

# Lake County AllVax Portal FAQ

## Adverse Effects

*What should I do if I have a reaction after getting a COVID-19 vaccine?*

If you are having a severe reaction, call 9-1-1 or your healthcare provider. You can share reactions to the Vaccine Adverse Event Reporting System (VAERS). You can also share reactions (such as swelling or fever) through the survey from the Lake County Health Department.

VAERS link: <https://vaers.hhs.gov/esub/index.jsp>

Survey link:

Most people should expect mild side effects from the COVID-19 vaccine. Mild side effects may include:

- Soreness at the injection site
- Fatigue
- Aching muscles and joints

These mild side effects may last for a day or two. They are more likely to occur after the second dose of the vaccine.

Some people may have severe side effects. A side effect is severe if it prevents daily activity. Examples of severe side effects include:

- Fever between 102°F to 106°F
- Fatigue
- Muscle pain
- Joint pain
- Headache

Severe reactions to the vaccine are most likely to occur in the first six weeks after you get a vaccine. Experts do not know the long-term effects of COVID-19 vaccines. Researchers will continue to monitor vaccine side effects for years.

## Appointment

### *What is the cost?*

The vaccine will be provided at no cost to you.

IPDH SARS-CoV-2/COVID-19 Mass Vaccination Planning Guide link - Section III. A. Paragraph 3 :  
<https://www.dph.illinois.gov/covid19/vaccination-plan>

### *What will the fee be if my provider is out of network?*

The vaccine will be provided at no cost to you.

IPDH SARS-CoV-2/COVID-19 Mass Vaccination Planning Guide link - Section III. A. Paragraph 3:  
<https://www.dph.illinois.gov/covid19/vaccination-planh>

### *Do I need an appointment?*

You can use the portal to schedule an appointment at one of Lake County Health Department's clinics. Some walk-ins may be available, but we recommend that you schedule an appointment. This is because there may not be enough vaccines for walk-ins.

### *Am I able to walk-in for a vaccine?*

Yes, you can do a walk-in. However, we suggest scheduling an appointment. This is because there may not be enough vaccines for walk-ins.

### *How do I sign up for additional information from the Lake County Health Department? (gov delivery)*

For updates on COVID-19 from the Lake County Health Department sign up for the weekly email newsletter here: <http://bit.ly/lccovid-19> (English) or <http://bit.ly/lccovid-19-es> (Spanish)

## Pre-Existing Condition

### *What if I have a pre-existing condition?*

Please check if your pre-existing condition is included on this list from the Centers for Disease Control and Prevention (CDC) guidance. This list includes conditions that pose a greater risk of a severe illness from COVID-19.

CDC link: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>

### *I am considered at-risk. Will I get the vaccination first?*

At first, the supply of vaccines will be limited. Certain residents will receive their vaccines before others. We are following the guidance of the Centers for Disease Control and Prevention (CDC) on this timing. As of December 1, the CDC has prioritized residents in this order:

1. Health care workers: Hospitals, outpatient clinics, home health care, pharmacies, emergency medical services, public health;
2. Long-term care facilities: Skilled nursing facilities, assisted living facilities; other residential care;
3. Essential Workers: Education sector, food and agriculture, utilities;
4. Police, firefighters, corrections officers, transportation;
5. Adults with high-risk medical conditions;
6. Adults 65+.

You can view more information on vaccine distribution and manufacturer timelines by using the links below.

How the Centers for Disease Control and Prevention's (CDC) is Making Vaccine Recommendations - <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations-process.html>

Please review the Illinois Department for Public Health's COVID-19 Vaccination Plan, Section 3 Phase Approach to COVID-19 Vaccination to learn more about the vaccine administration strategy.

<https://www.dph.illinois.gov/sites/default/files/COVID19/IL%20COVID-19%20Vaccination%20Plan%20V%203.0%2012.5.20%20.pdf>

## *What if my medical condition isn't listed?*

We are following the Centers for Disease Control and Prevention's (CDC) guidelines for vaccine prioritization. Not all medical conditions are included in the CDC's guidelines right now. New health conditions may get added. If they do, we will send an email to registered residents. They can then update their health conditions in the portal.

You can review the CDC guideline here:

[https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fgroups-at-higher-risk.html](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fgroups-at-higher-risk.html)

## *If I am pregnant or a nursing mother, should I get the vaccine?*

At this time, there is no data from clinical trials for pregnant women or nursing mothers. Please consult your doctor for advice.

## **Registration**

### *How do I create an account?*

You can create an account by registering yourself with an email, full name and your date of birth. [Click here](#) to start the process.

### *What will happen with my information?*

Your conversations with the Lake County Health Department are private and secure. Your vaccination information will be sent to the Illinois Comprehensive Automated Immunization Registry Exchange (ICARE). Your healthcare provider can then go to ICARE to request the information.

## *Am I able to also register another person?*

Yes, you can register other people through your profile. Go to your home page and click "Add another person"

## *What do I need to register someone else?*

You must share your relationship with that person. You must agree that the person gave you consent to register. You will also need the person's:

- Email
- Full name
- Date of birth
- Zip code
- Risk factors

## *How do I reset my password?*

To reset your password, please click on the "forgot your password" on the login screen. You will then get an email with instructions.

## *What do I need to register?*

The information needed to register for a vaccine is:

- Email
- Full name
- Date of birth
- Zip code
- Risk factors

## *Do I have to register to get a vaccine?*

You do not need to register on the portal to receive a vaccine at a Lake County Health Department clinic. We will allow some walk-ins appointments each day. We recommend that you schedule an appointment. We recommend this because there may not be enough vaccines for all walk-ins.

## *Can I register someone who doesn't live in my household?*

Yes, you can. You do not have to live with or be related to someone to register on their behalf. You will need to have their consent to register them.

## *How will I know when I can schedule my vaccination?*

Please register now for a vaccine. When appointments are available, you will receive an email to schedule on the portal. The website will display locations and available times.

## *Will I receive a reminder for my appointment?*

You will receive an email 72 hours and 24 hours before your appointment.

You can cancel and reschedule by logging into your portal. Once logged in, click on "edit" next to your appointment time.

## *How do I confirm I am registered?*

To confirm that you are registered on the AllVax Portal, log in to your account, then scroll down to "My Household". You will be able to view, edit, or add registrants.

## *Should I register if I work in Lake County but live in another county?*

People who work in Lake County but live in another county may register on the portal. Please register using your home address, not your work address.

## *If I register, am I obligated to get a vaccine?*

No. If you register on the portal, we will notify you when a vaccine is available to you. You are not obligated to get the vaccine.

## **Safety**

## *What are the risks of getting the vaccine?*

We know some people are concerned about the safety of COVID-19 vaccines. While these vaccines are being developed as quickly as possible, safety is still a top priority. Routine safety standards remain in place to ensure that any authorized or approved vaccine is as safe as possible.

- The Food and Drug Administration (FDA) must approve vaccines after they pass the third phase of clinical trials
- Clinical trials must include months of data collection and thousands of participants
- The vaccine development is going faster than normal because some steps are being done at the same time instead of one after another

No steps have been skipped during the clinical trial process for COVID-19 vaccine. Safety will continue to be monitored as long as a vaccine is available.

You can learn about the myths and misconceptions about COVID-19 vaccinations on the CDC's website - <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/about-vaccines/vaccine-myths.html>

Additionally, the FDA has results from the trials for more information. - <https://www.fda.gov/drugs/coronavirus-covid-19-drugs/coronavirus-treatment-acceleration-program-ctap>

## *How safe is the vaccine?*

We know some people are concerned about the safety of COVID-19 vaccines. While these vaccines are being developed as quickly as possible, safety is still a top priority. Routine safety standards remain in place to ensure that any authorized or approved vaccine is as safe as possible.

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## *What are the benefits of getting the COVID-19 Vaccine?*

The benefits of getting the COVID-19 vaccine are as follows:

- The COVID-19 vaccination will help keep you from getting COVID-19.
- Getting vaccinated may also protect people around you. This is especially helpful for people who are at a higher risk for severe illness from COVID-19.
- COVID-19 can have serious, life-threatening complications. There is no way to know how COVID-19 will affect you. And if you get sick, you could spread the disease to friends, family, and others around you.
- COVID-19 vaccination will help protect you by creating an antibody response. This response will be created without having to get sick.
- COVID-19 vaccination will be an important tool to help stop the pandemic. Wearing masks and social distancing help reduce your chance of being exposed to the virus or spreading it to others. However, these measures are not enough. Vaccines will work with your immune system so it will be ready to fight the virus if you are exposed.

## *What are the risks of **not** getting the vaccine?*

If you don't get the vaccine, you will not be protected from getting COVID-19. If you become infected, you could spread the virus to others.

## *Is this safe for my child?*

At first, COVID-19 vaccines may not be recommended for children. Please view the Centers for Disease Control and Prevention (CDC) website to learn more about vaccinations for children.

CDC - <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/8-things.html#:~:text=At%20first%2C%20COVID%2D19%20vaccines%20may%20not%20be%20recommended%20for,expand%20those%20recruited%20to%20participate.>



## Scheduling

### *Where can I get a vaccine?*

Vaccination appointments will be available in many locations in Lake County. Register now for a vaccine. When appointments are available, you will receive an email to schedule on the portal. The website will display locations and available times.

### *How can I share my vaccination record?*

Your healthcare provider can get your vaccination record from the Illinois Comprehensive Automated Immunization Registry Exchange (ICARE). <https://dph.illinois.gov/topics-services/prevention-wellness/immunization/icare>

### *Can I still get my vaccine from the Lake County Health Department if I have private insurance?*

Yes, you can still register on the portal. You can also still get your vaccine from the Lake County Health Department.

### *Why can't I schedule a vaccine after I register?*

If a vaccine is not yet available, you may have to wait to schedule an appointment. When appointments are available, you will receive an email to schedule on the portal. The website will display locations and available times.

### *Why are some people able to schedule a vaccine before me?*

The first supplies of the COVID-19 vaccine will be limited. Vaccines will be given out based on the Centers for Disease Control and Prevention's (CDC) guidance. You can view how the CDC is Making

Vaccine Recommendations: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations-process.html>

### *How do I cancel my appointment?*

You can cancel by logging into your portal. Once logged in, click on “edit” next to your appointment time.

### *How do I reschedule an appointment?*

Once you have logged into the portal, click on “edit” next to your appointment time.

### *How does scheduling work?*

On the portal, select if you’d like to register yourself or someone else. Then you can enter contact information and answer some risk factor screening questions.

Once you are eligible to get the vaccine, you can schedule an appointment. If not, your information will be saved. We will contact you by email to let you know when you can schedule on the website.

## **Vaccination**

### *Which vaccine will I be receiving?*

You will get a vaccine based on the Centers for Disease Control and Prevention's (CDC) vaccine guidelines. You can view the guidelines on how the CDC is making vaccine recommendations by clicking this link: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations-process.html>

### *How many COVID-19 vaccines are being developed?*

There are multiple COVID-19 vaccines in development.

As of December 2, 2020, this is where all the vaccines are at in the process:

- 41 vaccines are in phase 1
- 17 vaccines are in phase 2
- 13 vaccines are in phase 3
- 7 vaccines are approved for early or limited use
- 0 vaccines are approved for full use

Please visit the New York Times coronavirus vaccine tracker for more details.

<https://www.nytimes.com/interactive/2020/science/coronavirus-vaccine-tracker.html>

Please view the World Health Organization's website to learn more about the vaccine types.

WHO's draft landscape of COVID-19 candidate vaccines:

<https://www.who.int/publications/m/item/draft-landscape-of-covid-19-candidate-vaccines>

## *When can I get a COVID-19 vaccine?*

At first, the supply of vaccines will be limited. Certain residents will receive their vaccines before others. We are following the guidance of the Centers for Disease Control and Prevention (CDC) and the Illinois Department of Public Health (IDPH) on this timing. As of December 4, IDPH has prioritized residents in this order:

1. Health Care Personnel and Long Term Care Facility Residents
2. Essential Frontline Workers - pending CDC guidance
3. Adults with high risk medical conditions and those over 65 years of age - pending CDC guidance
4. All other adults and people in other congregate settings - pending CDC guidance
5. Young adults and children (if a pediatric vaccine is available) - pending CDC guidance

You can view more information on vaccine distribution and manufacturer timelines by using the links below.

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<https://www.dph.illinois.gov/sites/default/files/COVID19/IL%20COVID-19%20Vaccination%20Plan%20V%203.0%2012.5.20%20.pdf>

## *I already had COVID-19 and recovered. Do I still need to get a COVID-19 vaccine?*

We do not yet know if a person who had COVID-19 in the past is protected from getting COVID-19 again. Learn more at the link below:

CDC FAQ link - <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/faq.html>

## *Does the Centers for Disease Control and Prevention (CDC) recommend getting a vaccine?*

Yes. You can learn more about the CDC recommendations here.

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/about-vaccines/vaccine-benefits.html>

## *How long do I need to wait to get my second vaccine after getting my first dose?*

You will receive an information sheet at your first appointment. This sheet will tell you when you need to get your second dose.

## *What do I need to bring with me?*

You will need to bring a form of identification, your confirmation number, and wear a mask. You will need to provide a signature to consent to the vaccine.

## *Can I bring someone with me, or should I come alone to my appointment?*

You may bring someone with you if needed.

## *How many shots of COVID-19 will be needed?*

Many of the COVID-19 vaccines will require two doses. Please review the results from the Food and Drug Administration (FDA) trials for more information. - <https://www.fda.gov/drugs/coronavirus-covid-19-drugs/coronavirus-treatment-acceleration-program-ctap>"

### *Should I continue to wear a mask after I get my vaccine?*

Yes. Please continue to wear a mask, wash your hands often, and watch your distance - staying at least 6 feet from others - after your vaccine appointment.

### *Should I continue to social distance after I get my vaccine?*

Yes. Please continue to wear a mask, wash your hands often, and watch your distance - staying at least 6 feet from others - after your vaccine appointment.

### *What if I work in a healthcare related field (hospital)?*

If you are a resident who works in a healthcare related field, you should reach out to your employer first. Please do this before trying to schedule an appointment on the portal.

### *Who will COVID-19 vaccines be distributed to first?*

At first, the supply of vaccines will be limited. Certain residents will receive their vaccines before others. We are following the guidance of the Centers for Disease Control and Prevention (CDC) and the Illinois Department of Public Health (IDPH) on this timing. As of December 4, IDPH has prioritized residents in this order:

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