

MEDIA RELEASE

FOR IMMEDIATE RELEASE

Contact: Kristin Prelipp, Communications Manager and Public Information Officer
kprelipp@orangecountync.gov or 919-245-2462

LINK TO MEDIA RELEASE

Orange County Health Department Shares Information to Speed Vaccine Effort

HILLSBOROUGH, N.C. Jan. 20, 2021 — The Orange County Health Department is receiving an extremely high volume of phone calls and emails regarding vaccine registration. It is asking for the public's patience and sharing information to help answer questions and speed the vaccine process for everyone.

"We understand your frustrations with the COVID-19 vaccination process," said Orange County Health Director Quintana Stewart. "We feel the same frustration due to the limited doses of the vaccine, and we are training additional staff as quickly as possible to answer calls and emails."

Appointment scheduling

The Health Department is currently only scheduling Phase 1 and 2 for vaccine appointments. These groups are health care workers, long-term care residents and staff and older adults ages 65 and up. Please wait until your phase of the vaccination process opens to call to schedule an appointment or to complete the vaccine interest form. See the state [COVID-19 Vaccinations infographic](#) to determine which phase you are in.

To schedule an appointment with the Health Department, complete the [vaccine interest form](#) or call 919-913-8088 between 8:30 a.m. and 4:30 p.m. Monday-Friday. This is the only phone number available for vaccine appointment scheduling.

If you are unable to reach a staff member by phone, call again later. Due to staffing and the high volume of calls, the department is unable to return calls.

Vaccine waitlist

If you have received a vaccine waitlist message, this confirms you are on the COVID-19 vaccination appointment waitlist. There is no need to follow up with the Health Department.

When an appointment becomes available, the Health Department will notify you by email or by phone for people who do not have an email address. The department has no estimate at this time of when you will be contacted. Staff are working as quickly as possible to contact all eligible community members who are on the waitlist, but vaccine supply is limited.

To ensure you do not miss a chance to schedule an appointment, check the spam, junk or clutter folders in your email and set up voicemail on your phone to receive phone messages.

Second dose scheduling

Those seeking to schedule a second dose should continue to check their email for an invitation to schedule the second dose. Because of the high call volume, please do not call the Health Department to check on the status of scheduling your second dose.

Health Department contact information

The phone number 919-913-8088 is for vaccine scheduling only. Please do not call this number for general inquiries of the Health Department.

For general information:

- Visit the county vaccinations page: www.orangecountync.gov/getyourshot.
- Email covid19vaccine@orangecountync.gov.
- Call the general COVID-19 hotline at 919-245-6111.

Other vaccine providers

Additional health care providers also offer vaccination. To expedite the vaccination phases, people are advised to not double book with a single provider or with multiple providers. Appointments are required to better manage crowds and to track available supply of vaccine.

For appointments with other providers:

- UNC Health — Visit the [Get Vaccinated](#) page or call 984-215-5485 between 8 a.m. and 5 p.m. Monday-Friday.
- Cone Health — Visit the [COVID-19 Vaccine Information](#) page to join the waiting list.
- Duke Health — Visit the [COVID-19 Vaccines Update](#) page to join the waiting list. If you are a Duke MyChart user, you can check Duke MyChart regularly to view appointment availability.
- Durham Veterans Affairs Health Care System — Call 919-286-0411 and dial 0 for the operator to schedule an appointment if you are a veteran at high risk or a veteran frontline essential worker. The VA will reach out to more veterans as additional supplies become available. See the system's [website](#) for more information. See the [COVID-19 Vaccine for High Risk Veterans](#) to see the listing of veterans eligible now for vaccination through the VA.

Related documents

- [Orange County Vaccine Appointment Scheduling Guide](#)
- Orange County Phase 2 infographic ([English](#))
- Orange County Phase 2 infographic ([Spanish](#))
- [State vaccine phases infographic](#)

###