

Vaccine Management Solution Frequently Asked Questions (FAQ)

The [Ohio Vaccine Management Solution \(VMS\)](#) offered by the Ohio Department of Health (ODH) is a streamlined tool to help Ohioans determine vaccine eligibility, find providers, schedule appointments, and receive updates and reminders at gettheshot.coronavirus.ohio.gov. Here are frequently asked questions about the VMS.

Q: What is the Vaccine Management Solution (VMS)?

A: The VMS is a new, state-supported, no-cost, web-based service that allows Ohioans to easily determine whether they are currently eligible to receive COVID-19 vaccine, find providers and receive updates and reminders. Ohioans can access VMS on a smartphone, computer, or tablet.

Q: Does Ohio offer a centralized scheduling system for vaccine appointments?

A: The VMS will allow Ohioans to determine eligibility, set up an appointment with a nearby provider, prepare for that appointment, and receive text message or email reminders. Right now, 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 using 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.

Q: What is the difference between the VMS and the Vaccine Provider Location search at coronavirus.ohio.gov?

A: The [Vaccine Provider Location search](#) is a separate listing that shows all enrolled COVID-19 vaccine providers who have been allocated vaccine, and provides contact information such as address, website, and phone number, so Ohioans can reach out to a provider. However, the Vaccine Provider Location search does not list appointment availability or offer direct scheduling. The [VMS](#) is a new all-in-one tool that allows members of the public to determine eligibility, find a provider, schedule an appointment, sign up for alerts, and more.

Q: Is there a cost to sign up for the VMS?

A: There is no cost to use the VMS.

Q: Is this system web-based or will it require an app download?

A: The VMS is a web-based service accessible on a computer, tablet, or smartphone. No apps or downloads are required.

Q: How can the VMS help me?

A: This is an all-in-one tool that will simplify the scheduling process and help you avoid looking at multiple websites and making multiple calls to find an appointment. It will allow Ohioans to check if they are eligible for the vaccine, find providers nearby, schedule appointments, and get reminders. Further, if you aren't yet eligible, you can enter additional information and sign up to be alerted when the state's eligibility criteria expand.

Q: I don't know if I'm eligible to get a vaccine yet. What should I do?

A: If an Ohioan isn't sure if they fall into Ohio's current vaccination group, they can answer a few questions at gettheshot.coronavirus.ohio.gov to determine whether they are eligible to get a vaccine at this time. If they are eligible, they will be able to proceed to making an appointment nearby. If they are not yet eligible, they can enter additional information to be alerted when eligibility criteria expand, or check back in the future.

Q: What kind of reminders will I get?

A: The VMS sends an appointment reminder 24 hours in advance of the appointment. Those who are not yet eligible can sign up to receive notifications when Ohio's eligibility criteria expands.

Q: What if I have already received my first dose?

A: This solution is best used by those beginning the vaccination process. Ohioans who have already started the vaccination process should visit the provider who administered their first dose of vaccine to receive their second dose.

Q: What about individuals who do not have internet access, email, or cell phones? How can they schedule appointments?

A: The VMS provides the capability for someone to submit an application on behalf of someone else. A relative or friend could enter their own email address and/or cell phone number to receive email and SMS updates on behalf of the vaccine recipient, if desired.

Q: What if the person registering doesn't have a cell phone for the security code to be sent to?

A: To complete, the appointment-making process, users must enter a security code that is sent to via email or text message. If the person completing the registration does not have a cell phone, the security code will be sent by email.

Q: How can we get training on how to use the VMS?

A: [ODH offers a series of videos and user guides](#) with step-by-step instructions for setting up your Provider Portal and using VMS.

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.](#)

Q: Can I schedule an appointment for my second dose?

A: An individual can schedule a second dose, but ideally, a provider will support the client in scheduling their second dose at the time of the first dose to ensure the proper vaccine product and interval. Vaccine recipients receiving a two-dose vaccine product need to receive a second dose of the same product. Patients would need to know the vaccine product and the appropriate interval for the second dose, if applicable, before scheduling the appointment. The Pfizer-BioNTech vaccine second dose is due 21 days after the first dose. The Moderna vaccine second dose is due 28 days after the first dose. The Johnson & Johnson vaccine is a single-dose product.

Q: Can I reschedule an appointment in VMS if something comes up?

A: Patients who need to reschedule their appointment can cancel their appointment in the VMS using the Patient Portal feature, and then book a new appointment.

Q: Who do I call if I am having issues using the VMS?

A: First, we recommend you take a look at instructional videos and step-by-step guides available for VMS. These address many of the frequently asked questions.

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.](#)

If you're still having difficulty with the system, we're here to help:

- By chat – Visit vaxchat.ohio.gov to chat with our [Vaccine Support Virtual Assistant](#).
- By phone – Call 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.