



What you need to know: Booking Vaccine Appointments

July 5, 2021

Eastern Health continues to receive shipments of mRNA vaccine (Moderna and/or Pfizer). Placing available appointments in the Newfoundland and Labrador Centre for Health Information (NLCHI)-operated Pomelo booking website is based on the amount and type of vaccine we receive, which can vary on an ongoing basis. Also, the supply of vaccine can often change, and on short notice, which is the reason why we suggest that people check the website regularly for new appointment times as additional appointments may be added to the booking system at any time.

Interchanging Vaccines

The National Advisory Committee on Immunization (NACI) has determined that using a different vaccine for second dose immunization is safe and effective. NACI is the leading organization in Canada that provides expert advice on vaccine administration.

It is also advisable that you get your second dose as soon as possible. ***Do not delay receiving your second dose in order to get the same vaccine*** that you received for your first dose.

Vaccines can be interchanged:

- If you received AstraZenca as your first dose, you can receive AstraZeneca, Moderna or Pfizer as your second dose.
- If you received an mRNA vaccine (Pfizer or Moderna) as your first dose, you can receive either Pfizer or Moderna for your second dose. These are both very similar and can be interchanged.

Availability of Vaccine

We anticipate having plenty of vaccine and are confident that there will be enough appointments/vaccines to give people their second COVID-19 vaccine dose throughout the summer. We continue to add appointments as doses are confirmed.

Moderna

There is an increased supply of Moderna vaccine for individuals who reside in the Eastern Health region. For instance, Eastern Health added 25,000 Moderna vaccine appointments to the Pomelo booking website on June 21st and more appointments will be added on a regular basis throughout the summer.

Pfizer

Currently, the Pfizer vaccine is the only approved vaccine for youth 12 to 17 years of age. For this reason, we must consider that we need to have an adequate vaccine supply for this age group. Individuals 12-17 years can book an appointment on-line through the Pomelo booking system.

In addition, we remind everyone that they are able to book vaccine appointments for both first and second doses with participating physicians and pharmacists throughout the region which can be found by visiting

<https://www.easternhealth.ca/WebInWeb.aspx?d=3&id=2596&p=2572>.

Booking Appointment Tips

To view current appointment availability and to book an appointment, please click the following link <https://www.gov.nl.ca/covid-19/vaccine/gettheshot/>.

The online booking system is continually being monitored and adjustments to usability and flow are being made as necessary. For instance, updates have been made so that individuals only need to select mRNA vaccine rather than Pfizer or Moderna. Once you have selected a location with available appointments with the online booking system, the earliest date and time will appear. Click 'Book Now' to proceed with the date/time indicated or click 'View all availabilities' to search for other dates/times.

- Individuals will know when clinics are full when there are no longer any available appointment slots in the online system.
- If there are no appointments available in your area or in your required timeframe, please check back as more appointments will be added as we receive more vaccine.

- If you do not have a Newfoundland and Labrador MCP number, please populate with all zeros (0s) and your identifier will be captured when you arrive for your appointment.
- To ensure you receive your appointment confirmation email, we recommend you use your personal email. Please check your spam or junk folder if you do not see this in your inbox.
- The same email address can be used to book more than one COVID-19 vaccine appointment online. Important appointment confirmation and reminder emails will be sent to the email.
- You can complete a 'guest booking' to book a COVID-19 vaccine appointment online for another person, such as a family member.
- It is always good practice to write down your appointment date and time while booking, to ensure you have the information recorded.

FAQs

Q: Why do I have to click through various links on the system to find an appointment?

A: There are some limitations with the online booking system and adjustments to usability and flow are being made as necessary. The various steps are in place to ensure that individuals have selected/entered the correct information and to ensure that appointment requests are submitted properly. As well, when looking for appointments, individuals may need to click on various different clinics to find an appointment for a specific clinic and/or town.

Q: My child is 12 years old and requires the Pfizer vaccine. When will it be available?

A: Eastern Health will ensure that there are enough Pfizer doses available at clinics for when youth ages 12 to 17 are booked in the system. If a Pfizer vaccine is not available when an individual shows up at the clinic, an appointment will be immediately booked for when a Pfizer vaccine can be made available. The online system has a specific category for youth ages 12 to 17. If there are no appointments available, please continue to check the system as appointments are being regularly added for this age group.

Q: I am immune-compromised and need a Pfizer vaccine. How do I get one?

A: If you are immune-compromised, please book an appointment through the online booking system. You can choose either Pfizer or Moderna as both are appropriate for individuals who are immune-compromised. We also recommend

that, as per usual, you check with your physician first if you have any significant concerns about getting the vaccine.

Q: Why were all appointments for August cancelled when there is currently no availability to rebook at all locations?

A: While working within the limitations of the booking system, new appointments had to be canceled before new appointments could be added. Eastern Health has opened significantly more slots for August as we now know how many doses we will be receiving.

Q: Why do I need to book a later appointment than I had whereas other people are now getting an earlier appointment?

A: Eastern Health is making appointments available as soon as possible so that people are able to rebook their second dose appointments to occur eight weeks after their first dose appointment. If your appointment fell close to August 6 when all second dose appointments were cancelled, Eastern Health has now provided more appointments in August as schedules, vaccine supply and doses are known. We assure everyone that we are aiming to have enough vaccination appointments available so that people can book their second dose for eight weeks after their first dose.