

MEDIA RELEASE



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Norfolk Department of Health Provides Preregistration Guidelines for Residents

NORFOLK, VA –The Norfolk Department of Public Health (NDPH) advises residents to follow the proper steps to receive the COVID-19 vaccine at mass vaccination sites. Preregistration is currently available for Norfolk residents in the priority groups Phases 1a and 1b.

Preregistration online at <http://www.norfolk.gov/covid19vaccine> is the first step in securing an appointment for those eligible for the COVID-19 vaccine. When an appointment is available, individuals will receive a notification to schedule their COVID-19 vaccine. The preferred method to contact you will be by email, however, if you do not have an email address you will be notified by phone. For those who are registering for their first dose, an email registration notification will come from the Virginia Department of Health (@vdh.virginia.gov email). At this time, those who need to schedule their second dose appointment will receive an email notification from the Centers of Disease Control (CDC).

Please do not forward registration emails, as they are intended for the recipient only. Use of a shared link will result in an appointment cancellation.

If you need assistance submitting the preregistration form online, call 757-664-SHOT (7468). If you have preregistered by phone, you will receive a phone call from the Norfolk Department of Public Health to reserve your appointment.

Due to the large number of requests, it may take 4-8 weeks to receive a notification to schedule an appointment.

Vaccinations administered by the Norfolk Department of Public Health are by appointment only. Please do not show up to the vaccination clinic without an appointment or you will be turned away. Also, in order to maintain social distancing for everyone's protection and to limit crowding and long waits, you will not be allowed into the building until 5 – 10 minutes before your appointment time. If you arrive early, please remain in your car.

If you have general COVID-19 vaccine questions, call the Norfolk COVID hotline at 757-683-2745.

If you need assistance filling out the preregistration form, call the Norfolk COVID vaccination center at 757-664-SHOT (7468).

A call center team member will return your call in the order it was received. Due to the large volume of calls, your response may be delayed. Please be patient as we work to meet the needs of each caller. Calling multiple times and leaving multiple voice messages will not result in a faster call-back.

Updates to the registration information are being made on an ongoing basis. We will continue to keep residents informed concerning COVID vaccinations.

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