**COVID-19**

Ohio | **Department of Health**

# COVID-19 Vaccine
# Vaccine Management Solution (VMS) Fact Sheet

The Ohio Vaccine Management Solution (VMS) offered by the Ohio Department of Health (ODH) is a new, all-in-one resource for Ohioans to determine eligibility for the COVID-19 vaccine, find providers, schedule vaccine appointments, and receive updates and reminders. The new website is available at **gettheshot.coronavirus.ohio.gov.**

## What is the Vaccine Management Solution (VMS)?
The VMS is a website that allows patients to easily determine whether they are currently eligible to receive the COVID-19 vaccine, or to sign up to receive future alerts when eligibility criteria expand. Using this web-based tool, eligible Ohioans can then be directly connected to find a nearby provider and set up an appointment.

All Ohioans can use the tool to determine eligibility and see existing allocated providers. During the initial phase, eligible Ohioans in several areas can book an appointment directly within the VMS tool. While VMS lists information for vaccine providers across the state, many of these providers are continuing to work through existing scheduled appointments and patient waitlists before adding appointment availability into the VMS tool. Providers will be required to either administer vaccines via the VMS scheduling system or an electronic health record (EHR) that interfaces with the state's system, no later than the week of March 22. The state anticipates this will enhance the customer service experience for Ohioans, reduce data lags, and provide real-time information on vaccination progress at the state and county level. Thus, over the coming weeks, full booking functionality will expand as more providers adopt the system or integrate with VMS. As vaccines become more widely available and providers conclude vaccinating existing patients, the program will allow direct scheduling statewide.

## Benefits for vaccine recipients
The VMS tool allows patients to easily find available vaccine, schedule appointments, access care, and get reminders. This tool simplifies the scheduling process, allowing Ohioans to use one single website, gettheshot.coronavirus.ohio.gov, to see available appointments within 20 miles. In addition, individuals who are not yet eligible can enter additional information and sign up to be alerted when new eligibility phases are announced.

- The VMS tool allows Ohioans to quickly determine if they are eligible for vaccine.
    - Individuals uncertain if they are in a group currently eligible for the vaccine can find out using this tool by answering a series of questions.
    - Those who aren't yet eligible can sign up to receive email and/or text updates about Ohio's phases to be alerted when new eligibility categories are announced.
- The VMS tool allows patients to easily find nearby providers, schedule appointments, and access care.
    - Using this tool, eligible Ohioans can search for a nearby vaccine provider.
    - They can be directed to the appointment calendars of vaccine providers or schedule an appointment directly within the VMS tool.
    - Ohioans can use the tool to receive reminders about their appointments.
    - Ohioans can use the tool to provide important health screening information to the provider to help save time at their appointments.
- Ohioans can access the VMS website on a smartphone, computer, or tablet at no cost. No additional downloads are needed.
- The VMS tool allows other people to schedule appointments on behalf of a patient with that patient's permission.
    - Eligible Ohioans without computer, smartphone or tablet access, or who need a little help, can get scheduling assistance from a relative or friend if they choose.
    - The VMS will ask users if they are scheduling an appointment for themselves or on behalf of someone else, and provides instructions accordingly. *Note, users must be at least age 18 to complete the questionnaire and access the scheduling features.*
- The VMS is available in English or Spanish.

## How it works

From your smartphone, tablet, or computer, visit **gettheshot.coronavirus.ohio.gov.**

## Determine eligibility

**U**sers will be prompted first to complete a vaccination questionnaire. Those individuals deemed eligible will advance to the scheduling features. Those who are determined to be ineligible at this time can sign up for alerts about eligibility updates.

## Schedule an appointment

- Users will enter an address, city, or ZIP code to see a list of providers within a 20-mile radius.
- Users can select a location to see all appointment availability.
- They then select an appointment date and a time and enter contact information.
- Users will be prompted to enter insurance information, if applicable. (Note, there is no cost to patients to get the COVID-19 vaccine, but providers can bill insurance for administration fees if a patient has insurance. But insurance is not required.)
- Users will then be prompted to enter a security code sent to their email account or mobile device.
- Once the appointment is booked, the patient or designated representative will receive a confirmation email. Print out or save your confirmation code, which will be needed during your appointment.

The VMS is intended for individuals beginning the vaccination process. Note, individuals who have already received the first dose of a two-dose product are urged to directly contact the provider who administered the first dose to schedule the second-dose appointment, if that appointment was not already scheduled. Most providers will schedule the second-dose appointment at the time of the first dose to ensure the correct vaccine product is administered and correct interval is followed.

After an appointment is booked, patients have the option of setting up a **Patient Portal** for additional features including canceling an appointment if necessary and completing the pre-appointment screening.

## Quick reference guide, videos

View videos and a user guide with step-by-step instructions for completing the eligibility screening, scheduling an appointment, cancelling an appointment, and completing the health screening before an appointment.

**Training Video**
- How to check eligibility and schedule a COVID-19 vaccine appointment

**Quick Reference Guides**
- These training resources offers step-by-step instructions on different aspects of the VMS, including:
  - How to schedule a COVID-19 vaccination
  - How to use the Patient Portal

## Who to contact for help

Ohioans who have questions after viewing the videos and reading the user guide can chat with our Vaccine Support Virtual Assistant at **vaxchat.ohio.gov**, or the ODH COVID-19 Call Center at 1-833-4-ASK-ODH (1-833-427-5634).

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For additional information, visit coronavirus.ohio.gov. For answers to your COVID-19 questions, call 1-833-4-ASK-ODH (1-833-427-5634).

**Your mental health is just as important as your physical health. If you or a loved one are experiencing anxiety related to the coronavirus pandemic, help is available 24 hours a day, seven days a week. Call the COVID-19 CareLine at 1-800-720-9616.**

For more information, visit: **coronavirus.ohio.gov**