

Florida COVID-19 Vaccine Registration System

Questions regarding COVID-19, the safety of the vaccine, cases of COVID-19 in the state, etc. can be directed to the State of Florida COVID-19 Call Center: 866-779-6121

General

Who is eligible to receive a vaccine at this site?

At this time, the state is continuing to prioritize vaccines for frontline health care workers and individuals 65 and older to ensure that these populations have access to the vaccine. Individuals who are either frontline health care workers or are 65 and older are eligible to receive a vaccine at a state-supported site.

I have mobility issues, will there be accommodations at the vaccine site?

All state-supported vaccine sites can make accommodations for individuals on site. If an accommodation needs to be made, alert staff on the site when you arrive.

Will there be enough vaccines for my appointment?

The state is continuing to distribute vaccines statewide, daily. The state does not schedule appointments until it is guaranteed there will be enough vaccine on site.

I have a comorbidity/disability, but I'm younger than 65, can I get a vaccine?

Under Governor DeSantis' Executive Order 20-315, hospital providers may vaccinate individuals who they have deemed to be extremely vulnerable to COVID-19. Individuals with a comorbidity or disability who are under the age of 65 are encouraged to reach out to their health care provider to receive a vaccine.

When will I get a call back to schedule a vaccine appointment?

Once an individual calls their designated county number and provides their contact information and date of birth, they are placed in a queue for call backs. An individual will not directly speak with an operator until they receive a call back. Once the individual receives a call back, they will work with the operator to find an open appointment that works best with their schedule. Every eligible individual will receive a call back when appointments become available.



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I called the appointment number but didn't speak to a person. How do I ensure I can contact someone to schedule a vaccine appointment?

Once an individual calls their designated county number and provides their contact information and date of birth, they are placed in a queue for call backs. An individual will not directly speak with an operator until they receive a call back. Once the individual receives a call back, they will work with the operator to find an open appointment that works best with their schedule. Every eligible individual will receive a call back when appointments become available.

Second Dose Appointment

I haven't been contacted for my second dose appointment yet. How do I schedule a second dose appointment?

The state is scheduling second dose appointments. Individuals who received their first dose at a state-supported vaccination site will receive a call directly to schedule their second dose appointment. If the operator cannot reach the individual, multiple attempts will be made. As we continue to schedule these appointments, we ask for your patience. All individuals who received a first dose at a state-supported site will be contacted for their second dose appointment.

Can I just show up to the vaccine site on the day listed on my CDC card?

In order to ensure the site can accommodate all individuals asking to receive a vaccine, we ask that you do not go to until you have been contacted. All individuals who received their first dose at a state-supported site will be contacted to schedule their second dose appointment.

I need to update my contact information for my second dose appointment. How do I do that?

We are happy to assist with this request. Please provide us with your updated contact information.

Why can't I make my second dose appointment on site?

The state is working toward a process that will allow individuals to schedule their booster shot appointment on site after receiving their first dose. This process will roll out as the state continues to receive additional vaccine.



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Can I get my second dose at a different location?

We ask that individuals receive their second dose at the same location – especially if it is at a state-supported site. Not only does this ensure they receive the correct vaccine, but it assists the state in planning for allocations, staffing needs, appointments, etc.

My second dose appointment is after the day listed on my CDC card. Will the vaccine still be effective?

Per guidance issued by the CDC, the second dose should be administered as close to the recommended interval as possible. However, if it is not feasible to adhere to the recommended interval, the second dose of Pfizer-BioNTech and Moderna COVID-19 vaccines may be scheduled for administration up to 6 weeks (42 days) after the first dose.

What do I need to bring to my second dose appointment?

Individuals need to bring their CDC vaccination card, a form of identification and proof of residency to their second dose appointment.

What do I do if I lost my CDC vaccine card?

It is critical that individuals bring their CDC vaccine card to their second appointment. However, if you have lost this card, individuals on site can access your information. It is important to note, this will delay the process of receiving your second dose and may increase wait time at the site.

Residency

I'm a part-time resident, am I eligible to receive the vaccine?

As per a public health advisory issued by Surgeon General Scott Rivkees, part-time residents are eligible to receive a vaccine in Florida. A part-time resident is any person who temporarily resides in this state for a period of at least 31 consecutive days in each calendar year, maintains a temporary residence in this state, returns to the state or jurisdiction of his or her residence at least one time during each calendar year, and is registered to vote or pays income tax in another state or jurisdiction.



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What proof of residency items do I need to bring?

We ask that all individuals bring proof of residency to their vaccine appointment.

Examples of proof of residency include:

- A deed, mortgage, monthly mortgage statement, mortgage payment booklet or residential rental or lease agreement.
- One proof of residential address from the seasonal resident's parent, step-parent, legal guardian or other person with whom the seasonal resident resides and a statement from the person with whom the seasonal resident resides stating that the seasonal resident does reside with him or her.
- A utility hookup or work order
- A utility bill, not more than 2 months old
- Mail from a financial institution, including checking, savings, or investment account statements, not more than 2 months old.
- Mail from a federal, state, county, or municipal government agency, not more than 2 months old.

Do you have to be a resident of Miami-Dade County to receive a vaccine?

No, you do not have to be a resident of Miami-Dade County to receive a vaccine at a state-supported site. Individuals only need to be a full-time or part-time resident of the state to receive a vaccine at a state-supported site.

Appointments

How do I make an appointment for a vaccine?

In Miami-Dade County, you can call 1-888-499-0840 TTY 1-888-256-8918 to make an appointment for a vaccine. The numbers for each county are available at:

https://floridahealthcovid19.gov/wp-content/uploads/2021/01/FL-VACCINE-HOTLINES_updated-0124.pdf

I missed the call to schedule my appointment, how do I call them back?

Operators will make multiple attempts to reach an individual. All operators will leave a voicemail indicating that they are calling to assist in scheduling an appointment. Please wait for the follow-up call.

What number will call me back?

The call center will make multiple attempts to reach the individual. Individuals will be called from a number with their county's area code. In Miami-Dade County, the area code used is 786. Operators will leave a voicemail and continue to attempt to reach the individual.



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I need to cancel or change my appointment; can you help me?

If you need to cancel or change your appointment, please call the designated appointment number for your county and wait for an operator to call you back. They will assist in changing your appointment.

I received a call from [number], is this the number that's supposed to call me back?

The call center will make multiple attempts to reach the individual. Individuals will be called from a number with their county's area code. In Miami-Dade County, the area code used is 786. Operators will leave a voicemail and continue to attempt to reach the individual. Remember - operators will never ask you to provide credit card or other financial information. If you are asked to provide this information to schedule a vaccine appointment, please hang up.

Can I schedule an appointment online?

Individuals can pre-register their information online by visiting myvaccine.fl.gov. This website will allow individuals who are eligible to receive the COVID-19 vaccine to be contacted directly when vaccine appointments are available in their area. On the site, residents can select their county and submit their contact information. Once appointments are available, individuals will be contacted by phone call, text or email and will be assisted in scheduling an appointment.

I can't drive myself, can someone come to my appointment with me?

Yes, individuals scheduled for a vaccine appointment can be accompanied by another individual.

What do I need to bring to my vaccine appointment?

Individuals are asked to bring a form of identification and proof of residency to vaccine appointments. Health care workers are asked to bring proof of employment (i.e., badge) and individuals 65 and older are asked to bring proof of birth date.

Can I schedule multiple individuals for an appointment on a phone call?

No. Each individual that needs to schedule an appointment should call the appointment line or visit the appointment website separately. This ensures every individual will be contacted and scheduled for an appointment.

