

CT-DPH COVID-19 VACCINE SCHEDULING NAVIGATOR'S GUIDE

<https://portal.ct.gov/-/media/Coronavirus/Vaccine-Scheduling-Navigator-Guide.pdf>



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Note: Hyperlinks in this document are compatible with the most current version of Edge, Chrome, Mozilla Firefox and Safari.

Navigator Role

The navigator's role is to assist vaccine eligible recipients in scheduling their COVID-19 vaccination appointments. Thank you for all you do to support the Connecticut Department of Public Health and your community. Your work assisting the scheduling of recipients helps in the fight of COVID-19 pandemic.

Ways You Can Help

When assisting vaccine eligible recipients there are numerous ways you can help, including:

- Providing timely and accurate vaccine scheduling information
- Directing recipients to appropriate scheduling platforms
- Completing scheduling online for vaccine eligible recipients who are uncomfortable using online resources.
- Contacting vaccine providers or the [Vaccine Appointment Assistance Line \(VAAL\)](#) on behalf of recipients

If a vaccine eligible recipient requires you to initiate a phone conversation for them there are some helpful strategies to facilitate a productive and smooth transition, including:

- Collecting all necessary information from a vaccine eligible recipient before initiating a call, such as:
 - phone number, in case of interruptions or disconnection;
 - date of birth, if appropriate;
 - address to locate a local vaccine provider; and/or
 - availability for vaccine appointment.
- Double checking recipients' vaccine eligibility
- Calling vaccine providers on behalf of vaccine eligible recipients and then transferring them to the recipient (AKA: a warm transfer) by:
 - Outlining the scheduling procedure with the recipient;
 - Informing recipients of potential hold times;
 - Reiterating that there is no guarantee you will be able to schedule them; and
 - Providing the scheduler with all necessary information upfront and letting them know you'll be transferring them to a vaccine eligible recipient.

Remember it is okay to not have all the answers right away. Be honest and patient with recipients as you work to assist them.



Vaccine Information

Some vaccine eligible recipients may find vaccine information on other sites not listed in this document. Most of them, including the CDC Vaccine sites, reference or lead back to the DPH COVID-19 Vaccine portal. If a recipient refers to any resource not included here, please feel free to direct them to the DPH COVID-19 Vaccine portal found at portal.ct.gov/Vaccine-Portal.

Appointment Scheduling Demand

During this public health emergency, keep in mind that vaccine supply is limited. Occasionally you may encounter vaccine eligible recipients who are frustrated or demanding the vaccine. It is best to be polite and try to de-escalate the situation. Calmly explain **that appointments are not guaranteed** and there is always a possibility you **cannot** schedule them. The recipients can continue to check for more appointments as vaccine providers are adding slots and other vaccine eligible recipients are changing/canceling their appointments all the time.

Privacy Considerations

Vaccine eligible recipients will not be asked for a Social Security Number or financial information. **The COVID-19 vaccine is free.** Vaccine providers will not ask for out-of-pocket payments or payment to be put on a waiting list or to give early access. More information about possible vaccine scams can be found at this site: <https://oig.hhs.gov/coronavirus/vaccine-scams2020.pdf>.

Occasionally health information such as insurance provider or date of birth may be asked. Keep in mind all information you collect is **private** and **confidential**. When speaking with a vaccine eligible recipient, you should use **a secured device, password protected and/or encrypted computer**, and the information collected should not be saved to any personal folders or devices.

Determining Eligibility

Connecticut is using an age-based eligibility criterion for vaccine eligibility.

Potentially vaccine eligible recipients should visit the CT Department of Public Health's (DPH) COVID-19 website for the current eligibility information found at <https://portal.ct.gov/Coronavirus/COVID-19-Vaccination---Phases> to confirm their eligibility. This webpage is linked on the COVID-19 vaccine main portal for Connecticut found at ct.gov/covidvaccine.

In addition to the age-based eligibility, preK-12 school staff and teachers, and professional childcare providers were eligible to receive the vaccine as of March 1st.

Connecticut has a **Frequently Asked Questions** about the COVID-19 vaccination webpage at ct.gov/covidvaccine/FAQ.

Vaccination Scheduling Options

Vaccine eligible recipients have many ways to schedule COVID-19 vaccination. DPH's COVID-19 Vaccination Scheduling website found at <https://portal.ct.gov/Coronavirus/COVID-19-Vaccination-Scheduling-Options>, will provide the most up to date options available for recipients. Vaccine eligible recipients should choose the option they are most comfortable with. Scheduling options include:

- Vaccine providers contacting vaccine eligible recipients to schedule (email, phone, or text).
- Scheduling directly with a vaccine provider.
- Scheduling by phone through the Vaccination Appointment Assistance Line (VAAL) (select sites only); or
- Find a vaccine provider online using the CT COVID Vaccine Finder found at <https://covidvaccinefinder.ct.gov>



Note: Vaccine providers may use their own scheduling system and recipients can contact the provider directly for questions.

Scheduling Directly with a Vaccine Provider

If vaccine eligible recipients know their primary care provider is a vaccine provider, they may schedule directly with them. The primary care provider may direct vaccine eligible recipients to their own website or may direct them to the Vaccine Administration Management System (VAMS) as their online scheduling tool.

Using the CT COVID Vaccine Finder.

Vaccine eligible recipients who wish to self-schedule may use the CT COVID Vaccine Finder found at <https://covidvaccinefinder.ct.gov/>.



The CT COVID Vaccine Finder is linked on many webpages and will appear as a search box.

A search box titled "Find a Vaccine Provider Near You". It contains a text input field with the value "06249" and a blue "GO" button. Below the input field is a link that says "Schedule your COVID-19 vaccine."

Enter a ZIP code in the box and hit the **Go** button.

Once on the CT COVID Vaccine Locations webpage, you can change your search by entering a ZIP code or address in the **Search by Location** box. The results filter to COVID-19 Vaccine providers in the ZIP code area.

A screenshot of the CT COVID Vaccine Locations search results page. At the top, there is a search bar with "Hartford, CT 06103, USA" entered. Below the search bar are filters for "Filter by Distance" (set to "Distance to Me") and "Filter by Network" (set to "Healthcare Network"). There are also checkboxes for "Accessibility Options" and a "Reported Availability" section. The results show "10 out of 244 results" for "Hartford, CT 06103, USA". The first result is "Hartford Healthcare Clinic (CT Convention Center)" with a location pin icon, address "100 Columbus Blvd, CT Convention Center, Hartford, CT 06103", and a distance of "0.48 miles". There are buttons for "SCHEDULE ON PROVIDER SITE" and "CALL TO SCHEDULE: 860-827-7690".

You may choose a vaccine provider by scrolling through the results.

All vaccine providers require an appointment to be made in advance (no walk-ins accepted). When viewing the list of vaccine providers, click on **Visit Website** for more information about scheduling at each location. Some locations offer online scheduling through their own website, some through the Vaccine Administration Management System (VAMS), and others allow scheduling by phone.



Note: Some providers may list the VAAL (1-877-918-2224) as their phone scheduling option.



Vaccine Administration Management System (VAMS)

Some vaccine providers are using the Vaccine Administration Management System (VAMS) for their online scheduling of COVID-19 vaccine appointments. If directed by the provider or the CT COVID Vaccine Finder search, vaccine eligible recipients will go to the DPH VAMS webpage to register at <https://portal.ct.gov/Coronavirus/COVID-19-Vaccinations---VAMS-Support>.

Once registered, they will schedule their appointment at the provider through VAMS.

Vaccination Appointment Assistance Line (VAAL)

Vaccine eligible recipients, with limited or no online access or are challenged by the process to self-schedule online, can call the VAAL at 1-877-918-2224 to get schedule an appointment at participating vaccine providers across the state.

Participating vaccine providers continue to be added for scheduling through the VAAL. Recipients should be directed to the VAAL *after* they have explored all other scheduling options.

Language assistance is available for those who need it and the Deaf and Hard of Hearing can access the VAAL by dialing 7-1-1.

Some vaccine eligible recipients will be directed to call the VAAL from the listing of their chosen provider on the CT COVID Vaccine Finder website.

The VAAL is available 7 days a week for scheduling COVID appointments from 8am to 8pm.

Transportation Assistance

Vaccine eligible recipients may need assistance getting to and from their scheduled appointments if they are homebound or do not have transportation. Do not let transportation be a barrier to vaccination.

If you are assisting someone without transportation access, the resources listed below may help you find transportation for the recipient. Subsidized transportation resources exist across the state for qualified individuals. Providers



and local community services have been able to meet the transportation needs of their communities effectively. These resources will continue to expand availability as grants and other reimbursements are obtained to support vaccination.

If the vaccine eligible recipient uses the VAAL and says they need help with transportation, the VAAL will be supporting resource brokering for transportation while scheduling the recipient.

211 Transportation

211 of Connecticut provides resources to transportation programs and services including Disability Related Transportation and Medical Appointments Transportation.

Clicking the links on the website will direct you to a map in which you can filter search results by ZIP code, view locations on a map, click “Get Directions” button in the search results for driving, walking and public transit directions. The website is found at:

<https://uwc.211ct.org/categorysearch/transportation/>

CT Rides

CT Rides will be available Monday through Friday, 8am to 5pm starting Friday, March 5th, 2021 at 8am to assist Connecticut residents who already have scheduled vaccination appointments by providing information and referral to transportation resources across the State.

This service can be accessed by calling the toll free COVID-19 phone number (866) 766-5516.