



# Frequently Asked Questions for Older Adults

(Updated 2-24-2021)

## Q1: Where can I get vaccinated?

A1: Vaccines are scarce but there will eventually be enough for everyone who wants one. Right now, places that are giving vaccines—**when they have them**—include local public health authorities or their partners, hospitals and vaccination events. As the vaccine supply increases, you may be able to get vaccinated at other places. For now, due to the limited supply, your primary care provider (your doctor's office) likely won't get vaccines. You may also hear about vaccination events on the news. These events will have a way for you to make an appointment to get your shot.

## Q2: How do I find out if I am eligible to get vaccinated?

A2: Go to [covidvaccine.oregon.gov](https://covidvaccine.oregon.gov) and use the **NEW Get Vaccinated Oregon tool**. It is designed to help you understand if you are eligible. You will want to register to get updates on vaccination opportunities. If you need help getting registered, ask someone to help or reach out to 211:

- Text ORCOVID to 898211
- Email [ORCOVID@211info.org](mailto:ORCOVID@211info.org)
- Call 211

## Q3: When can I get vaccinated?

A3: As of February 8, [here is a list](#) of who can get vaccinated. Most older adults will not be able to get appointments for a vaccine for the next few weeks. You've waited a long time. It's hard to wait but we ask that you please have patience. We are dependent on the federal vaccine supply. Some counties are still vaccinating other eligible adults and the federal vaccine supply is scarce.

## Q4: How do I get started using Get Vaccinated Oregon?

A4: To get started with [Get Vaccinated Oregon](#), please click "[Check Eligibility](#)." You will need to check your eligibility first before signing up for notifications, creating an account, or finding a vaccination provider. If you already have a Get Vaccinated Oregon account, click "[Login](#)."

**Q5: Can I sign up for notifications or create a Get Vaccinated Oregon account without checking my eligibility?**

**A5:** No. Please check your eligibility first. We ask you to answer eligibility questions before signing up for notifications or creating a Get Vaccinated Oregon account, so we can provide you with the most accurate information related to your eligibility phase and vaccination providers.

**Q6: Where can I go for more information?**

- Go to [covidvaccine.oregon.gov](https://covidvaccine.oregon.gov).
- Text ORCOVID to 898211 to get text/SMS updates (English and Spanish only).
- Email [ORCOVID@211info.org](mailto:ORCOVID@211info.org)

**A6:** If you can't get your COVID-19 vaccine question answered on the website, by text, or by email, call the call center at 211 or 1-866-698-6155. It is open from 6 a.m. to 7 p.m. daily, including holidays. Wait times may be long due to high call volumes. There is an option to get a call back rather than wait on hold. English and Spanish are spoken at the call center. Free interpretation is available for all other languages. TTY: Dial 711 or call 1-866-698-6155.

**NEW FEATURES on [covidvaccine.oregon.gov](https://covidvaccine.oregon.gov):** OHA's vaccination website features facts about COVID-19 vaccines. **As of February 8, 2021**, the website also includes a new tool, **Get Vaccinated Oregon**. This tool will allow people to determine if they are currently eligible for a vaccine and register to get email alerts or text notifications when they become eligible. Once eligible to be vaccinated, this tool will help direct users to vaccine events in their area. This tool will be open to all Oregonians. Using this tool does not guarantee users a specific "spot in line." Once eligible, notified users may use the tool to find a vaccine event in their area.

- **As of Feb 5, 2021** vaccine information by county will be newly updated on our website at [covidvaccine.oregon.gov](https://covidvaccine.oregon.gov) to include specific information about where an older adult can access vaccine in their area.

**Q7: What ID do I need to bring with me to prove my eligibility?**

**A7:** OHA does not require proof that someone vaccinated is eligible, and doesn't plan to request verification from vaccinating providers. Vaccine providers themselves may require an individual to declare, through a verbal declaration or in some other way, they are in an eligible group before they receive a vaccine. People will receive proof they've been vaccinated. Do not lose the card you are given.

**Q8: How much will it cost? Do I need to have insurance to get a vaccine?**

**A8:** COVID vaccines will be free for you. You do not need health insurance. If you have health insurance, vaccine providers may charge your insurance company an administration fee for giving you the vaccine. This means that you might be asked for your insurance information when you get the COVID vaccine. Vaccine providers

**cannot** charge *you* for giving you a vaccine, but it is important that you bring your insurance information if you have health insurance.

**Q9: I need help getting to a vaccine clinic. Can I be provided transportation to get vaccinated? How do I arrange for that?**

A9: If you are an Oregon Health Plan member and need a ride to get a vaccine, rides are free. Find the [OHP ride services](#) in your area. You can also call your [CCO plan](#).

**Q10: Will I have to wait in line?**

A10: Many vaccination sites and events will ask you to pre-register so that they can safely manage the flow of patients. Large vaccine sites are also working to make sure their sites are accessible for older adults, particularly those who have mobility issues. But you also may have to wait. We encourage you to plan ahead.

**Q11: I have a caregiver who helps me with my health care needs and doctor appointments. Can they also get vaccinated if they come with me?**

A11: Only if your caregiver is also eligible. If your caregiver is part of a [part of a phase that is eligible](#), then they can get vaccinated anytime. If not, they are not eligible to get a vaccine yet.

## Vaccine Administration Questions

**Q12: What happens after I get a vaccine?**

A12: You will still need to wear a mask and socially distance after getting the vaccine for now. Things can't go back to normal until enough people are vaccinated. We don't know yet if a person who got both shots can still spread COVID-19. We don't want you to spread it to people who haven't yet been vaccinated. It is important to keep wearing a mask, stay 6 feet from others, wash your hands, and not spend time with people you don't live with.

**You will also need to get two doses of the vaccine.** For most kinds of the vaccine, you will need to get two shots. You get the second shot 3 or 4 weeks after you get the first one. It is important for you to get both shots for the vaccine to work. Talk to who gave you the first shot about when you can get your second shot. You should get your second dose at the same place you got your first one. Do this unless the nurse or doctor tells you to get your second dose somewhere else. You need to make sure your second dose is the same brand as your first vaccine dose.

**Q13: What if I get exposed to COVID-19 after my first dose?**

A13: If you are exposed to COVID, you should follow the public health guidelines and stay home for 14 days even if you've gotten your first shot.

**Q14: How long will I need to be observed for after I am vaccinated?**

**A14:** You will be observed for 15-30 minutes. This means you need to wait where you got your shot so the vaccine provider can watch you to make sure you're feeling okay.

**Q15: What are the vaccine side effects?**

**A15:** After getting the COVID-19 vaccine, you will probably have a sore arm. You might have muscle aches, joint pain, tiredness, headache, chills, or maybe a fever. (Fever is less common.) This often means the vaccine is working to keep your body healthy. These are normal signs that your body is building protection. Sometimes these side effects may stop you from doing your normal activities for a couple days. Most of these side effects should go away in a few days.

**Q16: Who should I call if I have side effects: the vaccination site or my primary care provider?**

**A16:** Side effects are common after COVID-19 vaccination. If you have concerns about any side effects after you leave the vaccination site, you should contact your primary care provider. Or you can go to an urgent care or emergency facility.

**Q17: Will I need to keep wearing a mask and being physically distant?**

**A17:** You will still need to wear a mask and socially distance after getting the vaccine for now. Things can't go back to normal until enough people are vaccinated. However, we don't know yet if a person who got both shots can still spread COVID-19. We don't want you to spread it to people who haven't yet been vaccinated. It is important to keep wearing a mask, stay 6 feet from others, wash your hands, and not spend time with people you don't live with.

**Document accessibility:** For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or [COVID19.LanguageAccess@dhsosha.state.or.us](mailto:COVID19.LanguageAccess@dhsosha.state.or.us).