccine per the priority groups.

Q: How can I volunteer?

A: Please register with the State at <https://mdresponds.health.maryland.gov/>. Frederick County will utilize their listing when necessary.

Q Any question related to their health, possible side effects, the vaccine itself or any medical type question.

A: Please contact your doctor or health care provider for guidance and information.

Q: I received a text/email from Frederick Health Hospital (FHH) to schedule an appointment for vaccination, can you help me schedule an appointment?

A: FHH is scheduling their vaccination appointments for their eligible patients age 75+, please reach out to the contact information they sent you to schedule your appointment. FHH Access Center 240-215-6310.

Q: I have been at home for months limiting my exposures. Is it safe for me to come to the clinics?

A: Safety is our first concern. Our clinics are by appointment only to reduce crowds and wait times. All the stations are spread out to allow for ample physical distancing. The vaccination stations are disinfected after each person.

Q: If I’ve already had COVID-19, can I get the vaccine?

A: Yes, you can get the vaccine as long as you have finished your isolation. CDC has said that people who’ve had COVID-19 likely have immunity for up to 90 days, but you can get vaccinated during that time.

Q: How much will the COVID-19 vaccine cost?

A: There will be no cost for the COVID-19 vaccine. Medicare, Medicaid and most private insurance will cover the cost of the vaccine. The Frederick County Health Department does not charge for the vaccine, the administration of the vaccine, or the clinic visit. We are currently planning vaccination clinics to guarantee fair distribution of the vaccine.

Q: What is the difference between the Moderna and Pfizer vaccine?

A: Both vaccines use mRNA and do not contain live or dead virus, and both received Emergency Use Authorization in December 2020. The Pfizer vaccine is given as two doses 17-21 days apart and can be given to people 16 years and older. The Moderna vaccine is given as two doses 28-30 days apart and can be given to people 18 years and older.

Q: I'm in an Assisted Living Facility, do I need to make an appointment?

A: If you or your loved one lives in an assisted living facility, you don't need to make an appointment for one of our clinics. Assisted Living Facilities will be scheduled by CVS/Walgreens to receive vaccine directly.

Q: Will I need to show proof that I work at a child care program?

A: We will check the list of COVID-19 vaccine requests against our registered staff data. Additional information will be provided at a later date.

Q: Are adult residents in Family Child Care Homes eligible under Phase 1B to receive a vaccination?

A: No, adult residents are not eligible at this time, but we want to collect information on the demand for the near future.

Q: Are family members of staff eligible under Phase 1B to receive a vaccination?

A: No, only child care staff are eligible at this time

Other FAQs re: COVID-19 can be reviewed at <https://health.frederickcountymd.gov/622/COVID-19-FAQs>.