



City of Dallas

CITY OF DALLAS VACCINATION HUB INFORMATION

1. How do I register for a COVID-19 vaccination?

A1: You can register online with Dallas County at DallasCountyCovid.org or register by phone by calling 1-855-IMMUNE9 to be pre-screened and receive additional information on the COVID-19 vaccine.

Staff at Dallas Public Library locations are also available by phone to assist the public in registering for the Dallas County vaccine waiting list. Please call [\(214\) 670-1400](tel:2146701400) on Tuesday and Thursday through Saturday from 10:30 a.m. to 5:30 p.m. and on Wednesdays from noon to 7 p.m. Visit <http://dallaslibrary2.org/hours.php> for additional Dallas Public Library location phone numbers.

Dallas Park and Recreation Department staff at five service centers will be available by phone Tuesday through Thursday from 12 noon to 7 p.m., to assist the public in registering for the Dallas County vaccine waiting list.

- Anita Martinez Recreation Center 214.670.7773
- Beckley-Saner Recreation Center 214.670.7595
- Campbell Green Recreation Center 214.670.6314
- Martin Luther King Jr. Recreation Center 214.670.8363
- Samuell Grand Recreation Center 214.670.1383

Community registration sites are also being planned to assist you in registering. As these sites are scheduled, information will be on all City of Dallas communication platforms and on DallasCityHall.com/COVID19.

2. How are people being chosen for vaccination?

A2: The City of Dallas is currently receiving names Dallas County vaccine registration list that has been prioritized by Parkland Center for Clinical Innovation (PCCI) based on equity criteria, subject to vaccine doses available.

3. Who is in eligible for vaccination?

A3: As of Monday, March 29, 2021, everyone age 16 and older is now eligible to receive a COVID-19 vaccine in Texas.

The state's Expert Vaccine Allocation Panel recommended opening vaccination to everyone who falls under the current Food and Drug Administration emergency use authorizations. All vaccines are authorized for people age 18 and older. The Pfizer vaccine is authorized for people 16 and older.

4. I am in a 1A healthcare worker but have not received my vaccine. How can I get this?

A4: Please contact hospital systems or sign up with one of the hubs.

5. What is the process for picking who gets appointments?

A5: Appointments are still limited to available supply of vaccine doses. The City of Dallas is scheduling appointments for the vaccine based on risk criteria determined by the State of Texas and the COVID Vaccine Vulnerability Index and Proximity Index.

- The Vulnerability Index calculates priority based on age, area deprivation, chronic medical conditions, and other dynamic factors.
- The Proximity Index calculates based on geographic proximity to positive COVID cases adjusted for density and radius.

6. What is the appointment scheduling process?

A6: The City of Dallas uses the Dallas County registration list to identify who will be sent invitations. These invitations come from a system called "Innoculate" by Luminare.

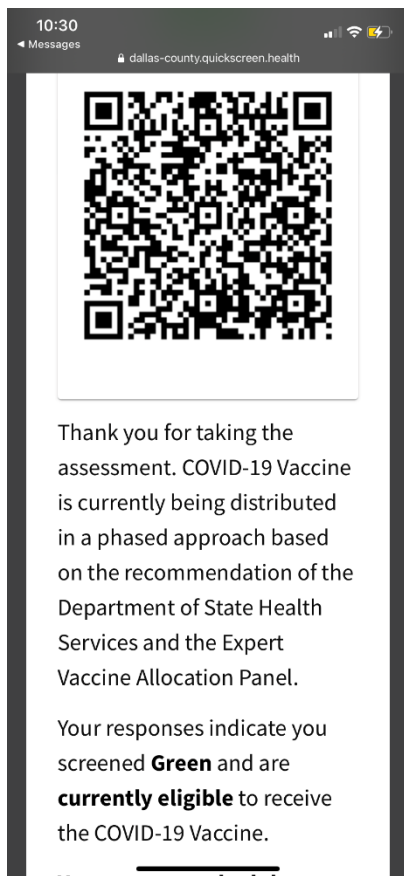
- **Please do not come to a vaccination site without a confirmed appointment.**
- Once vaccines become available, you will be contacted via email, text message, and/or phone to schedule an appointment to receive the vaccine.
- Depending on your risk category, it may take months before you are contacted to schedule an appointment. We appreciate your patience while vaccine supply is limited.
- The City of Dallas will send a link to schedule your appointment through the "Innoculate" by Luminare application for scheduling. "Innoculate" by Luminare is web-based and mobile-friendly. You can schedule using a computer, tablet, or cell phone. If you did not register with an email address or mobile device able to receive text messages, we will call you.
- Once you click on the link, you will be able to schedule a vaccine appointment based on times set by City of Dallas

7. What if no appointment slots are available when I go to schedule my vaccine?

A7: If there are no appointments remaining, you will receive a message to schedule one when the next vaccine allotment is received.

8. What is the process for being vaccinated?

021 invitations. These invitations come from a system called “Innoculate” by Luminare. They will be sent as a **text message** and an **e-mail**. This message will include a link to schedule an appointment. If they are being invited for their first dose, the message will read as follows:



“Dear {{first_name}} {{last_name}}

You have registered with Dallas County to receive the COVID-19 vaccine. You are now eligible to receive the vaccine from the City of Dallas. Please READ this entire message:

*We look forward to seeing you at your scheduled appointment for your **FIRST DOSE** of the COVID 19 vaccine this Saturday March 20, between the hours of 9:00 AM and 6:00 PM at The Potter's House, located at 6777 West Kiest Blvd, Dallas, TX 75236.*

In this message, you will find a registration link. Please click on this link to register for your vaccination.

Once registered, you will be provided a QR code. Please bring the QR code and a picture ID with you. Thank you.

{{url}}”

The url sends them to a screening page where they will be asked some questions. Once they answer those questions, they will be able to select a date and timeslot for their appointment. Once that is selected, they will see a page with a QR code.

We sometimes hear that someone only receives the QR code without a confirmation of their date/time. While upgrades to the system should prevent that from happening in the future, please let them know that they may come to the Potter’s House during operating hours and their invitation will be honored if they have a QR code.

9. How do I get in and out of the Potter’s House Church Vaccination site? What are the hours?

A8: At this time, The Potter’s House is open only on Wednesday, Thursday, Friday, and Saturday from 9:00 am to 6:00 pm. It is located at:

6777 West Kiest Blvd, Dallas, Texas 75236

10. How will I know when it’s time to get a second dose?

A: 10: About a week before your second dose is due, you will be notified electronically with instructions on scheduling your second shot. You will go back to the same place you received your first dose. Please do not show up without a confirmed appointment.

Everyone who received a first dose will receive a second dose. Though second doses should be within the initial guidelines, the CDC has said that residents can go up to six weeks between their first dose and second with no ill effects.

11. What if I have further questions about the vaccination process?

A11: If you have further questions about the vaccination or need assistance:

For The Potter's House vaccination site – please email Dallasvaccinationquestions@gmr.net or by calling 469-809-8500.

For Dallas County, Fair Park, or DCHHS - at <mailto:covidvaccine@dallascounty.org> or by calling 972-692-2780.