

MaineHealth

Dear MaineHealth Patient,

On January 14 we sent you a letter about how federal officials planned to release available amounts of vaccines and were recommending that older Americans be prioritized in the rollout of the vaccine. As you may have heard, additional stockpiles of vaccine did not exist.

Even though the available COVID-19 vaccine is far less than the current demand, MaineHealth is vaccinating eligible patients and Maine residents in our communities. As more vaccine becomes available, we are prepared to quickly expand our vaccination efforts.

We are working with the state of Maine to assure that vaccine clinics are open in our communities. These clinics are designed to vaccinate large groups of people quickly and safely. We also have a new MaineHealth virtual vaccine assistant. This is a completely automated system that will make it easier for you to pre-register for the COVID-19 vaccine at a MaineHealth clinic.

We know that the limited supply of vaccine coming into the state is frustrating and that you may have questions about how to get your vaccine. We have put together these questions and answers on how to access a vaccine at a MaineHealth clinic.

Where are the clinics located?

We have set up clinics in Belfast, Brunswick, Boothbay, Farmington, Norway, Rockport, Sanford and Westbrook. We are also opening a clinic in Scarborough.

Can I make an appointment at my local hospital or doctor's office?

No. Please help us keep their phone lines open for patients who need them for emergencies or other health needs. We are updating our website with current vaccination information. You can visit it 24 hours a day at [Mainehealth.org/vaccine](https://mainehealth.org/vaccine)

How do I sign up to get my vaccine?

Maine residents can use MaineHealth's new virtual vaccine assistant to pre-register for the vaccination by calling 1-877-780-7545. You will need to provide your date of birth, zip code and phone number. The information is stored and will be used to reach out to you to schedule an appointment for the vaccine.

What does pre-registration mean?

Pre-registration secures your place in line for the vaccine through MaineHealth. When we are ready to schedule your vaccine appointment, one of our call center representatives will call you at the phone number you provided.

When will you call me to schedule my vaccine?

At this time, because of uncertain vaccine supply, we are only able to schedule out one week in advance for vaccination appointments. We will contact you for an appointment in the order your call was received. We know you are anxious to schedule your vaccination and we will do our best to keep you updated. We may also use a recorded call or text you updates on when we may be able to schedule you for your vaccination.

Should I call multiple times to make sure you know I want my vaccine?

No. Calling the virtual assistant multiple times will not move you up on the list. We are collecting information in the order your call was received. As of January 26, we have received over 40,000 pre-registrations for Maine residents who are 70 years or older.

Should I register now even though I'm not eligible for a vaccine at this time?

Yes. You may pre-register even if you are not currently eligible for a vaccine. You will receive your call back to schedule a vaccine once you are eligible and in the order we received your call.

Will you be offering appointments online?

Right now the only way to schedule an appointment is by pre-registering through the virtual assistant. In the near future we hope to offer online appointments, as well.

I am unable to travel. How will I be able to get a vaccine?

We recognize that travel can create a challenge for some people. We are exploring travel options with several partners and hope to provide a solution in the future.

I'm concerned about scammers calling me. What information will you be collecting when you call?

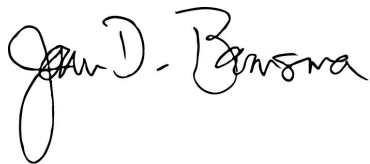
When we call you to schedule your appointment, it will be from the number 1-877-780-7545. We will ask you to verify your date of birth and provide us with your address. We **will not** ask you for your full social security number, credit card or banking information to schedule your appointment.

We know many of you are eager to get vaccinated against COVID-19, and indeed when your turn comes we urge you to take advantage of this opportunity to protect yourself from this disease.

In the meantime – and for some time after many are vaccinated – we need to stay vigilant. Wear a mask over your mouth and nose any time you leave your home. Practice social distancing and avoid unnecessary travel and visits with family and friends outside your household. Keep surfaces clean. Practice good hand hygiene.

We are in this until we win this!

Regards,

A handwritten signature in black ink that reads "Joan D. Boomsma". The signature is written in a cursive style with a large, looped initial "J" and a distinct "D" before the last name.

Joan Boomsma, MD
Chief Medical Officer
MaineHealth