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CONTACT: Marianne Manko
marianne.manko@mcleancountyil.gov

McLean County Health Department rolls out new COVID-19 vaccine scheduler Email confirmations aim to simplify the verification process

In an effort to make the process of registering for COVID-19 vaccine clinics more user-friendly for residents booking online, the McLean County Health Department (MCHD) is adding clear instructional steps on their website to outline the process from start to finish.

According to MCHD Public Affairs Coordinator Marianne Manko, everyone who registers online for an appointment at a COVID-19 vaccine clinic on the Health Department's website will receive an email confirming their successful order.

“On Wednesday, February 3, we vaccinated approximately 600 residents who successfully completed the new appointment process and received confirmation tickets with unique confirmation codes,” said Manko. “However, we did have some residents who showed-up for vaccinations believing they had appointments when, in fact, they didn't complete the registration process. Thankfully, we were made aware of this immediately and are taking additional measures.”

Just this week MCHD switched to using the EMTrack system for scheduling provided by the Illinois Department of Public Health for their COVID-19 vaccine clinics. By providing very clear information on what to expect during the registration process, residents should have no doubts they have successfully booked a vaccine appointment before the next online registration period begins.

“Even the most computer-savvy people are going to have questions about a new scheduling system and process,” added MCHD Administrator Jessica McKnight. “The registration process asks for your name, date of birth, address, phone number, and email address. If you did not enter this information and didn't receive an email with a confirmation code for your appointment, you are not registered for the clinic.”

The MCHD shipment of COVID-19 vaccine remains limited in quantity so booking appointments remain necessary at this time.

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