



Public Health
Prevent. Promote. Protect.

Frederick County Health Department

FREDERICK COUNTY, MARYLAND JOINT INFORMATION CENTER COVID-19



News Release

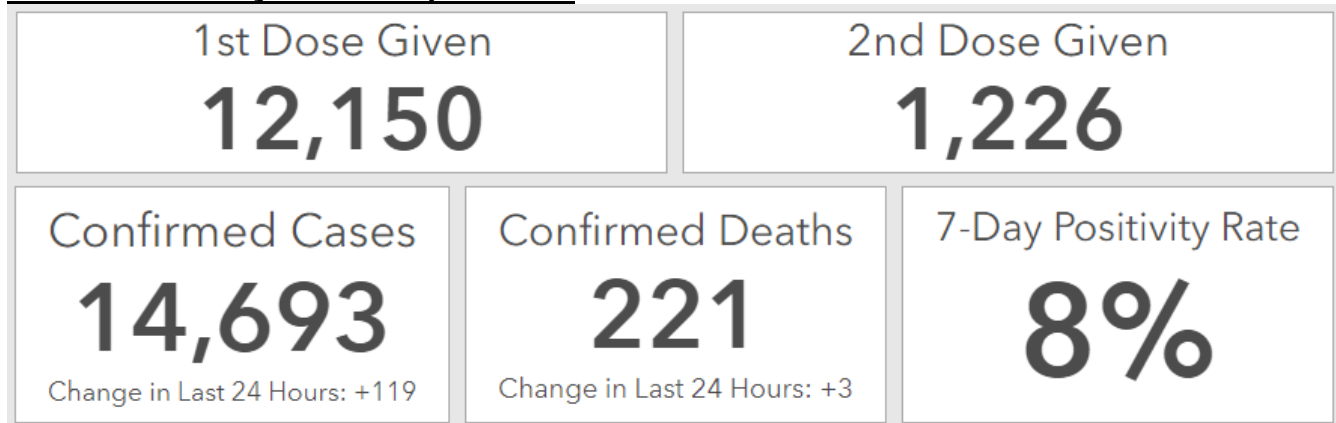
Media Contact: Rissah Watkins
Frederick County Health Department
JIC@FrederickCountyMD.Gov
301-600-7662 • TTY Use Maryland Relay

FOR IMMEDIATE RELEASE:

Frederick County Agency Updates for January 21, 2021

Frederick, MD – January 21, 2021

Frederick County Health Department:



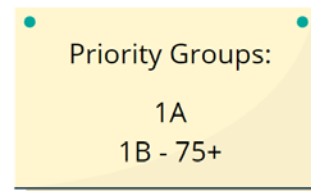
Please check our dashboard for daily statistics: <http://FrederickCountyMD.gov/COVIDstats>.

Update on COVID-19 Vaccine:

Vaccine Received this week: 1,900 first doses

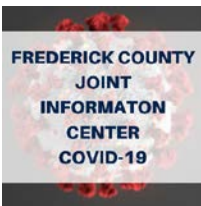
Frederick County is currently vaccinating people in group 1A and those who are 75 years and older who live or work in Frederick County. We will not be moving to more groups until we have vaccinated more of the 75+ population.

Frederick County is now vaccinating...



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Frederick County Joint Information Center COVID-19
www.frederickcountymd.gov/JIC



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Change in process - Pre-Registering System

This week, we launched a pre-registration form that allows our residents interested in receiving the COVID-19 vaccine to be on an official county list. This Vaccine Interest Form is open for everyone who lives and works in Frederick County. Please complete this form yourself, and help any friends, neighbors, or family members to complete the form.

To fill out the pre-registration interest form, please visit FrederickCountyMD.gov/CovidVaccine and find the Vaccine Interest Form in the blue box.

Completing this form does NOT make an appointment for you to get the vaccine.

- We will contact people who have registered on this form by priority group as we receive more vaccine.
- You will be contacted by the email you provide in the form. When you are contacted, you will need to register for your appointment online.
- **You only need to complete the form once.**
- It may be several days, weeks, or longer until you are contacted since it depends on vaccine availability.

Update on COVID-19 Vaccine Appointment Call Center

Our Appointment Call Center has been experiencing extremely high call volume this week. We understand many of our residents have been frustrated by this process, and we are working on expanding the operations to handle more calls.

Please note that this call center is specifically to help people make appointments if they cannot do so themselves online. We are asking our community to please check on your friends, family, or neighbors who may not be able to make their appointment online and help them with that process so that our call center can help those most in need. Appointment slots continue to be limited, but more will be available each week.

In order to support our residents who do not have computers or internet access at home, Frederick County is opening a call center. This call center will be run by Frederick County employees and will provide our residents to make COVID-19 vaccine appointments by phone Monday to Friday from 8AM to 5PM. The English line is 301-600-7900 and the Spanish line is 301-600-7905.

Frederick County COVID-19 Appointment Line

**Monday - Friday
8AM - 5PM**

**English: 301-600-7900
Spanish: 301-600-7905**



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Frequently Asked Questions:

- I've called the Appointment Line and haven't gotten through. What should I do?
 - We are experiencing a high number of calls to the Appointment Line. Please keep trying to call if you haven't been able to reach a call taker. We are working on changes to improve the system and will be increasing the number of call takers and implementing new software next week, so the process will continue to improve.
- I've gotten my first dose. How do I make an appointment for my second dose?
 - You will receive an email to make your second dose appointment within a few days of your first appointment. People who have made appointments by phone will receive help to make their second dose appointments.
- If I got my first dose somewhere else, can I get my second dose in Frederick?
 - When Frederick County gives a first dose, the state makes a plan to send us the second dose for that person. If people go to a different county for a 2nd dose, that county may not have that dose available based on state allocations. If at all possible, please get your 1st and 2nd dose from the same county

For more information:

Frederick County residents can call 866-411-6803 to reach our local 211 center with general questions about coronavirus or COVID19.

Accurate COVID-19 information is critical to the community. For the most current and accurate information about this situation, please refer to the following:

- City of Frederick: <https://cityoffrederickmd.gov/covid19>
- Frederick County Government: www.frederickcountymd.gov/Coronavirus
- Frederick County Health Department: health.frederickcountymd.gov/coronavirus
- Maryland Department of Health (MDH): coronavirus.maryland.gov
- Centers for Disease Control (CDC): coronavirus.gov

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