

Kane County Health Department
Frequently Asked Vaccine Questions
updated 05/06/2021

For additional help with COVID Vaccine appointments, visit our webpage at
KaneVax.org or call **855-4KANEVAX** (855-452-6382)

APPOINTMENTS

Where can I find a COVID-19 vaccine appointment?

KaneVax.org

Vaccinefinder.org

<https://coronavirus.illinois.gov/s/vaccination-location>

https://www.kanehealth.com/Pages/Vaccine_Appointments.aspx

How do I register to receive a vaccine through Kane County?

You can register for an appointment at [KaneVax.org](https://www.kanehealth.com/Pages/Vaccine_Appointments.aspx). You will be able to see when an appointment is available and go through the process of securing your appointment. Be sure to print the ticket before exiting the site. It will be available in the upper left-hand corner. You will also receive a verification email. If you do not receive the verification email, be sure to check your trash and junk email.

Who can get a vaccine?

As of April 12, all individuals in Illinois aged 16 or older can be vaccinated, for the Pfizer vaccine. The Janssen and Moderna vaccines are available for age 18 and older.

I signed up for vaccine notification and did not receive a registration link for the clinic, but know someone else who did.

You can now register for your appointment at KaneVax.org.

Appointments are based on vaccine supply.

I am a 1a medical provider/ assistant/staff, etc. How do I get my first dose?

Please ask your employer as some medical offices have been given doses to vaccinate their employees. If unable to receive a dose through your employer, visit KaneVax.org to secure an appointment.

SCHEDULING APPOINTMENTS at the KANE VAX HUB

Who can register at the Kane Vax Hub (Kane County Vaccine Site)?

All eligible Illinois residents.

Which vaccine will I receive?

Current vaccines are Pfizer, Moderna, & Janssen. Visit the KaneVax.org. site to see when the vaccine you are interested in is available.

I made an appointment for my first dose but have since been told the vaccine being administered that day is changing.

Vaccine is always subject to change based on availability. If you require one vaccine over another please keep a close eye on our website and your email. You will be notified via the email address you listed when registering if the vaccine you registered for has changed.

Why are all the appointments red?

Appointments are red for two reasons;

1. All reservations have been filled.
2. Due vaccine availability, the reservations are pending until supply is confirmed.

Check back frequently.

Why are appointments blue?

Appointments are blue when the site has been disabled for maintenance. This means we are updating the website with additional appointments. Please be patient and check back soon.

Do I need a voucher code to book an appointment?

Voucher codes are no longer required to book appointments.

When will more appointments be listed?

We anticipate releasing more appointments weekly. However, check frequently in the event individuals cancel their appointments and therefore open slots become available.

I registered, but unsure where to go for the clinic.

Please visit KaneVax.org for the address of the clinic sites.

I registered for an appointment and completed all the steps and did not receive a confirmation email.

Be sure to check your spam or junk mail folder. If unable to locate, review steps listed below.

I didn't get a confirmation. Do I have an appointment?

If you did not receive a confirmation, you **DO NOT** have an appointment. Confirmation of appointment will be sent via email to the same email address you used to register. The confirmation message will include an order number as well as a PDF attachment of your ticket. If any of these steps are missed, the appointment was NOT made.

Step 1: Click on "KaneVax Hub Appointments" button

Step 2: Select any time slot for the date you wish to schedule.

Step 3: Select "Add to Cart"

Step 4: Select "Continue"

Step 5: Fill out the form with all information requested

Step 6: Select "Continue"

Step 7: Select "Submit Registration"

If you require assistance registering please call 855-452-6382.

Where can I get a consent form?

Consent forms can be found at KaneVax.org. Complete the appropriate form, print the form, sign the form, and bring it with you to your scheduled appointment time. Consent forms are available onsite but will extend your time at the clinic.

I don't have a proof of residency or Identification?

Upon registering for the appointment, the individual will attest to being an Illinois resident and meeting the criteria to be vaccinated. If you do not have an ID, you should still come at your appointment time and receive the vaccine.

SECOND DOSE**How do I register for a second dose?**

Second doses are auto-scheduled once you check-in on-site for your first dose. Your second dose appointment will be scheduled at the next clinic when your vaccine type as close to the due date as possible to the 21 or 28 day interval. If you are unable to make this appointment you are asked to cancel the appointment and reschedule your second appointment when it is convenient for you.

I need to register for my second dose at a KCHD POD site. Can I go to Batavia, Aurora or Elgin if it's closer to my home?

No, your second dose appointment is auto scheduled for the location you received your first dose.

There are no second dose appointments for my vaccine on the day my vaccine card says I am due.

The second dose of Pfizer may be administered 21 days or more after the first dose. The second dose of Moderna may be administered 28 or more days after the first dose. Multiple reasons may occur for delaying second dose including, scheduling, illness, COVID isolation or quarantine, receiving another vaccine, etc. Schedule your second dose at the earliest date possible.

I received my first dose at Walgreens and was informed I could not get my second dose there.

Call 800-WALGREENS and choose the information for a second dose. You will be transferred to an agent.

I received my first dose somewhere else, can I get my second dose from the Kane Vax Hub?

Please call **855-4-KANEVAX** (855-452-6382)..

I received my first dose at the United Center and was informed I could not get my second dose there. What do I do?

Call the IDPH Call Center (833) 621-1284 and they will assist in scheduling the second

dose.

REGISTRATION QUESTIONS

I registered, but did not receive a QR code or confirmation of registration.

The registration was not processed. Go back and be sure to click continue after adding the ticket to your cart. There will be some additional questions to complete and submit. You will be able to print your confirmation before leaving the registration site. Confirmation of the registration will be sent to your email. We will not be able to verify you completed your registration.

I need to cancel my appointment.

If you want to see or change the status and details of your order (vaccine registration), click on the link in one of the emails sent during the order process. If you cannot find the link, click on the resend order link button to request the link to your order to be sent to you again. The resend order link button can be found on the registration site. If not able to complete, it is okay. Your dose will go to another individual. You can still register for another appointment.

VACCINE CARD

I lost my vaccine card, how do I get another?

Visit the IDPH website for immunization record request at <https://dph.illinois.gov/topics-services/prevention-wellness/immunization>

THOSE EXPOSED TO COVID-19

I was recently exposed to a COVID-19 case and will be under quarantine when I have my appointment to receive my vaccine. What do I do?

You will **not** be able to attend the vaccine clinic. Go back to your registration verification email and cancel your appointment. Please make an appointment that is after your quarantine time. If you are unable to figure out how to cancel, that is okay.

I am currently under isolation and due to receive my second dose. What do I do?

You will **not** be able to attend the vaccine clinic. Go back to your registration verification email and cancel your appointment. You will receive a link to register for the next clinic and can register after your quarantine is completed. If you are unable to figure out how to cancel, that is okay.

ASSISTANCE

I'm a senior and I need help registering.

Call 2-1-1 or Seniors Services Associates: 630-897-4035 (Aurora), or 847-741-0404 (Elgin).

I do not have transportation to get to my vaccination appointment at one of the Kane County vaccination sites. What should I do?

First, check with your friends, family members, or neighbors for a possible ride. Some church groups and community-based organizations may also be able to help. Contact your township senior transportation center for assistance.

Additionally, PACE Bus provides scheduled public transportation to the site via their Route #802 weekday and Saturday service with a bus stop location at Randall Road and Mill Street. Trip planning information such as route(s), schedule and cost can be found at Pacebus.com.

For individuals that are already registered with Ride In Kane (a paratransit service for senior citizens & individuals with disabilities), Pace and RIK sponsors are working together to provide service to the site.

As a last resort, if you cannot find transportation to the site, a safety-net van pool program is being developed to provide a limited number of rides to the site. This effort is being supported by PACE Bus municipal vans and volunteers from Kane County Health Department's Medical Reserve Corps. Please call several days in advance to secure transportation.