



## COVID-19 Vaccine Customer Service FAQ Jan. 10, 2021

### When can I get the COVID-19 vaccine?

The State of New York is making the vaccine available in phases due to limited vaccine supply.

The first phase, which launched a month ago, now includes a broad range of health care workers. As of today (Jan. 11, 2021) the state has expanded vaccine eligibility to include the following groups:

- Teachers and education workers
- First responders (police, fire)
- Public transit workers
- Public safety workers
- People age 65 or older
- Immuno-compromised

### Why is it taking so long to make the COVID-19 vaccine available?

Because of limited vaccine supply, it will take some time before we can vaccinate every interested New Yorker. We are working around the clock to help ensure all those eligible have the opportunity to receive the vaccine.

As distribution of the vaccine from the state ramps up, we will continuously be adding available appointment times, so please check our new website regularly for additional vaccine appointment openings.

### Where can I go to learn more about eligibility or book my vaccine appointment?

There are several resources that will always offer you the most current information:

- **Northwell:** To learn more about vaccine safety and efficacy, eligibility requirements or to schedule your COVID-19 vaccination, visit Northwell's COVID-19 Resource Center at [www.northwell.edu/covidvaccine](http://www.northwell.edu/covidvaccine)
- **New York State:** You can also contact the NY State Department of Health hotline at 1-888-364-3065 or visit the NY State vaccine website at [www.covid19vaccine.health.ny.gov](http://www.covid19vaccine.health.ny.gov)



## How will I know when I am eligible to receive the COVID-19 vaccine?

You can regularly visit the Northwell or New York State websites for the latest information about vaccine eligibility and to book appointments if you are eligible.

Northwell has also set up a text service that would enable us to alert you when the eligibility criteria set by the state changes.

When you text **MYTURN** to 77570, you will be asked a few questions regarding current vaccine eligibility. [**Note:** MYTURN is one word – no spaces].

If you're currently ineligible, you can sign up to receive a text alert when eligibility is again expanded. That alert would then prompt you to answer the same questions to once again determine if you are eligible.