

Cleveland Clinic Ohio Vaccine Distribution FAQs for Patients

Updated 5/13/2021

Who is eligible to receive the vaccine in Ohio?

- Ohioans who are age 12 and older are now eligible to schedule their COVID vaccine.
- Beginning in mid-May, the Pfizer vaccine was authorized for use in individuals as young as 12 years old. The other two vaccines authorized for emergency use by the FDA, Moderna and Johnson & Johnson (Janssen), are authorized for individuals age 18 and over. All three vaccines have been authorized for emergency use by the FDA and have been determined to be safe and effective
- The most up to date information is available on our vaccine website, clevelandclinic.org/covidvaccine.

How do I schedule an appointment at Cleveland Clinic to receive the vaccine once I am eligible?

- Individuals can schedule their appointment at clevelandclinic.org/covidvaccine. Click on the Ohio Vaccination page link, then follow the instructions under “How Do I Schedule My Vaccine Appointment.” The list of Cleveland Clinic locations will display available appointments. If you have a MyChart account, you will be asked to sign in during the scheduling process.
- **If you need help scheduling** call 216.448.4117 for help scheduling your vaccine. Our schedulers are available Tuesday – Friday from 9 a.m. to 4 p.m. (ET).
- To make the vaccination process more convenient, we are now offering walk-in access at our Langston Hughes Community Health and Education Center and Lutheran Hospital community vaccine clinics for those 12 years and older. Our Langston Hughes site operates Mondays and Wednesday from 7:30am – 3:30pm. Lutheran Hospital operates on Tuesdays from 7:30am – 3:30pm. These clinics will be offering the Pfizer vaccine, and walk-ins are available for first or second doses of the Pfizer vaccine. At this time, our other vaccination sites remain appointment-only.

Which vaccine will I get? Can I choose?

The FDA has authorized three COVID-19 vaccines manufactured by Pfizer, Moderna and Johnson & Johnson (Janssen). The Johnson & Johnson vaccine is administered in one dose, while the Pfizer and Moderna vaccines are administered in two doses. The vaccines are not interchangeable – if receiving the Pfizer or Moderna vaccine, you must get both doses from the same manufacturer.

We are not able to offer you a choice of which vaccine you’ll get. Cleveland Clinic is providing the two-dose vaccine made by Pfizer, and is using it at our vaccination sites across Northeast Ohio.

All Ohioans age 12 and over are eligible to receive a COVID-19 vaccine. The FDA's authorization for people receiving the COVID-19 vaccine includes people 12 and older for the Pfizer-BioNTech COVID-19 vaccine, and 18 and older for the Moderna and Johnson & Johnson (Janssen) COVID-19 vaccines. The most up to date information is available on our vaccine website, clevelandclinic.org/covidvaccine.

Where can I find more information regarding the vaccines available?

You can view information statements on each of the available vaccines here:

- [Johnson & Johnson \(Janssen\) COVID-19 Vaccine](#)
- [Moderna COVID-19 Vaccine](#)
- [Pfizer-BioNTech COVID-19 Vaccine](#)

I received the Johnson & Johnson COVID-19 vaccine – why was it paused and should I be worried?

The [FDA](#) has [recommended resuming the use of the Johnson & Johnson \(Janssen\) vaccine](#) after temporarily pausing its use following reports of a small number of patients in the U.S. developing a rare [blood clot](#) disorder after receiving it. More than 6.8 million doses of the Johnson & Johnson vaccine had been administered in the U.S. at the time of the pause, so although this reaction is extremely rare, federal health agencies made the decision to temporarily pause the vaccine out of an abundance of caution.

All cases occurred in women between the ages of 18 and 48 and symptoms occurred 6 to 13 days after vaccination. In these cases, the patients experienced a type of blood clot called cerebral venous sinus thrombosis (CVST), which is a rare form of stroke caused by a blood clot in the veins of the brain. Right now, these instances appear to be extremely rare, happening in a small number of the 6.8 million people who had received the vaccine so far.

So what should you do if you received the Johnson & Johnson shot? Be on the lookout for headaches, stomach pain, leg pain or shortness of breath two to three weeks after getting the vaccine. If you're experiencing any of these [reactions](#), call your healthcare provider immediately.

Where can I receive the vaccine?

Cleveland Clinic will offer the COVID-19 vaccine by appointment only, unless indicated, at the following vaccination sites:

- **Cleveland Clinic Akron General Health & Wellness Center, Bath**
4125 Medina Rd, Akron, OH 44333
- **Cleveland Clinic Business Operations Center**
6801 Brecksville Rd, Independence, OH 44131
- **Cleveland Clinic Fairview Hospital**
18101 Lorain Ave, Cleveland, Ohio 44111
- **Cleveland Clinic Hillcrest North Campus** (across the street from Hillcrest Hospital)
6777 Mayfield Road, Mayfield Heights, OH 44124
- **Cleveland Clinic Langston Hughes Health and Education Center**
2390 E. 79th Street, Suite 206, Cleveland, Ohio 44104
*Walk-ins available Mondays and Wednesdays between 7:30am – 3:30pm.**
- **Cleveland Clinic Lutheran Hospital** (bilingual interpreters on-site)
1730 W. 25th Street, Cleveland, OH 44113
*Walk-ins available Tuesdays between 7:30am – 3:30pm.**
- **Cleveland Clinic Medina Hospital**
1000 E Washington St., Medina, OH 44256
- **Cleveland Clinic Mercy Hospital (call 330.489.1300 option 5 to schedule at one of the following locations)**
 - Cleveland Clinic Mercy Hospital, Mercy Hall Auditorium
1320 Mercy Drive, NW, Canton, OH 44708
 - Cleveland Clinic Urgent + Outpatient Care, Jackson
7337 Caritas Circle, NW, Massillon, OH 44646
- **Cleveland Clinic Union Hospital (Call 330.364.0884 for appointment information specific to Union Hospital)**
659 Boulevard St, Dover, OH 44622

At this time the vaccine will not be available in our provider offices or walk-in clinics.

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What do I need to bring to my vaccine appointment?

You will need to bring your health insurance card and a form of identification, such as a driver's license, to the vaccine appointment. Teenagers under the age of 18 who are coming to a Cleveland Clinic vaccination site must be accompanied by a parent or guardian or provide written consent from their parent or guardian in order to receive the vaccine.

Can I bring a caregiver to my appointment?

The safety of our patients and caregivers is our top priority. To maintain social distancing measures at our vaccination sites, we ask that children or adults who need assistance bring only one caregiver with them to their vaccination appointment. Minimizing the amount of people in these spaces will help to **keep everyone safe**. In addition, **everyone attending the appointment must wear a mask**. Teenagers under the age of 18 who are coming to a Cleveland Clinic vaccination site must be accompanied by a parent or guardian or provide written consent from their parent or guardian in order to receive the vaccine.

What can I expect during my COVID-19 vaccine appointment?

When you arrive for your COVID-19 vaccine appointment at one of our Cleveland Clinic vaccination sites, you will check in with a staff member. Once checked in, you will receive the vaccine, which is administered as an injection into the arm. Once you receive the vaccine, you will be monitored for at least 15 minutes for possible immediate hypersensitive reactions. Before you leave you will receive documentation that says you have been vaccinated, as well as information on how to schedule an appointment for your second dose, if receiving the Pfizer or Moderna vaccine.

Can I still receive the COVID-19 vaccine if I am late or miss my appointment?

We ask those scheduled for COVID-19 vaccination to please make every effort to be on time for your appointment. While we understand unforeseen circumstances or travel issues may arise, these vaccines must be used in a time-sensitive manner. To ensure that every dose is utilized, vaccines that are unused at the end of day will be administered to vaccinators or caregivers working with patients who have COVID-19.

- If you arrive later than 30 minutes from your scheduled appointment, you may need to be rescheduled.
- If you miss your vaccine appointment, we cannot guarantee that we will be able to immediately reschedule you.
- If you cancel your appointment for a second dose of the Pfizer or Moderna vaccine, we cannot guarantee that we will be able to reschedule you within the recommended interval for second doses. **Appointment slots for missed second doses are dependent on future supply.**

We appreciate your patience and understanding as we navigate this complex vaccination process.

When and how will my second dose be scheduled if receiving the Pfizer or Moderna vaccine?

If you received either the Pfizer or Moderna vaccine, they are administered in two doses. (The Johnson & Johnson (Janssen) vaccine is administered in one dose.) If receiving the Pfizer or Moderna vaccine, it is important that everyone receive both doses of their COVID-19 vaccine in order to get the maximum benefit from the vaccine. When you complete your first vaccination appointment, your second dose appointment will then be scheduled for you. If you've received the Pfizer vaccine, your next appointment will be three weeks from your first appointment. If you've received the Moderna vaccine, your appointment will be four weeks from your first appointment. If you need to change your appointment, you can do so via MyChart or by calling 216-444-2538. According to the CDC, the second dose may be given up to six weeks after the first dose, and the series does not need to be restarted if the second dose is given later than 21 days (Pfizer) or 28 days (Moderna).

I received my first Pfizer or Moderna COVID-19 vaccine elsewhere, can I receive my second dose at Cleveland Clinic?

If you have received the Pfizer or Moderna vaccine, it is important to receive both doses of your vaccine in order to get the maximum benefits. If you received the Pfizer COVID-19 vaccine for your first dose at a location other than Cleveland Clinic, we are able to schedule you for your second dose at a Cleveland Clinic location.

Cleveland Clinic has currently been allocated the two-dose vaccine made by Pfizer and are using it at our vaccination sites across Northeast Ohio. The vaccines are not interchangeable – if receiving the Pfizer or Moderna vaccine, you must get both doses from the same manufacturer. Therefore, if you received the Moderna vaccine for your first dose, we recommend you contact the site where you received your first dose to schedule your next vaccination. There may also be local sites offering second doses of Moderna.

I will be in Florida during the time when I should receive my second dose of the Pfizer or Moderna vaccine. Can I receive the second dose at a Cleveland Clinic Florida location, even though I received the first dose in Ohio?

Because each state has separate vaccine distribution processes set by their state governments, the second dose will need to be given at the same location you received the first dose.

Is the COVID-19 vaccine safe?

Yes, the FDA-authorized vaccines for COVID-19 have been determined to be safe and effective. When the vaccine becomes available to you, we strongly encourage you to get it.

Each vaccine must go through rigorous clinical trials to determine safety and efficacy, with at least two months of patient follow-up, and report their findings to the FDA. Vaccines may cause soreness where they're injected. Some people may develop fatigue, fever and muscle aches afterward. It means an individual's immune system is taking notice of the vaccine and reacting.

Why should my child receive the COVID-19 vaccine?

Vaccination is one of the most important ways to slow the spread of the virus, we encourage everyone to get vaccinated when they are eligible and vaccine is available.

Children have generally had milder cases of COVID-19, and most don't have serious symptoms. However, some children have become severely ill from acute COVID-19 or from post-COVID-19 multisystem inflammatory syndrome in Children (MIS-C). In addition, children can still transmit the virus, so it's important to protect them and those around them by getting them vaccinated. In addition, vaccinating children will help all of us reach herd immunity and get the pandemic under control.

Is the COVID-19 vaccine safe for children?

Yes, the COVID-19 vaccines authorized for emergency use by the FDA are safe and effective. Similar to the first authorized COVID-19 vaccines for adults, the vaccines has gone through rigorous testing and analysis to determine its safety and effectiveness in children before it's made available to the public. Because children's immune systems are different than adults and change as they age, vaccines are being tested and approved for different age groups. Medical trials involving children involve strict protocols to ensure their safety.

When will younger children be vaccinated?

Some drug companies are also now expanding their vaccine clinical trials to include younger children and babies as young as 6 months old. This is a crucial step in our efforts to slow the spread of COVID-19. These pediatric vaccine trials will provide critical safety data, and help us better understand the vaccine's immune response in children. As we wait, we must continue to mask, social distance, wash hands frequently and avoid gatherings.

Should I be concerned about a severe allergic reaction to the COVID-19 vaccine?

Allergic reactions, including shortness of breath and hives, were uncommon during COVID-19 vaccine trials. All recipients receiving the vaccine will be monitored for at least 15 minutes after vaccination for possible immediate hypersensitive reactions.

Please note: If you have had a severe allergic reaction to any vaccine or injectable therapy (intramuscular, intravenous, or subcutaneous), please tell the care team when you come in for your vaccination.

If you had a severe allergic reaction to a COVID-19 vaccine, you should not receive a second booster of the same vaccine at this time.

What side effects can I expect from the vaccines?

In clinical trials for each of the FDA-authorized vaccines, the vaccines were very effective with only mild side effects that are common in all vaccines. These include fever, fatigue, muscles aches and headache. There were no serious safety concerns.

If I'm pregnant, breastfeeding or trying to conceive, can I receive the vaccine?

While pregnant and breastfeeding women weren't included in the COVID-19 vaccine trials, safety and monitoring data in those who have received the vaccine while pregnant has been reassuring for the two mRNA vaccines from Moderna and Pfizer. The American College of Obstetricians and Gynecologists and the Society for Maternal-Fetal Medicine recommend that COVID-19 vaccines should not be withheld from pregnant women who meet criteria for vaccination based on ACIP-recommended priority groups. The American Society for Reproductive Medicine supports the vaccination for eligible women undergoing fertility treatment and planning pregnancy.

Since the vaccines don't contain a live virus, they aren't thought to increase risk of infertility, miscarriage during the first or second trimester, stillbirth or birth defects. There's also no evidence to suggest that the vaccine is a risk to a breastfeeding baby.

While the absolute risk for severe COVID-19 is low, reports indicate there is increased risk for pregnant women for severe COVID-19 infection. Compared with the non-pregnant woman, pregnant women with COVID-19 have increased risk of hospitalization, ICU admission and mechanical ventilation. The risk to

pregnant women from Covid-19 infection is much greater than any of the reported risks from the available vaccines. Any vaccine is better than no vaccine.

That said, getting the vaccine while trying to conceive, during pregnancy or when you are breastfeeding is a personal choice. We encourage you to talk to your Ob/Gyn to help make a decision.

What is the latest information whether transplant patients or other immunocompromised patients should get the COVID-19 vaccine or not?

We recommend talking to your physician or healthcare provider regarding COVID-19 vaccines for immunocompromised patients.

If I've had COVID-19 should I get vaccinated anyway?

- **If you had COVID-19 in the past 90 days**, you may choose to delay getting the COVID-19 vaccine at this time. It's uncommon to get reinfected **within 90 days** after having COVID-19. **Please note:** You must have recovered from COVID-19 when you get the vaccine.
- **If you received monoclonal antibodies or convalescent plasma** as part of COVID-19 treatment, you should delay getting the vaccine for at least 90 days after your treatment.

Does the current vaccine protect against the new variants of COVID-19?

Viruses mutate over time, and new variants are expected. Researchers are working to learn more about the variants of the COVID-19 virus that are currently circulated, including whether they will impact the effectiveness of vaccines. The CDC states there is currently no evidence that the variants are changing the effectiveness of the vaccine, and most experts believe this is unlikely to occur because of the nature of the immune response to the virus.

Once I receive the COVID-19 vaccine, can I stop wearing a mask and social distancing?

The CDC has issued [new guidance](#) on public health recommendations for those who are fully vaccinated from COVID-19. Individuals are considered fully vaccinated two weeks after receiving the second dose in a two-dose series (such as the Pfizer or Moderna vaccines) or two weeks after a single-dose vaccine, like the Johnson & Johnson vaccine.

According to the updated guidance, people who are fully vaccinated will no longer need to wear a mask or practice social distancing in most indoor or outdoor settings, regardless of crowd size. The CDC adds that fully vaccinated people should continue to wear masks and physically distance in large indoor spaces such as correctional facilities, homeless shelters and on public transportation (including buses, subways and trains). Fully vaccinated people should also continue to wear a face mask where required by law, rules and regulations, including airplanes, businesses and healthcare facilities.

It's important to note that these guidelines do not apply to healthcare settings, and our current masking policies remain in place. All patients, visitors and caregivers at Cleveland Clinic will still be screened and required to wear a face mask in our facilities, even if they are fully vaccinated.

There is still much to learn about how effective vaccines are against COVID-19 variants as well as how well vaccines keep people from spreading the virus. For that matter, it is always a good precaution to mask, distance and observe precautions when unsure. We will continue to watch for updated guidance from the CDC as more data becomes available.

How much does the COVID-19 vaccine cost? If I get one that requires two doses, will I pay twice, once for each dose?

At this time, there is no charge directly to patients for the COVID-19 vaccination and its administration. It is important to note that this may change as our federal government continues to navigate the COVID-19 pandemic. A minor charge of \$37 will be billed to insurance for the administration of each vaccination.

Is the cost the same at all Cleveland Clinic locations?

At this time, yes.

Will my insurance be billed for my vaccination or will I have to pay out of pocket?

Your insurance will be billed for the administration of the COVID-19 vaccination. There is no out-of-pocket charge to patients at this time.

Can I still get vaccinated at a Cleveland Clinic location, even if I don't have insurance?

Yes, you can get vaccinated at a Cleveland Clinic location.

How much does a COVID-19 vaccine cost without insurance?

At this time, there is no charge to patients for the COVID-19 vaccination and its administration.

Can I get a discount on my COVID-19 vaccine?

A discount is not necessary as there is no direct charge to patients for the COVID-19 vaccination at this time. Only insurance is charged for vaccine administration.

What do I do if I believe I received a bill in error for a COVID-19 vaccine?

We are not planning to bill patients directly for the COVID-19 vaccination or its administration at this time. As federal regulations during the pandemic may change and insurance claims are processed, please report any billing concerns to Cleveland Clinic customer service at 866.621.6385.