**Sign up**

**Why is it so difficult to sign up?**

*The lack of vaccines supplied by the federal government is the problem. Demand for the vaccine far outweighs the supply of vaccines. As such, the lack of vaccines makes it difficult to find appointments across the different websites due to so many people wanting the vaccine and vying for appointments. More appointments will become available as vaccines are received.*

**Can I sign up with more than one place?**

*Yes. Since vaccines are being delivered to different organizations, you should register with your pharmacy, your health care provider (i.e. Northshore) and department of public health.*

**I don’t have/can’t use a computer. How do I sign up?**

*Please call the Cook County hotline at 833-308-1988. It is open Monday-Friday 7 a.m.-7 p.m.*

**Can your offices help me sign up?**

*Sure, please call one of our offices and we will help you register. However, we cannot promise getting you an appointment.*

**How does the Cook County website work? Is there a queue or is it first come first serve?**

*Anyone can register, but currently only Phase 1a and 1b are being vaccinated. Once you are registered, you will receive a notification once more appointments become available.*

**Are there two Cook County websites to sign up?**

*The only Cook County location to register is vaccine.cookcountyil.gov.*

**I am homebound. How do I get vaccinated?**

*Currently, the only home-bound vaccinations being done are for those who live in long-term care facilities. However, local governments and providers have explored doing homebound visits as more supplies become available. There are no concrete plans as of yet, but we will keep our constituents apprised as this situation unfolds.*

**Why can’t I reserve a vaccine appointment a month from now instead of having to keep checking the website?**

*Because of a lack of vaccines, Cook County can only open up appointments once they have confirmed vaccines. They do not want to have to cancel appointments if there are not sufficient vaccines.*

**Will Cook County prioritize people based on their health condition?** **How is priority being determined within 1b?**

*All individuals within 1a and 1b are treated equally. There is no ranking based on health condition.*

**Are the only people getting a vaccine “connected”?**

*Because of the lack of vaccines, this is a common misperception. The first people to receive the vaccines in 1a were medical professionals and seniors in long-term care facilities. While there are some individual rumors, a significant portion of which are false or misconstrued, “who you know” is not a factor in receiving the vaccine.*

**I received my first vaccine dose, but can’t schedule the second dose. What do I do?**

*Continue to check for an appointment with the location that provided you the first dose. You are welcome to call any of our offices for additional assistance should you need it.*

**Are all Cook County health centers offering the Pfizer vaccine?**

*Cook County has received both Pfizer and Moderna vaccines. You will be informed of which vaccine you are receiving.*

**Can I get a vaccine in a different county?**

*Please check with the other county to review your eligibility.*

**Is it possible to receive a leftover vaccine that would otherwise be discarded?**

*There are a lot of stories about people receiving such vaccines. We encourage everyone to follow the directions of the various “sign up” websites.*

**Why don’t we have one centralized sign-up system?**

*There are multiple pharmacies, health care organizations and public health departments involved with providing the vaccine. Each has different procedures.*

**Why have some teachers/schools already been vaccinated?**

*Educators are in 1b. However, due to the size of the 1b group (650,000 in suburban Cook County) not all educators will be vaccinated at the same time.*

**Distribution**

**Why is there only one Cook County vaccine location in the northern suburbs?**

*Because of the lack of vaccines, Cook County locations have been set up in high-population areas. As time goes forward there will be more distribution channels in northern Cook County – in fact two are slated to come online in the coming weeks. Residents of the northern suburbs are also encouraged to register with the myriad of area pharmacies that are also administering vaccine.*

**How can we move to 1c when we are not done with 1b yet?**

*While parts of the state will begin moving to vaccinate 1c, Cook County will not move into 1c until 1b has been substantially completed. In Cook County, 650,000 individuals comprise phase 1b.*

**What kind of documentation will be needed for individuals with underlying health conditions?**

*Guidance for individuals in 1c with underlying health conditions is forthcoming. As soon as it is issued by IDPH we will share it widely with our constituency.*

**Can health care providers ignore the state’s 1b guidelines and vaccinate someone outside of 1b with a very serious medical condition?**

*Providers must only vaccinate those who are eligible.*

**What are the authorization codes at Walgreens and CVS?**

*People signing up on the Walgreens/CVS sites can bypass the field that asks for an authorization code.*

**Big picture**

**Why are there so few vaccines? Who decides how many Illinois gets?**

*The federal Centers for Disease Control and Prevention (CDC) has created recommendations for the order in which states and other jurisdictions receive vaccines. Currently, there is an extremely limited number of doses available. As global manufacturing capacity increases, we will see more available doses in Illinois and across the country.*

**What are the barriers to speeding up distribution?**

*The biggest problem is simply supply. We do not yet have nearly enough vaccines. I believe that the current administration will take this crisis more seriously than the last and that we’ll see availability increase in the near term. Our priority must be distributing what vaccines are available as quickly and as fairly as possible.*

**Where is Illinois in relation to other states?**

*As of February 22, Illinois distributed over 2.3M doses, which ranks Illinois at #6 out of 50 states according to the*[*New York Times*](https://www.nytimes.com/interactive/2020/us/covid-19-vaccine-doses.html)*.*

**What steps are being taken to improve the process?**

*Distribution*

*At the state level, the Illinois Department of Public Health is building a provider network of several statewide pharmacy chains, hospitals, Federally Qualified Health Centers, industry/business workplace clinics, etc. to better manage this complex process.*

*Tracking*

*Currently, vaccine registration is through the individual provider/pharmacy scheduling system, local health department registration, workplace vaccine clinic registration. The state is working to aggregate this data to display it on https://coronavirus.illinois.gov/s/vaccination-location and link back to those individual providers and/or local health departments.*

*Informing Public*

*In addition to state press conferences, press releases, and a public website (coronavirus.illinois.gov), IDPH is working with other state agencies, business networks, associations, advocacy organizations to inform the public.*