

COVID-19 VACCINE COUNTY SUPER PODS

KEY MESSAGES

UPDATED: 1/20/2021, 5:20 p.m.

TODAY'S TOP 3 MESSAGES

1. Based on the current weather forecast, the COVID-19 vaccine Super POD site at Disneyland will reopen on Thursday, January 21, 2021 to those with appointments.
2. Our vaccine scheduling has been simplified. Eligible individuals who are registered in the Othena system will receive an e-mail to schedule a vaccination appointment. Simply register and you will be e-mailed when an appointment is available.
3. Othena platform specialists are responding to callers at the HCA Hotline to assist with questions related to the app, and vaccine appointments. Call 714-834-2000, Monday through Friday from 8:30 a.m. to 5 p.m., or email Othena at support@compositeapps.net

*New messages identified in red.

MESSAGES BY TOPIC

TOPICS INCLUDE:

- General COVID-19 Vaccine Message
- County Super Point-of-Dispensing (PODs)
- Vaccine
- Staffing at County Super PODs
- Vaccine Recipients / Appointments
- Age 65 and Over
- Othena
- Non-County PODs

GENERAL COVID-19 VACCINE MESSAGES

- The County of Orange, together with the Orange County fire services, has launched an effort named 'Operation Independence' to complete all county vaccinations by July 4, 2021
- Vaccines are being given to the public in a phased, tiered approach
- To view a list of tiers of individuals who can receive a COVID vaccine, visit www.COVIDVaccineFacts.com

SUPER POINT-OF-DISPENSING (POD)

- Based on the current weather forecast, the COVID-19 vaccine Super POD site at Disneyland will reopen on Thursday, January 21, 2021 to those with appointments
- The Disneyland COVID-19 Super POD continues to safely and efficiently vaccinate more than 3,000 people with appointments each day

- The County is planning additional Super PODs throughout the county
- The Disneyland Super POD will operate from 8 am to 5 pm, 7 days a week
- The regional Super PODs will increase efficiency and provide multiple vaccine distribution points throughout Orange County

VACCINE

- The County is currently dispensing Moderna vaccines at the Disneyland Super POD site
 - The required 2nd dose for individuals must be the same vaccine (e.g. both 1st and 2nd dose should be Moderna vaccine)
 - Individuals receiving their 1st vaccination will receive a card at that time with details for their 2nd dose
- The County is continuing to receive vaccines and appropriately allocate doses among traditional healthcare providers (hospitals, pharmacies, etc.) and point-of-dispensing (POD) sites
- The County is requesting additional vaccines from the State to exponentially expand access
 - Additional appointment slots in Othena will open as more doses become available

STAFFING AT SUPER PODs

- The Super PODs are being staffed by:
 - County, Orange County fire services personnel and volunteer healthcare professionals, and;
 - Local government volunteers (county and city employees)

VACCINE RECIPIENTS / APPOINTMENTS

- Vaccines are being dispensed in a phased approach
- Vaccinations are by appointment only. Anyone showing up without an appointment will be turned away. If you don't have an appointment, don't go
- All residents interested in being vaccinated are encouraged to register at www.Othena.com to be notified when there are appointments available
- Our vaccine scheduling has been simplified. Eligible individuals under Phase 1A (all tiers) who are registered in the Othena system, including persons age 65 and older, will receive an e-mail to schedule a vaccination appointment. Simply register and you will be emailed and receive an Othena app notification when an appointment is available
 - Appointment notifications to those in the "virtual queue" will be prioritized based on factors including age, chronic health conditions, time of registration and available vaccine supply

- o After receiving an email and app notification, those individuals will have up to four hours to confirm a date and time for an appointment. If they do not respond in the time allotted, they will go back into the queue to receive notification of future openings
- o Individuals must also live or work within Orange County and must make an appointment
- o Health care workers need an employee badge, letter from their employer or something else that proves their occupation
- Most eligible individuals will be contacted through their employer
 - o Others who are eligible will be notified and should continue to watch for announcements through the Health Care Agency (HCA) website, social media and news media
- Appointments are scheduled for no more than three days out as the County depends on the State for its supply of vaccine doses
- The vaccination experience typically takes 45-60 minutes per person. It is not necessary to arrive more than 15-20 minutes before your scheduled appointment
- Anyone who received their 1st vaccine dose through the Othena system (starting January 6) will automatically receive their 2nd dose appointment confirmation through Othena
 - o Everyone who received their 1st dose through their health system, employer, or other group will receive the 2nd dose from the same source
- Individuals receiving vaccines will:
 - o Receive a card listing the vaccine type of the first dose received (e.g. Moderna) and the lot number
 - o Need to bring their vaccine cards to the site when receiving the 2nd dose

AGE 65 AND OVER

- County residents and workers 65 years of age have the option of getting vaccinated at a Super POD site as well as at alternate sites specifically targeting this population
- The County is currently working to set up mobile clinics to serve the senior population in addition to Super POD locations
 - o We are working in collaboration with community partners to support these grassroots efforts to reach seniors close to home and offer more vaccination options for this vulnerable population
 - o The mobile clinic concept has been enacted
 - o Vaccinations at mobile clinics are only available for those in the targeted community
 - o City emergency management, police and fire personnel will be notified when a mobile clinic is scheduled within those respective cities
 - o Currently, no additional support is needed from those local city governments for the County's mobile clinics

- If you arrive more than 20 minutes before your scheduled vaccine appointment, you may expect extended wait times before being vaccinated due to the high volume of people being vaccinated
 - Individuals with appointments are encouraged to arrive no more than 15-20 minutes before your appointment time

OTHENA

- Thousands of Orange County residents have successfully scheduled appointments through Othena.com for the Disneyland Super Point-of-Distribution (POD)
 - There is an extremely high demand to receive the COVID vaccine, yet the success of the County's phased, tiered vaccination plan depends on everyone being patient and allowing priority groups to be vaccinated first
- Appointments are available through Othena based on vaccine availability. Additional appointment slots in Othena will open as more doses become available.
- Eligible individuals under Phase 1A, all tiers, including persons age 65 and older who are registered in Othena, will receive an email to schedule a vaccination appointment
- Othena platform specialists are responding to callers at the HCA Hotline to assist with questions related to the app, and vaccine appointments. Call 714-834-2000, Monday through Friday from 8:30 a.m. to 5 p.m., or email Othena at support@compositeapps.net
- The County is actively working to provide translations in County threshold languages.

NON-COUNTY PODS

- Traditional healthcare providers who are also approved to dispense the COVID-19 vaccine, including health systems and medical clinics, play an essential role in vaccinating the population of Orange County
 - (UC Irvine POD): UCI Medical Center is conducting a separate COVID-19 Point-of-Dispensing clinic on January 16, 17, and 18 at the University of California main campus in Irvine
 - The vaccinations are available to UCI patients age 65 and older by appointment only