



COVID-19

Brunswick County Health Services



VACCINE INFORMATION

brunswickcountync.gov/coronavirus

Frequently Asked Questions about MyChart and COVID-19 Vaccines

Last updated Jan. 15, 2021

Who is eligible for a vaccine?

- **Brunswick County is currently in Group 2, which includes anyone 65 years or older, regardless of health status or living situation.** Vaccinations will also continue for members of the population who are eligible under Group 1 (health care workers, long-term care staff and residents) along with efforts to administer second doses of the vaccines to individuals. Full details about who is eligible under each phase is at brunswickcountync.gov/vaccines

How do I sign up for MyChart?

- Sign up for a MyChart account at <https://www.novantmychart.org/mychart/signup>

My spouse/partner and I both need a vaccine. Do we need to have our own MyChart accounts?

- Yes. Sign up each eligible member of the household with their own MyChart account. Based on vaccine availability, you might not receive your notification to schedule an appointment at the same time.

I don't have a computer or internet access to sign up for MyChart. What should I do?

- First, consider asking family or friends to help you sign up for MyChart online. If you still need assistance, contact the Public Health Call Line. You will be asked to provide your name, phone number, birth date, and an email (if available). You will receive a phone call in the future from Novant Health to help you create a MyChart account over the phone. **This call might come from a private or unknown number.**
 - **Public Health Call Line:** 910.253.2339 (Open Monday through Friday from 9 a.m. to 5 p.m., excluding county-observed holidays)

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I have a MyChart account but it won't let me sign up for an appointment. Should I call?

- **No. Signing up for a MyChart account does not mean you will immediately receive a notice to schedule an appointment.** You will be contacted through your MyChart account and your registered email when you can schedule an appointment based on vaccine availability. We ask you to remain patient and trust in the process as we work with our partners to schedule appointments as vaccines become available.

I have a MyChart account through a different provider. Do I need to sign up for one through Novant Health still?

- **Yes.** Please still sign up for a Novant Health MyChart account.

How long should I expect to wait for my notification to sign up for an appointment?

- You are encouraged to check your MyChart account and email daily to see if you receive this notification before calling Brunswick County Health Services to avoid waiting on the phone. The number of appointments available depends on the number of vaccines sent to Brunswick County every week from the state.

I received a notification to sign up for an appointment and there were none left in Brunswick County. Should I call or sign up for one in a different community?

- **No.** If you received a notification to schedule an appointment and there are no appointments available at the Brunswick County location, check your account again daily. More appointments will be added as more vaccines are sent to Brunswick County every week from the state.

Do I need to have a Novant Health physician/provider to get a MyChart account or be eligible for a vaccine?

- **No.** Recipients do not need to be affiliated with a specific health care system to sign up for MyChart or to receive a vaccination. If you received a message that you need to have a Novant Health provider, please try again later. If you still cannot sign up because of this issue, please call the Public Health Call Line for assistance.
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MyChart is asking me if I filled out my CVMS questionnaire. How do I fill it out?

- You will fill out the questionnaire when you arrive for your scheduled appointment. If you are still receiving this message in MyChart, select Yes to allow you to proceed with scheduling an appointment.

Do I need to get my doctor's permission before I get the COVID-19 vaccine?

- **Individuals who are on certain medications like blood thinners will need to receive their physician's approval before they can get the vaccine.** Women who are or might be pregnant should also consult with their OB/GYN before taking a vaccine, though permission is not required. Be prepared to consult with your necessary providers when your time comes to get a vaccine.

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