

RCD COVID-19 Vaccine Communications Committee

For Immediate Release

(Pembroke, Ontario, 8:45 a.m., May 4, 2021)

Update Regarding Second Dose COVID-19 Vaccine Appointments

Today, notification will begin for those individuals who do not already have their second dose appointments, and this will continue throughout this week. Appointments will be sent to the email address that individuals provided at the vaccination clinic.

Appointments will be based on when you received your first dose on the 16-week interval. Priority of vaccines will go to those needing second doses, so people need not worry that their second dose will be given to someone who has not received a first dose. In the second dose appointment email, you will be asked to confirm your appointment date and time. It is important to confirm your appointment so it will not be given to someone else.

For individuals who did not provide an email at the vaccination site, RCDHU call centre personnel as well as community partners, will begin calling to schedule a second dose appointment. Please be patient and we ask you not to call us to book your second appointment as this leads to doubling the work.

Specific details for second dose appointments are outlined below.

Individuals who never received an email or call to book a second dose appointment and it has been 12 weeks since you received your first dose:

Please call RCDHU at 613-732-3629 or 1-800-267-1097 Ext 201. RCDHU will accommodate you with the booking of the second dose appointment as we anticipate some people will miss telephone calls, have email addresses that were entered with errors, or some emails are missed as they ended up in the junk email inboxes.

The only people who are eligible for second doses on the 21-28 day interval are:

- Patients on stable, active treatment for malignant hematologic disorders.
- Patients with nonhematologic malignant solid tumors.
- Transplant recipients (including solid organ transplants and hematopoietic stem cell transplant).

Everyone in this group will **require a letter** from their doctor or specialist to prove their eligibility for vaccination on the 21-28 day interval at the vaccination sites. If you are in this group and have previously been vaccinated but do not have a second appointment already, please call RCDHU at 613-732-3629 or 1-800-267-1097 ext. 201 and we will accommodate you. Everyone else will receive a second appointment while attending a vaccination site for your first dose.

If you fall under the following categories, call RCDHU to book an appointment:

- **Anyone who has received a first dose out of Province or out of country**, but now resides in Renfrew County and District, and is due for their second dose (using the 16-week interval for second doses) is asked to call RCDHU at 613-732-3629 or 1-800-267-1097 Ext 201 and we will accommodate you. You will require proof (vaccination receipt) of when you received your first dose and which vaccine you received.
- **If you received your first dose in Ontario but outside of Renfrew County and District**, you should receive your second dose at the same location. **If this is absolutely not possible** because you have moved, you can call RCDHU at 613-732-3629 or 1-800-267-1097 Ext 201 to book a second dose appointment.

Cancelling/Rescheduling Appointments:

As much as possible, please confirm and keep the second dose appointment provided to you. We would ask that you please make every effort to accommodate and attend your appointment on the scheduled date and time. Due to vaccine demand and limitations, we would discourage cancellations or change requests unless absolutely necessary.

If you must reschedule, call 613-735-3629 ext. 202 or 1-800-267-1097 ext. 202 and leave one message with your request to cancel this appointment. After your request has been received, you will be added to a waitlist until we have availability for you to be rescheduled.

While we will do our best to accommodate your rescheduled 2nd dose within the 16-week timeframe from your first, this may take some time based on vaccine availability so we thank you for your patience.

For more information, visit RCDHU's website at <https://www.rcdhu.com/novel-coronavirus-covid-19-2/> or call 613-732-3629 or 1-800-267-1097.

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