

Frequently Asked Questions: Maricopa County COVID-19 Vaccinations

GENERAL INFO FOR TEAM MEMBERS

How do I sign up to receive the COVID-19 vaccine?

Please follow the instructions found in the [COVID-19 Toolkit](#) to submit your pre-screening to the county in which you work.

When taking the pre-screen survey: Please indicate that “Yes” you are a health care worker, work in health care, etc. All Banner team members, contract labor, Banner Staffing Services and affiliated providers are health care workers. A response of “No” will make you ineligible for a vaccine at this time.

You will then receive information on how to schedule your appointment. If you are a team member who lives in a state where Banner does not operate, please contact your county health department website and follow its process for vaccine distribution.

I have concerns about an existing appointment in Maricopa County.

If you already have an appointment, please contact the vaccine pod where you are scheduled to receive the vaccine. In Maricopa County, please contact the applicable vaccine pod call center:

- *SE POD (Dignity): 602-506-6767
- *SW POD (Abrazo): 602-506-6767
- NE POD (Honor): 623-580-5800 and Press 1
- NW POD (Banner): 1-833-509-0908
- Central (Banner): 1-833-509-0908

Calling these numbers without an appointment will NOT put you at the front of the line and will just create additional backlog. These numbers are only for those with existing appointments.

*If you are assigned to the SE or SW Pod, you can also visit <https://podvaccine.azdhs.gov/>. Here’s a guide to navigating the SE/SW Pods’ scheduling website: [Click Here](#).

How do I sign up for Banner Sundays at the Fairgrounds?

Banner Health is offering appointments on three Sundays in January (Jan. 3, Jan. 10 and Jan. 17) at the Arizona State Fairgrounds for all Banner Health team members who have not previously scheduled a vaccination appointment. We are currently focused on administering first doses.

****You MUST keep any vaccine appointment that has previously been scheduled. At this time, we cannot cancel or reschedule previously booked appointments and no-shows cause disruption and potential waste of vaccine. If you have previously received confirmation of an appointment or scheduled an appointment at a different pod - even if it is at a later date or at a location that is further away - you MUST keep that appointment. ****

Please visit this [link](#) to schedule on one of the Banner Sundays.

I haven't received an email to schedule my appointment.

Please check your Junk/Spam inbox. Also, it may take some time to receive additional scheduling information from Maricopa County. Be assured that if you completed the pre-screening, you are in line, and we are committed to ensure everyone who wants the vaccine will receive it. Please do not retake the pre-screen.

I'm having issues with the county/state website.

For <https://podvaccine.azdhs.gov/>, please note that the website does not work on mobile devices and tablets. Please use Firefox or Chrome. If you have trouble logging in, please click on "Forgot Password?".

The scheduling website is trying to send me to Show Low or Snowflake.

We are aware that the Arizona Department of Health Services (ADHS) sometimes erroneously offers Maricopa County team members appointments in Show Low or Snowflake. If you experience this problem, please try the website again the next day during regular business hours and select a different day for an appointment to see if your assigned pod has changed.

The state/county is directing me to the Southeast Vaccine Pod in Chandler, but I live/work closer to another pod.

Due to the high demand for vaccine appointments, Maricopa County officials are working hard to get as many health care workers vaccinated as quickly as possible. The Southeast Vaccine Pod has had available appointments

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whereas the other vaccine pods are booked. Every open appointment slot is a valuable resource. If you have been directed to the Southeast Pod, PLEASE schedule your vaccine at that pod. We understand that this may not be ideal or convenient. We appreciate your patience.

I received information that I am ineligible at this time.

We are working diligently to make sure all our team members are officially put “in line” with the county to receive the vaccine. Even though you are being notified that you don’t qualify at this time, you are being put in a queue to receive the vaccine once there are appointment slots. We want to make sure all our team members get into their respective county system as quickly as possible. When it is your turn, you will be contacted by the county/state.

I would like to change my contact email address.

If you would like to update your contact email/phone number, please contact the pod where you are scheduled to receive your vaccinations. (Maricopa County pod phone numbers are listed above) Banner COVID-19 vaccine communications will be sent to addresses we have on file in Workday and we are unable to change those at this time.

How do I submit my vaccine card for vaccine compensation?

- You will receive a vaccine card after you receive your first vaccine. A photo of this card should be emailed to OHSCovid-19Mailbox@bannerhealth.com. Please copy your leader on that email so they can ensure you are compensated for your time and mileage.
- At that time, you also will be given more information about V-Safe, a government app that will allow you to report your symptoms after vaccination and receive information directly from the CDC.

I haven’t been able to schedule my second vaccine dose. How do I do that?

We are aware that some Maricopa County team members were not able to schedule their second appointment when they received their first dose. We are working with county and state officials to rectify this issue. ADHS will send out an email in early January to alert you on next steps to schedule your second-dose appointment.

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Do I have to receive the second dose at same location as the first dose?

We recommend you receive your second dose at the same vaccine pod to ensure accurate tracking and that you will receive the same type of vaccine (e.g. Pfizer or Moderna).

Will Banner require us to be vaccinated against COVID-19?

At this point in time, the COVID-19 vaccine will not be mandatory.

Will the vaccine cost anything?

There will be no out-of-pocket cost for team members; insurance will be billed.

Does getting vaccinated mean I can ease up on wearing masks and social distancing?

No. Vaccine is an additional tool to slow the transmission of this virus, but a lot is still unknown regarding long-term immunity and we must continue to adhere to our current protocols. This means we must continue to wash hands, mask, social distance, vaccinate (if applicable), quarantine when needed, contact tracing, limit group gatherings and anything else to help slow the spread of this virus.

Where can I go for more information?

- [Banner COVID-19 vaccination toolkit](#)
- [CDC vaccination FAQs.](#)