

# PRE-REGISTERING FOR A COVID-19 VACCINATION APPOINTMENT- FREQUENTLY ASKED QUESTIONS

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## Who is eligible to pre-register for a COVID-19 vaccination appointment?

Pre-registration for a COVID-19 vaccine appointment is open for only the following eligible groups at this time:

- All Indigenous adults (living on-reserve or urban) (age 16+), as well as adult household members (age 16+).
- Adult recipients of chronic home care.
- Highest, very high and high priority frontline health care workers in accordance with the [Ministry of Health's Guidance on Health Care Worker Prioritization](#).
- Essential caregivers of residents in long-term care and retirement homes.

## Who should *not* pre-register for a COVID-19 vaccination appointment?

Anyone who doesn't belong to the groups mentioned above cannot pre-register at this time as you are currently not eligible to get your vaccine. We are not taking pre-registration for phase 2 or 3 at this time.

## How do I pre-register?

Pre-register by going to the [Vaccine and Immunization](#) page on SMDHU's website. Scroll down and select the eligible group that applies to you. Read the information provided for your group to make sure you meet the eligibility requirements and have the proof of eligibility that will be required at your vaccination appointment.

Once you've confirmed you meet all the eligibility criteria, click "**CLICK HERE TO PRE-REGISTER NOW**" to be redirected to the pre-registration form.

## Why should I pre-register?

Pre-registration helps us collect information about appointments quickly and easily as vaccine supply becomes available. Once a person has pre-registered on the SMDHU website, they will be placed in the queue to receive a vaccine appointment. When an appointment is available, the person will be sent an email invitation from the province with a booking code to book their appointment on the provincial booking system. Note that this does not happen immediately and may take days or weeks depending on vaccine supply and demand for appointments. All appointment booking in Simcoe Muskoka is now being done through the online provincial system.

## What is the difference between pre-registering and being placed on a waitlist?

All appointment booking is now being done through the online provincial booking system. Pre-registration allows us to place you in line for access to book your appointment when vaccine supply becomes available. It is similar to a waitlist, however after you pre-register on the SMDHU website we do not make your appointment for you. You will be sent an email invitation with a booking code to book your appointment on the provincial online booking system. Note that this does not happen immediately.

## Why can't I book my appointment directly on the provincial booking site?

At this time the provincial booking site only allows age-based booking directly. If you are eligible based on the other criteria outlined above you are required to pre-register with the health unit using our online form. A valid health card and an email address is required for this service.

## What do I need to pre-register for a COVID-19 vaccination appointment?

You are required to have a valid health card, an email address, a phone number (landline or mobile), your postal code based on your primary residence, and your birth date.

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## What if I am eligible to pre-register but I don't have a health card?

When pre-registering online without a health card, enter all zeros (i.e. 0000000000) when asked for your Ontario health card number.

When we receive your pre-registration, you will be assigned a pseudo health card number, which will allow you to book your appointment in the province's online booking system once you receive your email invitation from the province with a booking code.

## What if I am eligible to pre-register but I don't have an email?

Call the health unit and staff will assist you.

## What if I need support with pre-registering?

Call the health unit and staff will assist you.

## How do I know I have successfully pre-registered?

When you complete your online pre-registration form and submit it, a small box will pop up to let you know the form been completed successfully. You will NOT get a confirmation email from SMDHU.

## What happens after I pre-register for a COVID-19 vaccination appointment?

Once registered on the SMDHU website, those who are eligible will be placed in the queue to receive the vaccine. This could take days or weeks to complete based on vaccine supply and demand for appointments. When an appointment is available, you will be sent an email invitation with a booking code to book your appointment on the provincial booking system. Note that this does not happen immediately.

## How long will I have to wait to get my booking code from the province?

It could take days or weeks to get your booking code from the province as it is based on vaccine supply and demand for appointments.

## Can someone check to see where I am in the queue?

We have no way of checking on your status once your information is given to the province. You will have to wait to be sent the email invitation with the booking code to proceed.

## Can I pre-register more than once?

No. Once you have pre-registered we have your information and that contact information will be used to place you in queue.

## What can I do while I wait for the Provincial Booking System to email me a booking code?

Take the time to talk to your health care provider before booking your appointment. If you fall under a special patient group you should speak with your health care provider ahead of booking your appointment to ensure the vaccine is right for you. You can review [vaccination recommendations for special populations](#) for more information.