

## **Changes to Massachusetts' COVID-19 Vaccine Rollout Plan Talking Points and FAQs**

February 12, 2021

### Talking Points

- On February 11, the state of Massachusetts announced a major shift in its COVID-19 vaccine rollout plan.
- We were notified by the state that it is drastically reducing the supply of vaccines it provides to hospitals and health systems in order to consolidate vaccine doses for use at state-run vaccination clinics.
- As a result, we are unable to schedule any new first dose vaccination appointments for our patients at this time.
- This is very disappointing to us, and we understand that our patients may also be disappointed to hear this news.
- Fortunately, any BILH patients who already scheduled first or second dose vaccinations with us will still be able to get the vaccine from us at one of our community vaccination sites.
- However, eligible patients who did not schedule an appointment with BILH, and those who are not yet eligible but were planning to get the vaccine from us, will need to explore other options to get the vaccine.
- For information on vaccination locations and the process for scheduling appointments at those locations, visit the state's website at [mass.gov/covid-19-vaccine](https://www.mass.gov/covid-19-vaccine) or call 2-1-1.
- In addition to mass vaccination sites run by the state, the vaccine may also be available at neighborhood pharmacies. In addition, residents of certain towns may be able to get the vaccine through local health departments or community health centers.
- The state's website provides three ways to find a vaccination site:
  - Search for a location by zip code
  - Find a location using a map
  - Download a list in Excel or Word format

All three of these options can be accessed at <https://www.mass.gov/info-details/covid-19-vaccination-locations>

FAQs

**Q: Is Beth Israel Lahey Health (BILH) still vaccinating eligible patients?**

**A:** All patients who have already scheduled appointments with Beth Israel Lahey Health will still be able to receive both their first and second vaccine doses at our clinics.

**Q: Why did BILH make this change?**

**A:** BILH is deeply committed to serving patients in their local communities. The changes to the vaccination program were made by the state, not by us. The state informed us that, due to supply constraints, it is severely reducing the supply of vaccines it had previously provided to hospitals and health systems, in order to consolidate vaccine doses for use at state-run vaccination clinics.

**Q: Where are the state-run vaccination clinics located?**

**A:** Currently, the state runs four large vaccination sites. Appointments are required.

Location	Website to Schedule an Appointment
Fenway Park in Boston	<a href="https://www.cic-health.com/vaccines-location">https://www.cic-health.com/vaccines-location</a>
Doubletree Hotel in Danvers	<a href="https://bit.ly/3qUmTFP">https://bit.ly/3qUmTFP</a>
Gillette Stadium in Foxboro	<a href="https://www.cic-health.com/vaccines-location">https://www.cic-health.com/vaccines-location</a>
Eastfield Mall in Springfield	<a href="https://bit.ly/3ogOAqQ">https://bit.ly/3ogOAqQ</a>

**Q: Other than the mass vaccination sites run by the state, where else can people get vaccinated?**

**A:** In addition to the large vaccination sites run by the state, COVID-19 vaccines may be available at neighborhood pharmacies. In addition, residents of certain towns may be able to get the vaccine through local health departments or community health centers.

The state’s website provides three ways to find a vaccination site:

- Search for a location by zip code
- Find a location using a map
- Download a list in Excel or Word format

All three of these options can be accessed at <https://www.mass.gov/info-details/covid-19-vaccination-locations>. Instructions on how to schedule an appointment at each location are also provided.

**Q: I received a vaccination invitation from BILH but I didn’t respond to it. Can I still schedule an appointment with BILH?**

**A:** Unfortunately, we are not able to schedule any new first dose appointments. We will only have enough vaccines to administer to those who already scheduled appointments.

**Q:** **I scheduled an appointment with BILH to get my first dose two weeks from now. Should I still come to my appointment?**

**A:** Yes. Patients who have a confirmed appointment for their first dose should go to the appointment. At the first appointment, we will schedule an appointment for the second dose to be administered at the same location.

**Q:** **I received my first dose at a BILH clinic last week. Will I still be able to get my second dose with BILH?**

**A:** Yes. When you received your first dose, an appointment should have been scheduled for you to receive your second dose. Please be sure to keep that appointment.

**Q:** **I received my first dose with BILH, but I have not yet scheduled my second dose. What do I do?**

**A:** You will be able to schedule your second dose with BILH. We will transfer you to our scheduling line for assistance.

**Q:** **I have a scheduled appointment with BILH and I need to reschedule. Will I be able to move my current appointment to a different time?**

**A:** Yes. Any patients with a scheduled appointment will be able to receive both their first and second doses with Beth Israel Lahey Health, and we will accommodate rescheduling.

**Q:** **If I already scheduled an appointment for myself with Beth Israel Lahey Health, can I make an appointment for the person who is accompanying me to my appointment as well?**

**A:** If you have a COVID-19 vaccination appointment at one of Beth Israel Lahey Health's community-based vaccination centers, and bring a companion with you, we will not be able to vaccinate your companion due to severe shortages in the state's vaccine supply. However, beginning Feb. 11, people 75 and older can schedule COVID-19 vaccinations for themselves and one person who accompanies them to their appointment at one of the state's four large vaccination sites.

**Q: I scheduled an appointment at one of the BILH clinics that isn't open yet. Will it be opening as scheduled?**

**A:** All BILH patients who scheduled an appointment at our Lynnfield location will be contacted directly to reschedule an appointment at another BILH vaccine clinic. Otherwise, all appointments will be held at the locations at which they were scheduled.

**Q: When will BILH be closing its community vaccination clinics?**

**A:** Our community vaccination locations will remain open until all patients who have scheduled an appointment receive both their first and second doses.