

## San Antonio COVID-19 Vaccine Waitlist Q & A

**1. Who is eligible to be on the waitlist?**

The waitlist is open to all adults who are eligible to receive the vaccine in Texas; however, priority will be given to individuals who are 65 years and older. Please note, if you are under 65 years of age, you may experience a longer wait time.

**2. How will I know if I am enrolled on the waitlist?**

You will receive a reply based on the preferred method of contact chosen when you signed up. You will either receive a phone call, a text message if you provided a cell phone number in the cell phone field and/or an email if an email address was entered in the email field.

**3. How will the people who are on the waitlist be notified of vaccine availability?**

As more vaccines become available, you will get an email or a phone call from the provider to schedule your appointment, so be sure to answer phone calls and check your email, including your junk and spam mail.

Metro Health is collaborating with University Health, UT Health San Antonio, and WellMed to vaccinate the community. Individuals who have signed-up on the waitlist might also be contacted by University Health, UT Health San Antonio, and WellMed staff, or other providers yet to be determined, who will ask additional questions to complete the sign-up process.

**4. How long before I get an appointment?**

Until vaccines become more readily available, it can take up to several weeks to get an appointment.

**5. Who is creating the waitlist?**

**HASA** (Healthcare Access San Antonio) is developing the online waitlist. They are a non-profit, community health information exchange (HIE) that facilitates electronic exchange of patient information with other physicians, hospitals, labs, pharmacies, and other providers. Sharing this information helps providers save patients time and provide better treatment.

**6. Can people who are homebound get on the vaccine waitlist?**

If a person is eligible for a homebound vaccine, they would need to call 311 to register. The homebound program will continue their process for identifying individuals to vaccinate, but it is possible that they could eventually pull from the list too.