



COVID-19 Vaccine Clinics Frequently Asked Questions

Keep informed about the COVID-19 Vaccination Clinic Program.

Please note: due to the fluidity of the situation, we are continuously updating these FAQs. Please visit www.omnicare.com/covid-19-vaccine-resource routinely, to access and download the latest version of this FAQ document.

CVS Health® is actively monitoring the global COVID-19 pandemic, including guidance from trusted sources of clinical information such as the Centers for Disease Control (CDC) and World Health Organization (WHO). Below is information about policies and procedures that CVS Health has implemented that focus on the health and safety of our colleagues, customers, members, and patients. For more information about the virus, please visit the [CDC](https://www.cdc.gov) and/or [WHO](https://www.who.int) websites dedicated to this issue.



Omnicare®
a  **CVS**Health.company

 **CVS**
pharmacy®

 **minute clinic®**

CVS Health® is an enterprise comprised of many business units that are coming together to support this vaccination effort. It is possible that you may receive outreach from Omnicare®, our long-term care pharmacy team, as well as our retail CVS Pharmacy® and MinuteClinic® teams. Know that we are connected and are all part of the CVS Health enterprise. Our shared mission is to help you and your patients on the path to better health.

The content below is not intended to be a substitute for professional medical advice, diagnosis or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

What is COVID-19?

COVID-19 is an infectious disease caused by a novel respiratory coronavirus. COVID-19 poses a serious public health risk and is highly contagious. For more information about the virus, please visit the [CDC](#) and/or [WHO websites](#) dedicated to this issue. Visit the [CDC Traveler's Health website](#) for travel notices and precautions.

What are the symptoms of COVID-19?

Common signs of infection include:

- Fever or chills
- Cough
- Shortness of breath
- Difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death. Visit the CDC website for more information about symptoms.

How does COVID-19 spread?

Human coronaviruses are usually spread from an infected person to others through the air by coughing and sneezing and through close personal contact, such as touching or shaking hands. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose or possibly their eyes, but this is not thought to be the main way the virus spreads.

For more information about the transmission of COVID-19, please see the CDC website.

How is CVS Health working with the CDC to make the COVID-19 vaccine available?

CVS Health has entered into a contract with the Centers for Disease Control and Prevention (CDC) to be one of the official COVID-19 Vaccination Program Providers. As a result, once a COVID-19 vaccine is authorized by the FDA and available, the United States government will make a supply of the publicly funded vaccine available to CVS Health for administration.

Who is eligible to receive the COVID-19 vaccination under this contract?

Under this contract, CVS Health will receive a supply of the publicly funded COVID-19 vaccine and necessary supplies for administration once the vaccine is authorized and available. This supply of vaccine will be used to provide vaccinations to patients consistent with the priorities for vaccination established by the government.

Will patients be charged for the vaccine?

No patient will be charged for the vaccine or its administration. The federal government will provide the vaccine itself, and CVS Health will be reimbursed by the patient's insurance or, in the case of uninsured patients, the Health Resources and Services Administration (HRSA) program for uninsured patients, for the administration of the vaccine. The Centers for Medicare & Medicaid Services (CMS) has established the reimbursement rates for administration of the vaccine for patients covered by Medicare as well as those covered by the program for the uninsured.

How many doses of vaccine will be made available to CVS Health?

The volume to be made available to CVS Health will be determined by the federal government's allocation methodology.

Which vaccines will be offered? Will there be more than one type?

The type of vaccine made available to CVS Health will be determined by the federal government's allocation methodology.

In how many states will CVS Pharmacy be able to offer these clinics?

CVS Health is prepared to provide clinics in all 50 states.

Is CVS Health ready to provide appropriate temperature-controlled storage of the vaccine, even if the approved vaccine requires extreme cold storage and cold-chain standards?

Yes. CVS Health will be able to appropriately store vaccines at the manufacturer's required temperature range.

Who administers the vaccines at on-site clinics?

Appropriate practitioners under applicable state and federal laws and guidance will administer vaccines to facility patients and employees at the on-site clinics. CVS personnel are trained and certified according to company and state specific regulations. All CVS pharmacists are trained in immunizations, CPR, and OSHA.

How do I schedule an on-site COVID-19 vaccine clinic?

To accommodate all interested facilities and to streamline operations for a positive experience, COVID-19 vaccine clinics will be automatically scheduled for pre-selected clinic dates and times, based on location, staffing and vaccine availability into specific geographies.

A minimum of 3 clinics will be scheduled for each facility, to accommodate both vaccine doses and potential new admissions and/or new hires.

Please note that facilities will not have the ability to request a reschedule, nor adjust their pre-selected clinic dates and times.

What will the CVS pharmacy team bring to the clinic?

The pharmacist will bring all requested vaccine product and other supplies necessary (including all appropriate Personal Protective Equipment, PPE) for administration, according to vaccination protocol.

Is it safe to receive the vaccine?

CVS Health's COVID-19 vaccination services will be conducted in compliance with the CDC's guidance for immunization services during the COVID-19 pandemic for safe delivery of vaccines.

PPE & Cleaning Procedures

CVS Health will follow CDC guidance to ensure vaccines are administered as safely as possible. We will abide by any state specific requirements regarding COVID-19 protocols, as well as CMS guidance.

Will staff be offered the opportunity to be vaccinated?

CVS will vaccinate Long Term Care staff as part of the on-site vaccine clinics and they should be included in the documentation outlined in the vaccine process.

How are we ensuring discharged residents get booster administration?

Close coordination between CVS Health and the Long-Term Care facility will be utilized to provide access to the next clinic dates for the discharged residents to complete their vaccination.

What if a new admission comes in between the clinic dates?

New admissions between clinics dates should be incorporated into the next available on-site clinic to begin the vaccination process if they choose to.

What if a new admission comes from another setting that has received an alternative vaccine?

CVS Health is not responsible for completing the booster dose for vaccinations of an alternative vaccine to what CVS Health was provided by the federal government and that patient should seek resolution with their care providers.

If we get new admissions the day of the clinic can we add them to the clinic?

In most instances the new admission will be able to receive the vaccine at that day's clinic as long as all paperwork is appropriately complete and vaccine is available. In some cases the patient will need to wait until the next on-site clinic to begin the vaccination process.

What if a patient refuses consent?

It is each and every patient's and/or responsible party's right to refuse the COVID 19 vaccination.

What are the side effects related to the COVID Vaccine?

We will share all vaccine related info when provided by the drug manufacturer

Can patients receive other vaccines at the time of COVID administration?

Other vaccinations will not be offered at the time of COVID administration and no patient should receive the COVID vaccine having received other vaccinations within 14 days

Are the immunizers going to be vaccinated?

CVS Health immunizer teams will be offered the opportunity to be vaccinated when available but are not required to be part of the vaccination effort

How will CVS communicate with my facility?

CVS plans on utilizing multiple communication channels but it will be important that they have the appropriate contact information, both email and phone, for the people responsible for the facilities clinics.

How do I contact CVS if I have questions?

Please reference www.omnicare.com/covid-19-vaccine-resource with questions or reach out to CovidVaccineClinicsLTCF@CVSHealth.com. You will also be receiving numerous communications and other material throughout the process that should help answer most questions.