



**GEAUGA PUBLIC HEALTH<sup>SM</sup>**  
*Promoting and Protecting Community Health*

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**Thomas Quade, MA, MPH, CPH, FRSPH**  
**Health Commissioner**

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1/13/2021

Circumstances on the ground have evolved and so must our plan.

The survey tool we had been using for pre-registration will no longer be used to collect information. If you have already used it, expect an email or phone call from us when you are eligible to call to schedule an appointment. There will be long delays as there are 14,000 people registered and we are only receiving enough vaccine to schedule 2 clinics per week. You do NOT need to call to see if you are on the list. Please be patient.

Beginning next week, we will be taking incoming phone calls from those who have pre-registered to schedule their appointment. When an eligibility group has been exhausted from the pre-registration list, we will share the number publicly for everyone who has not already pre-registered. We cannot schedule more than one week at a time because we will not know how many doses we will be receiving.

What to expect (if all goes according to plan):

1.) When you call in, you may get a recording. Do not leave a message. Call back. Appointments will need to be screened by a staff person. Leaving your information will not assure you get a call back. If you get a message, please try again. We expect HIGH VOLUME of calls and will staff a phone bank as fully as our staffing level allows. The number will be shared later this week. We are still setting it up. Do not call the main office number. This will not get you an appointment. It will only take staff time away from scheduling appointments.

2.) When you call in and get a scheduler on the line, they will ask you some questions to determine your eligibility. Please do not argue with them. They are not in a position to make exceptions. We understand that people want a very limited resource and there are many very compelling stories but the person with whom you will be speaking is not permitted to make exceptions.

3.) We expect a larger number of doses than in past weeks (good news) but it will still not meet the public demand. I expect all the available doses to be scheduled fairly early in the day on Tuesdays. Once doses are all scheduled, there will be a message on that phone line that will let you know that is the case and to encourage you to try to call in again on the following Tuesday.

4.) If you are in one of the eligible groups, you will be offered a time, date, and place. Each scheduler will be given a short list of time slots to fill (to avoid two schedulers double booking one spot). If you are not able to be there for one of the times offered, you will need to call back. We have approximately 14,000 people who have already pre-registered so we will need to keep moving

down the list. Again, we will start with those individuals on that list pending eligibility.

5.) THIS MAY BE THE BEST NEWS...

Starting next week, there will be additional providers of vaccine available to the public! They are as follows:

a.) Discount Drug Mart in Chesterland - by appointment only  
12575 Chillicothe Rd., Chesterland  
440-729-2400 extension 1 for pharmacy

b.) Giant Eagle Pharmacies - by appointment only  
15400 West High St., Middlefield (440) 632-5587  
351 Center St., Chardon (440) 286-8680  
12692 Chillicothe Rd., Chesterland (440) 729-5457  
8515 Tanglewood Square, Chagrin Falls (440) 708-1277

c.) Genoa Healthcare - by appointment only  
12557 Ravenwood Dr., Chardon

Please understand that each of these locations also have a very limited amount of vaccine and they will all be using the state's eligibility criteria as we are.