

## Houston Methodist COVID-19: Community Partner Frequently Asked Questions

### General Information:

- 1. Which version of the COVID-19 vaccine will be provided to patients who get scheduled?**  
Houston Methodist will be providing the Pfizer and/or Moderna COVID-19 vaccine.
- 2. Will our patients be charged for the COVID-19 vaccination?**  
No. There will be no charge or cost to patients who receive the COVID-19 vaccine.  
[Coronavirus Aid, Relief and Economic Security \(CARES\) Act.](#)
- 3. What if my patient has limited mobility and is unable to walk or stand for a long time?**  
Houston Methodist will have designated wheelchairs and other mobile assistance available onsite. We recommend that patients who require special physical accommodations bring a guest with them to assist on the day of the appointment. However, please keep in mind that this guest will have to remain in a designated area while the patient receives their vaccination.
- 4. What will my patient have to bring with them on the day of the appointment? Do they have to show proof of immigration status?**  
Patients will need to bring a photo i.d., wear a face mask, and are asked to arrive 15 minutes prior to their scheduled appointment. There is no requirement for a person to show proof of immigration status. Houston Methodist will need to confirm the patient scheduled is the patient that has arrived for the appointment so any form of photo identification will be accepted such as a driver's license, passport, work badge with photo, etc.
- 5. Do patients have to have insurance to get the vaccine?**  
No. They do not have to have insurance to get the vaccine.

### Scheduling:

- 6. How will Houston Methodist contact my patient to invite them to schedule their COVID-19 vaccine appointment?**  
Houston Methodist will contact patients via our text message platform to invite them to schedule their COVID-19 vaccination appointment. The text message has been customized so that the patients know they are receiving the text message due to their client status with your agency. The text will include a link for the recipients to schedule their vaccine appointment. If they do not have the ability or are not comfortable with self-scheduling utilizing the link, within the same text message is a phone number for them to call us to schedule. We have setup a dedicated bilingual phone line for our community partners' patients to call. Upon calling, a member of Houston Methodist will schedule the appointment on behalf of the patient. For patients who do not have a mobile number to receive the text message, Houston Methodist will have staff ready to proactively call the patients on their landline to help get them scheduled.

- 7. How will patients be scheduled for the second dose of their COVID-19 vaccine?**  
Houston Methodist will automatically schedule patients for their second dose of the COVID-19 vaccination. Patients scheduled for their first dose of the vaccine will be scheduled to receive their second dose at the same exact time approximately 21 to 28 days after their first dose of the vaccination.
- 8. Will our patients be reminded of their upcoming COVID-19 vaccination appointment?**  
Yes. Houston Methodist will send an appointment reminder to patients approximately 24 – 72 hours prior to their appointment date.

#### **Transportation:**

- 9. What if our patients need transportation to the appointment? Is Houston Methodist providing transportation for patients?**  
Yes. Houston Methodist will be offering rides to your patients to and from the vaccine appointments as part of our community partnership and in recognition of transportation challenges that may be experienced. We are working with a ride share company called Circulation that partners with Lyft and Uber. Patients will be asked during scheduling if they have a transportation need. If the patient indicates they need transportation, a member of Houston Methodist will reach out to the patient to coordinate their ride to the appointment. This transportation will also be available for the patient's second appointment to receive the second dose.

#### **Guest Policy:**

- 10. Can our patients bring a guest or caretaker with them on the day of their appointment?**  
Yes. Patients can bring up to one (1) guest, family member, guardian or caretaker to help on the day of their appointment. However, guests must wait in a designated waiting area while the patient is receiving their COVID-19 vaccination. If a patient requires special physical accommodations, wheelchairs will be available for use.

## **Recommended Script to Notify Patients of Houston Methodist Communication**

Hello Client Name

As a (Insert Organization Name) client, we are pleased to inform you that Interfaith has identified you to receive the COVID-19 vaccine from our partner, Houston Methodist, at no charge, based on your age and health risk status. I am reaching out to confirm you would like to be contacted by Houston Methodist to begin the process of setting up your free vaccine appointment.

**IF THEY SAY “YES”**

In the coming week, you will receive a text or phone call from Houston Methodist to help you get scheduled for your first of two vaccination appointments. We encourage you to respond to the text message or answer when they contact you. Before I go, do you anticipate you will need ride assistance for your appointment?

**IF THEY SAY “YES”**

Ok. I will make note of that so Houston Methodist knows they will need to provide you a ride to your appointment. Again, this will be free of charge. Thank you for supporting the community’s effort to stop the spread of COVID-19 and have a good rest of day.