

**Questions and Answers from January 27, 2021
Zoom meeting about ArmorVax and COVID-19
Vaccinations. Additional questions can be sent to
vaccine@medinahealth.org**



Q: Will there be an email when a clinic is open? Or do you just have to keep checking Armor?

A: At this time we are not sending out emails when clinics open. We open clinics each week based on the number of vaccine that we have delivered. When we get to a point of many more doses, we can do more promotion of clinic dates.

Q: If you use the web version will you get a QR code to print and bring with you?

A: You will get an "OH" number. At our clinics, staff members can search for you by that number or your name. You can bring that OH number with you, but it is not required to do so.

Q: Does 75+ start at 76 or 75?

A: It is 75 years of age and older.

Q: Can my husband sign up on his phone with ArmorVax even though I have home as a family member under me?

A: Yes. If he has a unique email he can sign up on his own. Or, as part of your family.

Q: Do you know the # of vaccines coming into the county on a weekly basis?

A: The number of doses received in the county changes each week based on federal allocations to Ohio and the number of people in the county eligible to receive vaccine in the designated priority groups.

Q: Please send the link for internet access to register. Their web site is confusing.

A: <https://www.armorvax.com/> Select login at the top to create an account.

Q: What happens if I miss my week for the age I am?

A: You can register for the next lower age group. If you are 75 and miss the 75+ clinics, you are still eligible to register when we have 70+ clinics.

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Q: Can you edit your ArmorVax info?

A: Yes. You can edit your profile information.

Q: If I get a first shot and there is not enough supply to get 2nd shot, what will happen? Is the first shot negated?

A: The second dose is automatically sent to us based on the number of 1st doses we give. The second dose boosts your immune response and, depending on the manufacturer, can be given 3-6 weeks of your first dose.

Q: In the process after inputting my OTP I got a “bad response format”. What do I do to continue?

A: Please try to request another One Time Password (OTP). If that does not work, email vaccine@medinahealth.org and we will try to work through the issue.

Q: What if you already had COVID, should you still get the vaccine?

A: Yes. Due to the severe health risks associated with COVID-19 and the fact that reinfection with COVID-19 is possible, you should be vaccinated regardless of whether you already had COVID-19 infection. If you were treated for COVID-19 symptoms with monoclonal antibodies or convalescent plasma, you should wait 90 days before getting a COVID-19 vaccine. Talk to your doctor if you are unsure what treatments you received or if you have more questions about getting a COVID-19 vaccine. (This response is from the Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/faq.html>)

Q: How do I make an appointment for my husband through my app?

A: Add him in your family section. Then, when you make an appointment it will ask who it is for (e.g., self, husband)

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Q: Help me to understand if next week the registration is open for school teachers, then where does the 70+ yr old stand?

A: The Governor has set specific dates for adding age groups, with the local health department having some discretion on when to move to those age groups based on demand within each group. We are currently still working on 75+ but will move to 70+ when we have enough doses. Those allocated to schools come from unused doses that had been set aside for nursing home staff and residents in 1A.

Q: Do I get a confirmation from ArmorVax after we set up our ArmorVax account?

A: Once you register, you can simply go back into the app. You do get an email confirmation from AV after an appointment is made.

Q: What if you called the HD and was put on a list...do you need to go in and fill out this form?

A: We recommend that. We currently have over 1700 voicemails that we have documented. This app is another way to ensure you get your vaccine.

Q: Can you choose whether you want the Pfizer or the Moderna vaccine?

A: Right now, we only have Moderna. As we get other brands we may be able to offer that option. If we do offer this you will see clinics listed as either Moderna or Pfizer.

Q: When can I get a vaccine I am 69? I am confused about when.

A: The Governor has set specific dates for adding age groups, with the local health department having some discretion on when to move to those age groups. We are currently still working on 75+ but will move to 70+ and then to 65+ when we have enough doses. You would make an appointment in a 65+ clinic.

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Q: There is a required field for mobile phone on the register what if you don't use one?

A: The mobile phone allows us to scan a QR code. You can enter your landline and we will be able to search for your QR code when you arrive at a clinic.

Q: I was wondering if the person is on Medrol, is it ok to take the vaccine. Also when can a 64 year old with asthma and Lupus, what age group could I get the vaccine?

A: You would be able to register for a 60+ clinic. I need to research your question about Medrol, but you can also check with your primary care provider.

Q: If you miss your designated vaccination window can you still get vaccinated?

A: Yes. You would simply register for the next age group.

Q: I'm 63 but have health issues such as A-Fib. Do I qualify for an appointment before my age group?

A: You would qualify for the 60+ age group at this time.

Q: What do I do if I registered and put yes I have insurance when I should have put NO.

A: Your insurance information is fine to leave in the app. The Medina County Health Department is not using it for COVID vaccinations.

Q: I am a 73 year old Red Cross volunteer who is doing blood drives and blood deliveries. I am supposedly group 1A. When can I get the vaccine?

A: You can get your vaccination in the 70+ age group clinics.

Q: If I will be in the 70 and up group starting Monday, can I sign onto a list now?

A: You can get the app ready to go. Medina County has not yet moved beyond the 75+ age group. Look for clinics that say 70+. The Governor has set specific dates for adding age groups, with the local health department having some discretion on when to move to those age groups. We are currently still working on 75+ but will move to 70+ when we have adequate vaccine.

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Q: So this is only to get from Medina County Health...so you can register here and Drug Mart, Giant Eagle, etc and whoever has vaccine available you go there?

A: That is correct. The Medina County Health Department is utilizing ArmorVax. Pharmacies have their own registration process. We do ask that you keep the first appointment you accept to help keep the process moving quickly for others who want to be vaccinated.

Q: Do clinics/locations only show up when your age group is eligible? When I click on "find provider", I get a map with a notice that says "all appointments are already scheduled" but there are no locations or clinics listed.

A: We open up clinics each week as we have vaccine delivered. The message indicates that there are no more appointments available to schedule.

Q: When will Johnson and Johnson vaccine be ready, and can I sign up to specifically get that one.

A: I do not know when it will be ready. Right now we have Moderna. We do not know if we will received J&J. Our process is for you to sign up for a clinic, not a specific vaccine. As other vaccines become available these will be noted in the clinic description.

Q: I already downloaded and created an account but have not been able to get back into the app again. It requires an OTP each time that I never receive.

A: Click on the button again to request a One Time Passcode (OTP) then go to your email to get it. Check your span for the email from ArmorVax.

Q: Are appointments being made individually now or will there only be clinics?

A: The Medina County Health Department is only offering vaccinations at clinics in the community at this time. We are not scheduling vaccination at either of our office locations at this time.

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Q: So there haven't been any clinics yet? I always get "no provider available"

A: We open up clinics each week as we have vaccine delivered. You may also see the message "No Appointments Available."

Q: Will you do more info sessions like this for us on a regular basis for people to access on your website.

A: The Medina County Health Department is more than happy to do more of these sessions. Just let the centers know what topics you are interested in.

Q: I have both an iPhone and an iPad, and the most current version of the iPad iOS operating system does NOT support the ArmorVax app. The app works fine with my iPhone because the iPhone iOS operating system is a newer version. Just an FYI for people who try to load the app on an iPad.

A: Thank you for sharing that information.

Q: How do we know the location of the clinic? Your screen shot showed only the date and time? How do we know where we're registering for?

A: As clinics are opened, the locations will show in the app. We open up clinics each week as we have vaccine delivered.

Q: Do my husband and I use the same QR code?

A: No, you each will get a unique QR code. You can add him as a family member in your app, or if he has a separate email he can register independently.

Q: I had a very bad reaction to the pneumonia vaccine but my family Dr. said the covid vaccine is not the same and to be safe take benadryl before I go to get a vaccine for covid. I carry an epi pen for bee allergy.

A: One of our screening questions is about carrying an Epi pen. This will enable our nursing staff to monitor you after the vaccine. Everyone is required to be monitored for 15 minutes after receiving the vaccine and we stock an epinephrine pen at each clinic.

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Q: Do husband & wife need to register separately?

A: If you each have a different email, you can register separately or have one entered as a family member. Each of you though will have a unique QR code.

Q: Any idea when you will be starting 70 and over?

A: We don't have a definite date. Medina County has not yet moved beyond the 75+ age group. Look for clinics that say 70+. The Governor has set specific dates for adding age groups, with the local health department having some discretion on when to move to those age groups. We are currently still working on 75+ but will move to 70+ when we have adequate vaccine.

Q: Is there tech support available for ArmorVax online or anywhere else?

A: You can email vaccine@medinahealth.org with questions. We have staff who can then help with questions or guidance. All county libraries also have information on how to register and use ArmorVax.

Q: What rate is the 3 to 4 hundred weekly doses increasing at this point?

A: We are receiving more doses each week. We don't have information on that as the vaccine is a Federal asset and sent to States.

Q: Can you use your ArmorVax acct anywhere in Medina city?

A: This is the app the Medina County Health Department is using. It will show any vaccine clinics we open across the county. Other pharmacies have their own process.

Q: Can I assume if I get one vendor vaccine, it will be available for the second dose?

A: Yes.

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Q: What is the difference between race and ethnicity?

A: Race: White, Black or African American, American Indian or Alaska Native, Asian, and Native Hawaiian or Other Pacific Islander. Ethnicity: "Hispanic or Latin" or "Not Hispanic or Latino" (<https://www2.census.gov/about/training-workshops/2020/2020-02-19-pop-presentation.pdf>)

Q: Can someone from another county get their shot in Medina?

A: They can since the vaccine is a Federal asset. However, we do encourage individuals to try to get the vaccine in their own county.

Q: So, besides registering on ArmorVax, should we also register at Giant Eagle, Marc's and Discount drug mart?

A: You can register with more than one location.

Q: What's the "invitation code" all about?

A: An invitation code can be sent to individuals who are ready for their second dose. It keeps those clinics available only to those individuals. An invitation code should not be shared.

Q: App doesn't ask for health issues

A: The app only contains those categories identified by the state for vaccination. When Ohio opens vaccination for those with underlying health issues those will be included.

Q: Are there iPhones that are too old to use this program?

A: That is possible. If you are having issues, email vaccine@medinahealth.org and we will work with you.

Q: Is this meeting posted somewhere in case we missed the beginning of it?

A: The link was emailed out to those who registered. It is also available here: <https://medinahealth.org/vaccine/>

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Q: Are local doctor offices receiving vaccines?

A: Doctor's offices were eligible to sign-up to provide COVID-19 vaccines at the same time local health departments and pharmacies were. The state is not supplying individual offices at this time, but may in the future when vaccine supplies become more available.

Q: Are the two doses the same?

A: Yes. You should receive the the same brand for your second dose.

Q: If I register on armovax, will someone call me?

A: No, as we open clinics they will show in the app.

Q: Can my sister living in Portage County register for a clinic through Medina Health?

A: They can since the vaccine is a Federal asset. However, we do encourage individuals to try to get the vaccine in their own county. I would encourage your sister to contact the Portage County Health Department.

Q: Have you had enough vaccines to do the 2nd doses for everyone? How is this tracked?

A: We are shipped second doses based on the number of first doses we administer.

Q: Do I have to get a OTP each time I log on?

A: You will need a new OTP if you log out of your app. Once you are logged in, you can stay logged in.

Q: If I've registered with Armovax should I still call you for an appointment I'm over 75.

A: No. You will schedule through the app.

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Q: I sign up my husband who has cancer on 1-15-21 at 8:20 AM on the AmroxVax site using my ID (my email) and received a password. I thought I had completed my registration. Then I registered myself. When I finish I noticed there were emails from AMROX VAX. I open my husband's and it said he had to submit a PIN within 10 minutes. It was longer than 10 min and it would not allow him to get a PIN. How do I find the status of his registration? Is he in the system?

A: Email vaccine@medinahealth.org and we can help you.

Q: That invitation code does not appear on my screen.

A: An invitation code can be sent to individuals who are ready for their second dose. It keeps those clinics available only to those individuals. An invitation code should not be shared.