

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

Vaccine Roll Out FAQs – Updated 04/05/2021

RESIDENCY INFORMATION

What is considered “Proof of Residency”?

1. An **adult resident** must provide the department with a copy of his or her valid Florida driver license issued under s. [322.18](#) or a copy of a valid Florida identification card issued under s. [322.051](#).
2. An **adult seasonal** resident who cannot meet the requirements of subparagraph 1. may provide the department with a copy of two of the following that show proof of residential address:
 - a. A deed, mortgage, monthly mortgage statement, mortgage payment booklet or residential rental or lease agreement.
 - b. 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.
 - c. A utility hookup or work order dated within 60 days before registration in the medical use registry.
 - d. A utility bill, not more than 2 months old.
 - e. Mail from a financial institution, including checking, savings, or investment account statements, not more than 2 months old.
 - f. Mail from a federal, state, county, or municipal government agency, not more than 2 months old.
 - g. Any other documentation that provides proof of residential address as determined by department rule.

APPOINTMENT INFORMATION

How are you scheduling appointments?

The Florida Department of Health in Collier County continues to expand its outreach and distribution efforts of the COVID-19 Vaccine. By working with our community partners, such as Collier County EMS, Fire, and local municipalities we are able to provide COVID-19 vaccine to our community. We are also working with HOAs, Faith Based Organizations, and community outreach groups to target those who fall under the Governor’s Executive Order.

What if I don’t belong to an HOA/Faith Based Organization/outreach group? OR What if I am having difficulty registering for a vaccine?

You may contact the Florida Department of Health in Collier County Call Center at 239-252-6220 or COVID19Collier@flhealth.gov. Please note: it may take up to 72 hours for a return call. Do not leave multiple messages. The call center is open 7 days a week from 9:00am-5:00pm.

LOCATION INFORMATION

Due to the upcoming rainy season and summer, the Florida Department of Health in Collier County has moved vaccine administration from a drive-thru basis to walk-thru.

Where are you moving vaccine distribution?

Vaccine distribution will still be located at North Collier Regional Park. However, vaccine will be administered at the Exhibit Hall.

How will I know where I am going?

There will be ample signage and traffic direction to notify clients.

Why aren't you doing drive up vaccines?

Due to possible inclement weather during the rainy season/upcoming summer months, Florida Department of Health in Collier County has moved vaccine administration from a drive-thru basis to walk-thru.

What if I can't walk/stand for long periods of time?

There will be wheelchairs onsite for those who cannot walk or stand for periods of time. There are also benches that may be used for breaks.

Can I still be vaccinated in my car?

No. This is a walk-thru site.

Can anyone come to the site?

No. Vaccines are administered on an appointment only basis.

GOVERNOR DESANTIS EXECUTIVE ORDER

Who can be vaccinated?

As of April 5, eligible Florida residents who are 18 years and older can receive the Moderna or Johnson & Johnson vaccine. Those 16 years and older can receive the Pfizer vaccine.

My child is 17 and I want them to receive the Johnson & Johnson and/or Moderna vaccine. How can I do this?

You cannot. The Moderna and Johnson & Johnson vaccine have received approval from the FDA for those aged 18 years and older. The Pfizer vaccine has received approval for those aged 16 years and older.

Why are you opening vaccine to those over the age 18?

Per the Governor's Executive Order, those administering vaccine must administer vaccine to eligible Florida residents who are 18 years and older can receive the Moderna or Johnson & Johnson vaccine. Those 16 years and older can receive the Pfizer vaccine.

I am a senior and still haven't received my vaccine. How do I receive it?

You may contact the Florida Department of Health in Collier County Call Center at 239-252-6220 or COVID19Collier@flhealth.gov. Please note: it may take up to 72 hours for a return call. Do not leave multiple messages. The call center is open 7 days a week from 9:00am-5:00pm.

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.

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

What vaccine are you providing?

The Moderna vaccine.

How do you know someone meets the criteria for vaccination? OR How do you know someone is healthcare personnel?

Upon check-in, government issued ID or proof of residency 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

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

In addition to proof of residency, you MUST bring your vaccination card received at the time of your first dose.

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 1st 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.

Why is it important to complete your vaccine series?

Partial immunity and/or infection allows the virus to mutate in ways that may change it in ways that make it more transmissible, more deadly and/or more resistant to antibodies developed after vaccination. The polyclonal nature of current vaccines may also impair the vaccines ability to attack the virus on multiple fronts in some variants.

COVID VACCINE FINDER AND OTHER VACCINE LOCATIONS

How do I register for a non-DOH administered vaccine?

The CDC has launched its vaccine finder. Get more information by following this link:

<https://vaccinefinder.org/search/>

Other locations for COVID-19 Vaccines include:

CVS COVID-19 Vaccines:

<https://www.cvs.com/immunizations/covid-19-vaccine>

Publix COVID-19 Vaccines:

<https://www.publix.com/covid-vaccine>

Walgreens COVID-19 Vaccines:

https://www.walgreens.com/findcare/vaccination/covid-19?ban=covid_scheduler_brandstory_main_March2021

Walmart COVID-19 Vaccines:

<https://www.walmart.com/cp/1228302>

Winn Dixie COVID-19 Vaccines:

<https://www.winndixie.com/pharmacy/covid-vaccine>

OTHER INFORMATION

Is DOH still providing testing?

We continue to provide testing at the Health Department on an appointment only basis. Contact the Call Center at 239-252-6220.

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 and a face mask. If you are healthcare personnel with direct patient contact, you must bring ID indicating so.

Can I give my tickets to someone else?

Appointments are non-transferrable. You must have your name on your ticket. You cannot use the ticket of someone else.

My spouses/friends/family members name is listed on both tickets. What should I do?

The person's name that is on the tickets must be present with you on the day of the 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.

***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.***