

**Mission:**

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



**Ron DeSantis**  
Governor

**Scott A. Rivkees, MD**  
State Surgeon General

**Vision:** To be the Healthiest State in the Nation

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## Vaccine Roll Out FAQs – Updated 01/19/2021

### 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://CollierCountyCOVIDVaccines.Eventbrite.com) and [collier.floridahealth.gov](https://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://CollierCountyCOVIDVaccines.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://CollierCountyCOVIDVaccines.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://CollierCountyCOVIDVaccines.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 the

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](https://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**

I don't live in Collier County, can I still receive a vaccine? OR Why are non-Collier residents allowed to receive a vaccine?

The vaccine rollout is a nationwide effort. There are no exclusions based on residency.

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](https://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 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**

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 1<sup>st</sup> 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.

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 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.

I have 2 tickets, one for me and one for my spouse. Both tickets say my name. What should I do?

Write the other person's name on a ticket and bring both IDs with you at the time of your 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](http://collier.floridahealth.gov), and [CollierCountyCOVIDVaccines.Eventbrite.com](http://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.\*\*\*