

COVID-19 Update

January 21: Patient Vaccination FAQ and Vaccine Dot Phrase

Today's issue features frequently asked questions about the COVID-19 vaccine and the NM plan for distribution to patients. It also includes details about the COVID-19 vaccine Epic dot phrase.

VACCINATION FAQ

As announced on Monday, NM has begun inviting established NM patients age 65 and older to be vaccinated in accordance with Illinois Department of Public Health and Chicago Department of Public Health guidelines. Invitations are being staggered according to age and ZIP code to ensure equity and efficiency.

As a reminder, physicians and patients do not need to take action at this time. Eligible patients with a MyNM account will receive an email invitation to schedule their vaccination appointment. Those without a MyNM account will receive an invitation the same way they receive appointment reminders — via text message, email or phone. Please encourage your patients to wait for their invitation.

Below are answers to some of the most frequently asked questions from physicians and patients.

Q: Which patients will be invited to receive the COVID-19 vaccine?

A: Northwestern Medicine is identifying and proactively contacting patients who are eligible to schedule COVID-19 vaccination appointments. We are following federal, state and local guidelines throughout this process. Invitations are going out according to age and location to help ensure equitable access and a smooth vaccination process. At this time, vaccine supply is still limited. Invitations will continue to go out as we receive more doses.

Q: When will patient invitations go live in each region?

A: Northwestern Medicine is working closely with the local counties to determine when we can start offering vaccines to patients in each county.

Q: Does a patient need an active MyNM, powered by MyChart, account to receive an invitation?

A: No. Patients who have a MyNM account will receive an email inviting them to schedule. Established patients who do not have a MyNM account will be contacted the same way they receive their appointment reminders — by phone, text message or email.

Q: Will patients of NMPN be invited to receive a vaccine?

A: Patients who regularly see a physician who is part of Northwestern Medicine Physician Network (NMPN) are eligible to be invited to schedule COVID-19 vaccination at NM.

Q: Will Epic show if my patient has received an invitation for a vaccine?

A: Once a patient receives an invitation for a COVID-19 vaccine, an order will be placed in Epic. A tip sheet to access a report that will display patients who have been invited to schedule a vaccine will be posted to the COVID-19 resource page on Physician Forum and NM Interactive.

Q: What are the parameters of being an established NM patient?

A: For the purposes of this phase of the vaccination program, a patient is considered established if they have an NM primary care physician or regularly see an NM specialist.

Q: Is there a charge for the vaccine?

A: There will not be a charge to patients for the vaccine. NM may bill the patient's insurance company for the administration of the vaccine, but the patient will not be charged an out-of-pocket cost. If a patient does not have insurance or is out-of-network, the patient will not be charged.

Q: When will patients receive the second dose of the vaccine?

A: Patients will be scheduled for their second vaccine dose during the appointment for their first vaccine dose. Patients will need to be available to schedule 21 days or 28 days after the first dose, depending on which vaccine is given.

We encourage you to share the vaccine FAQ with staff by accessing a printable version [here](#). Additional patient vaccination information is available on the [COVID-19 Vaccines](#) page on nm.org. There are several ways you can help educate your patients about the COVID-19 vaccine and encourage them to get vaccinated:

- Suggest patients visit the [COVID-19 Vaccines](#) page on nm.org.
- Share this recent [HealthBeat](#) article to help explain the vaccine.
- View the "Doses of Truth" segments on the [Why I Got Vaccinated](#) page on NMI and share these insights with your patients.
- Participate in the "[Why I Got Vaccinated](#)" campaign.

Additional information and resources are available on the [Vaccine and Treatment Resources page on Physician Forum](#) and the [Vaccine and Treatment Resources page on NM Interactive](#) (login required).

COVID-19 VACCINE DOT PHRASE

The **.covidvaccine** Epic dot phrase has been updated to include the following text:

We are identifying and contacting patients who are eligible to schedule COVID-19 vaccination appointments according to federal, state and local guidelines. If you receive a communication from NM about scheduling, please do so as soon as possible, following the instructions given. This allows us to efficiently use all doses of the COVID-19 vaccine that we receive. Updated information is available at nm.org/covid-19. Please do not contact your physician's office, as they are not able to schedule you for a vaccine appointment.

Please continue to monitor NMI and Physician Forum as vaccination guidelines are frequently changing. Thank you for your continued commitment to our *Patients First* mission and active participation in the NM vaccination program.

A handwritten signature in black ink that reads "Gary A. Noskin". The signature is written in a cursive style with a large initial 'G' and 'N'.

Gary A. Noskin, MD
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Chief Medical Officer
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