

## Frequently Asked Questions

### Where can I get my COVID-19 vaccine?

The Florida Department of Health in St. Lucie is working diligently to vaccinate as many people as possible. Some local medical providers have agreed to assist with this process, including [Cleveland Clinic](https://my.clevelandclinic.org/landing/covid-19-vaccine/florida) (<https://my.clevelandclinic.org/landing/covid-19-vaccine/florida>), [Whole Family Health Center](http://covid19.wfhcfl.org/) (<http://covid19.wfhcfl.org/>). Please check with your doctor to see if they are providing the vaccine, new providers are being added when vaccine is available.

### I heard Publix will be offering the COVID-19 vaccine. How do I sign up for a vaccine at Publix?

The COVID-19 vaccine will be available at 11 Publix stores in St. Lucie County for those 65 and older. Vaccination appointments are scheduled online only and fill quickly. Appointments cannot be made by calling Publix or Publix pharmacy. To sign up, click [HERE](https://www.publix.com/covid-vaccine/florida) (<https://www.publix.com/covid-vaccine/florida>)

### How do I sign up to get a vaccine through Florida Department of Health in St. Lucie County clinic?

The first step in signing up to receive a COVID-19 vaccine is to get your name on the waiting list. To get on the waiting list, please complete the [COVID-19 Vaccination Waitlist](#) form that can be found on the [Florida Department of Health St. Lucie](http://stlucie.floridahealth.gov) (<http://stlucie.floridahealth.gov>) webpage.

### Once I am on the waiting list, how do I get my appointment time?

Eventbrite is being used by the Florida Department of Health in St. Lucie to register people for vaccination events. Invitations to register for a vaccine appointment are given to those on the current waiting list. Each event will have a unique link for registration. As events are scheduled and open for registration, emails will be sent with the link for those next on the waiting list to sign up. Events will be posted on the [Florida Department of Health St. Lucie](http://stlucie.floridahealth.gov) (<http://stlucie.floridahealth.gov>) webpage, but until the waiting list is cleared, links to register will not be listed.

## **I am 64, but have high risk factors for the virus. My doctor wrote a note stating my risks. Will I be able to get the vaccine?**

Florida Department of Health is required to follow the [Governor's Executive Order](#). Only hospital providers can vaccinate those who are vulnerable but under the age of 65.

*“During this first phase of vaccine administration, all providers administering any COVID-19 vaccine shall only vaccinate the following populations:*

- *Long-term care facility residents and staff;*
- *Persons 65 years of age and older; and*
- *Health care personnel with direct patient contact.*

*Hospital providers, however, also may vaccinate persons who they deem to be extremely vulnerable to COVID-19.”*

## **Do I have to be a Florida resident?**

**YES.** A recent [Public Health Advisory](#) requires the you verify that you are a Florida resident to get your vaccine here. Seasonal residents are eligible but must provide [documentation](#) to verify their status.

## **What is required to prove I am a Florida resident?**

If you have a valid Florida Driver's License or identification card - you are considered a resident.

If your ID is from **out of state**, you will need to provide [documents](#) to **verify that you are a seasonal** resident. An adult seasonal resident who cannot meet the requirements of subparagraph 1. may provide the department with a copy of **two (2)** of the following that show proof of residential address:

- a. A deed, mortgage, monthly mortgage statement, mortgage payment booklet or residential rental or lease agreement.
- b. One proof of residential address from the seasonal resident's parent, step-parent, legal guardian or other person with whom the seasonal resident resides and a statement from the person with whom the seasonal resident resides stating that the seasonal resident does reside with him or her.
- c. A utility hookup or work order dated within 60 days before.
- d. A utility bill, not more than 2 months old.
- e. Mail from a financial institution, including checking, savings, or investment account statements, not more than 2 months old.
- f. Mail from a federal, state, county, or municipal government agency, not more than 2 months old.
- g. Any other documentation that provides proof of residential address as determined by department rule.

## **Will I have to wait outside or inside?**

It depends on the event. Some are drive through and others are walk up. Details are included in the Eventbrite invitations so you will know what to expect. For walk up

events, we do our best to get people inside to reduce the impact of heat and humidity. Some bring a folding chair so they can sit while they wait.

### **Who is administering the vaccine/running the program?**

Vaccination events are a collaborative effort by Florida Department of Health in St Lucie and partners such as city and county governments, local law enforcement, the fire district, and many others.

### **Someone sent me their ticket confirmation to use. Will it work?**

No. Each event ticket can only be used once. Anyone else using the same ticket will be rejected. Each ticket must be unique and in the name of the person receiving the vaccine.

### **I have friends that want to get the vaccine. Can I share the link?**

**Do NOT share the link.** Invitations to register for open appointments are being sent to those on the waiting list in the order that they signed up. If you share the link and bypass the waiting list for others, you risk losing your own slot to get vaccinated.

### **I know that people are sharing the link they received. Who should I notify?**

Please let the event organizers know [Info.SLCEvents@flhealth.gov](mailto:Info.SLCEvents@flhealth.gov) and provide details including the name(s) of the sender and recipients, if you know them. Your identity will not be shared.

### **I cannot stand or wait in line because of \_\_\_\_\_. How can I get vaccinated?**

Mass vaccination clinics may not be the best option for you, depending upon your circumstances. We encourage you to contact your primary care doctor to see if they are providing the vaccine or reach out to another local facility that may be better equipped to serve you.

### **What type of identification is accepted?**

Government issued picture Identification that shows your date of birth, such as a Driver's license, legal ID, or passport.

### **I am a healthcare provider, what do I need to bring with me to get a vaccine?**

Healthcare providers with direct patient contact are eligible to receive the vaccine. Verifying information could include an employment badge or ID, medical license/certificate, or other related proof.

### **Where do I get the consent form?**

A signed consent form is required to receive the COVID-19 vaccination. Keep the lines short by printing and completing your form at home. If you do not have a printer at home, a copy of the forms will be available for you to complete at the site. Please click on the links below to access the vaccine consent forms and fact sheets.

[Pfizer Vaccine Screening and Consent Form](#) | [Spanish](#) | [Creole](#)

[Pfizer COVID-19 Vaccine Fact Sheet](#) | [Spanish](#) | [Creole](#)

[Moderna COVID-19 Screening and Consent Form](#) | [Spanish](#) | [Creole](#)

[Moderna Vaccine Fact Sheet](#) | [Spanish](#) | [Creole](#)

### Which vaccine will I receive?

St. Lucie is one of only 13 counties in Florida with the ability to manage the Pfizer vaccine. It is expected that most of the time, the vaccine you will receive is Pfizer.

### How will I know when to get my second dose?

Those who are registered within the Eventbrite system will receive a notification about 2nd dose clinics. It is important that you provide a correct email address so you can be reached. Other notices will be released through the [St. Lucie County Alert system](http://www.stlucieco.gov/alert) (<http://www.stlucieco.gov/alert>).

### What if I can't get my 2<sup>nd</sup> dose on the exact date?

We are doing our best to vaccinate everyone within the time frame parameters laid out by the CDC. The [CDC](#) recommends that persons age 18 years and older should receive 2 doses at least 21 days apart for Pfizer and 28 days apart for Moderna.

- Second doses administered up to 4 days before the recommended date are considered valid.
- There is no maximum interval between the first and second dose.

You are not limited to using our services for your second dose. If your schedule doesn't work with our clinics, you may wish to reach out to other local providers.

### How do I register in Eventbrite?

Click on the Eventbrite invitation link.

1. Select your preferred time slot.
2. From the dropdown box, chose if you want 1 or 2 tickets. Each person must have a ticket to obtain a vaccine. You may only select up to 2 tickets per registration and email.
3. For each ticket, enter the name of the person as it appears on their ID. Make sure that you have entered different names on each ticket and when complete, press *Register*.
4. Then select *View Tickets and* click on the order.
5. **Make sure all information is accurate.** If it is not accurate, select edit and make necessary changes.
6. When finished, select *Print Tickets*. This will create a document that will need to be saved and then sent to a printer. If you cannot print, you can pull up Eventbrite on your smart phone and show your ticket.

### Why do I need a ticket?

The ticket verifies that you have an appointment and is required to enter the vaccination site. If you do not meet the eligibility criteria, the ticket will not gain you access to get a vaccine.

### How can I access my registration?

When you have completed your order, you should receive an order confirmation email. You can also view your registration by logging into Eventbrite with the email address used to register and selecting "Tickets."

### Why did I get a notice saying my appointment was cancelled?

- The system identifies and deletes tickets with the same name. Please make sure that the tickets have different names, or they will be cancelled.
- If you have signed up for an event that you are not eligible, your ticket may be cancelled (e.g., you sign up for a second dose clinic, but have not received the first).

### I accidentally entered my name into both tickets. Is that a problem?

You need to go in and change a name on one of the tickets, as the system will cancel duplicate appointments automatically.

1. Log into your Eventbrite account. Then go to *Tickets*.  
The order will always be associated with the email address you entered during registration. If you made a typo, changing the email address on your ticket will not make it show in the Eventbrite App. In this situation, you'll need to use the order confirmation sent to your email address.
2. Click the name of the event to select your order.
3. Click "Edit".
4. Click "Edit" on the individual ticket and change the name.

### Can I give my spot to someone else?

Yes. You must go into Eventbrite and update the attendee information with the new name.

### How do I change the name on my ticket?

1. Log into your Eventbrite account (Eventbrite.com). Then go to *Tickets*.  
The order will always be associated with the email address you entered during registration. If you made a typo, changing the email address on your ticket will not make it show in the Eventbrite App. In this situation, you'll need to use the order confirmation sent to your email address.
2. Click the name of the event to select your order.
3. Click "Edit".
4. Click "Edit" on the individual ticket and change the name.

### Can my appointment time be changed?

Appointment times are in high demand and cannot be changed. If you cannot make your appointment, please log into Eventbrite to cancel – so that slot can be available to someone else.

### I need to cancel my appointment

Please cancel your ticket as soon as possible and not later than 24 hours prior to the appointment so that others can take advantage of the opening.

To cancel tickets to an event before the event starts. Go to "Tickets," select your order and choose "Cancel Order".

**1. Go to your order.** Log in to your Eventbrite account, then click your order on the Tickets page.

**2. Choose "Cancel Order".** Select 'Cancel Order" (next to your order details). Then choose "Yes, cancel this order".

**3. Check for an email from Eventbrite.** The attendee and event organizer receive an email to confirm cancellation.

### Can you reset my password?

We are not able to reset your account password. Eventbrite should give you the option when you first try to login.

1. Go to [eventbrite.com/reset-password](https://eventbrite.com/reset-password) and enter your email address. Then click "Send email".

If you receive a message saying the email address isn't recognized, it means an account hasn't been created with the email address you entered. Sign up if you'd like to create an account on Eventbrite.

2. Open the email with the subject line, "Reset your Eventbrite password". Then click "Set a new password".

If you received a password reset email but didn't request it, please disregard the email. The email we send is required to reset the password and is only sent to the email address on your account.

3. Create a new password.

Passwords must be at least 8 characters long and are case sensitive. We don't require special characters. Strong passwords typically contain upper and lowercase letters and at least 1 number.

4. Enter your new password and click "Reset password".

### I am unable to open and print ticket, can you resend a printable copy or tell me what I can use as proof for my appointment?

If you are unable to print the ticket, you can:

- Load and use the Eventbrite app on a smart phone to show your ticket at the site
- Open the email on your phone and show your ticket for scanning.
- Or you can log into you Eventbrite account and request a copy be sent to you.

**Will there be a problem if we get there early for our appointment?**

If the lines are long, you may need to wait until your appointed time. We encourage you to arrive at your scheduled time. If you have an appointment, you will receive a vaccine and arriving early just means you will wait longer.

**I accidentally hit the cancel button. Is there any way for me to get it back?**

The system does not allow cancelled orders to be reinstated. Please follow the link again to try to find another available slot.