



# COVID-19 VACCINE: FREQUENTLY ASKED QUESTIONS



## CAN I BOOK A VACCINE APPOINTMENT ONLINE WITHOUT AN EMAIL ADDRESS?

No. An email address is required in order to complete the appointment booking in the Pomelo Health system. This helps to ensure you receive important appointment confirmation and reminder emails. However, it is possible to enter the email address of a family member, if consent is provided, in order to complete the booking in the Pomelo Health system. In this case, the appointment confirmation and reminder emails will go to the family member's email address.

## IS IT POSSIBLE TO BOOK MORE THAN ONE COVID-19 VACCINE APPOINTMENT USING THE SAME EMAIL ADDRESS?

Yes. The same email address can be used to book more than one appointment with the Pomelo Health guest booking process. Please note that important appointment confirmation and reminder emails will be sent to the email address that is used to book the appointment in Pomelo Health.

## CAN I BOOK A COVID-19 VACCINE APPOINTMENT FOR A FAMILY MEMBER?

Yes. You can complete a 'guest booking' to book a COVID-19 Vaccine appointment for another person, such as a family member, as long as they meet the vaccine administration criteria outlined by Public Health and have received an email from the Regional Health Authority indicating it is their time to book. [Click here](#) to watch a brief video (under the heading 'Citizens') about how to book an immunization appointment for yourself or for someone else.

## CAN I BOOK A COVID-19 VACCINE FOR MY SPOUSE THAT IS CLOSE IN AGE TO THE REQUIREMENT?

No. Only those citizens that meet the vaccine administration criteria outlined by Public Health and have received an email from the Regional Health Authority indicating it is their time to book, are able to be scheduled for a COVID-19 vaccine appointment.

## CAN THOSE WHO ARE CONSIDERED HIGHER RISK FOR COVID-19 RECEIVE THE VACCINE QUICKER THAN LOWER RISK GROUPS?

Please [click here](#) for further details on prioritization of COVID-19 vaccine appointments.

## HOW DO I SELECT AN APPOINTMENT DATE AND TIME IN POMELO HEALTH?

The date of the COVID-19 vaccine appointment will pre-determined and relayed to you in a vaccination appointment email. During the online booking process, you will be able to select the appointment time that is most convenient for your schedule. [Click here](#) to watch a short video

(under the heading 'Citizens') about how to book COVID-19 Vaccine appointment using Pomelo Health.

### DO I NEED THE COVID-19 VACCINE IF I HAVE ALREADY RECOVERED FROM THE COVID-19 VIRUS?

Yes. It is recommended that you still receive the COVID-19 vaccine in this circumstance.

### CAN I BOOK A COVID-19 VACCINE TO AVOID UNECESSARY TRAVEL FOR MEMBERS OF MY HOUSEHOLD?

No. Only those citizens that meet the vaccine administration criteria outlined by Public Health and have received an email from the Regional Health Authority indicating it is their time to book, are able to be scheduled for a COVID-19 vaccine appointment.

### WHAT OPTIONS ARE THERE FOR THOSE WHO CANNOT CONSENT TO COVID-19 VACCINE ADMINISTRATION?

If a citizen is not able to consent to the vaccine, a substitute decision maker is required to attend the appointment and complete the consent on behalf of the citizen.

### IS THE COVID-19 VACCINE SAFE FOR PREGNANT AND BREASTFEEDING WOMEN?

If you are pregnant or breastfeeding, you should talk to your health care provider prior to booking a vaccine appointment to discuss the potential risks and benefits of having the COVID-19 vaccine.

### I REQUIRE ADDITIONAL FAQ INFORMATION?

Please [click here](#) for more FAQ information.