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NCDHHS

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New Tools Help North Carolinians Get Vaccine Information

Vaccine Hotline Expands Capacity and Hours; Search Tool Finds Nearby Vaccine Locations

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RALEIGH

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“We want North Carolinians to be able to get answers to their questions – whether that is about the vaccines and how they work, when they are eligible to take their shot, or where their spot is to get a vaccine. They can call our hotline or go to YourSpotYourShot.nc.gov (https://covid19.ncdhhs.gov/vaccines) and get honest information,” said NCDHHS Secretary Mandy K. Cohen, M.D.

The newly expanded COVID-19 vaccine help center can be reached at 888-675-4567 Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m. Callers can get help with general COVID-19 vaccine questions, information on eligibility groups, clinical questions about the vaccine, how to find vaccine locations and transportation services.

The COVID-19 vaccine help center supports English and Spanish calls, and TTY. Callers will be able to select call back assistance where they receive a call when agents are available instead of waiting in line for an agent. The language line will be available for all other languages needed.

The Find a Vaccine Location (https://myspot.nc.gov/map-view) search tool lets North Carolinians enter their ZIP code or current location to find nearby vaccine providers. The Find a Vaccine Location (https://myspot.nc.gov/map-view) tool will be updated regularly with the latest available data. Users should contact vaccine providers directly to confirm availability and schedule appointments. Vaccine supplies remain very low, and people eligible to be vaccinated may have to wait for an appointment. North Carolina is currently vaccinating health care workers, long-term care staff and residents, and people 65 and older (Groups 1 and 2). Not all vaccine providers may be ready to vaccinate all

eligible groups yet.

Last week, NCDHHS launched an online tool to help North Carolinians know when they will be eligible to get their vaccine. Find My Vaccine Group (https://findmygroup.nc.gov/)walks users through a series of questions to determine which vaccine group they are in. People can then sign up to be notified when their group can get vaccinated.

Until the country begins to get ahead of the pandemic, the CDC says everyone should keep wearing a mask, waiting at least six feet apart and washing hands often.

Learn more at YourSpotYourShot.nc.gov (https://covid19.ncdhhs.gov/vaccines) (English) or Vacunate.nc.gov (https://covid19.ncdhhs.gov/vacuna) (Spanish).

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