
SUBJECT: Pre-Registration Process and Booking System
Date: March 16, 2021
Pages: 2
To: Primary Care Providers
From: Dr. Nicola Mercer, Medical Officer of Health & CEO

As we are nearing completion of pre-registering and booking vaccine appointments for patients in Phase 1, we have now begun to pre-register patients in Phase 2. Please encourage your patients in Phase 1 and 2 to pre-register using our online portal as this is the fastest and most reliable method to get in the queue for vaccine.

Please review the following information about the pre-registration and booking process:

- **It is important that you do not fax Public Health with client information asking for a COVID-19 vaccine appointment booking. These fax requests cannot be registered in our pre-registration system and your patients may be missed. All eligible people can pre-register on the public health website. This is the way to ensure your patients are registered for a vaccine.**
- All existing second dose appointments (except for residents of long-term care and retirement homes) are currently being cancelled and will be rebooked at approximately the 16-week interval as per [National Advisory Committee on Immunization](#)¹ and provincial guidance.
- Due to call volume, we are not able to answer questions on eligibility at this time – please direct these queries to our website where we have extensive information available. We ask that your patients use their best judgement for whether they fall within Phase 2 workplace sectors.
- Following pre-registration, individuals will be sent an email with appointment booking information. Phase 2 populations will be prioritized based on age and risk categories. It may take **4-6 weeks** for individuals even in the higher risk categories to receive their booking information as appointments depend on vaccine supply.
- All pre-registration information can be found at: www.wdgppublichealth.ca/register

Who should access the COVID-19 Vaccine Registration and Booking Help Line?

Clients who have already received a booking code and are having difficulties with booking an appointment may call our booking line 1-844-780-0202. In addition, clients who do not have a cell phone or an email may also call our booking line for support with the pre-registration process.

WDG Public Health Advisory
Pre-Registration Process and Booking System
March 15, 2021
Page 2 of 2

We ask that clients experiencing all other difficulties try one of the following options as opposed to calling the Help Line:

- Contact your local [Wellington County Library](#) or [Guelph Public Library](#) for assistance. Staff there have been trained to help with pre-registration and booking.
- Ask a family member or friend for assistance.

References:

1. National Advisory Committee on Immunization. NACI rapid response: Extended dose intervals for COVID-19 vaccines to optimize early vaccine rollout and population protection in Canada. 2021-03-08. Available from: <https://www.canada.ca/en/public-health/services/immunization/national-advisory-committee-on-immunization-naci/rapid-response-extended-dose-intervals-covid-19-vaccines-early-rollout-population-protection.html>

For more information, please contact:

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