



# FAQ: NEW ELIGIBILITIES FOR ONTARIO'S PROVINCIAL BOOKING SYSTEM - MAY 23

PAGE 1

**FIRST: BE CERTAIN YOUR PUBLIC HEALTH UNIT IS USING THE PROVINCIAL BOOKING PORTAL.**

**YOU CAN FIND YOUR PUBLIC HEALTH UNIT (PHU) AT [HTTPS://WWW.PHDAPPS.HEALTH.GOV.ON.CA/PHULOCATOR/](https://www.phdapps.health.gov.on.ca/phuloicator/)**

This guide is NOT applicable for residents of the following public health units. Please contact your PHU for local information:

Algoma / Brant County / Chatham - Kent / Durham Region / Halton Region / Huron Perth / Lambton / Middlesex - London Porcupine / Renfrew County / Southwestern Public Health / Region of Waterloo / Windsor - Essex / Wellington - Dufferin - Guelph

Other health units, including Hamilton & York Region, have a mixed system; check your PHU for specifics in addition to the information here.

05/22/2021

WRITTEN BY @APICKYEATER7086 & @ANNABCAREY

DESIGNED BY @SLEEMO

## WHAT IS CHANGING?

All Ontarians aged 12+ will be able to book a vaccination through the provincial portal, unless their PHU has opted out of using it, as well as at select pharmacies administering the Pfizer vaccine. To book an appointment online, these individuals must already be 12 years old as of the date of their booking.

## WHAT IF I WAS ELIGIBLE PRIOR TO THE CHANGE ON MAY 23 AND STILL CAN'T FIND AN APPOINTMENT?

We appreciate your frustration. While we are awaiting further information, we are optimistic that wider access by age at mass vaccination sites and the return to per capita vaccine allocation will enable smaller mobile, pop-up, and hospital clinics to adapt to meet other needs.

## WHERE IS THE PROVINCIAL PORTAL?

<https://covid-19.ontario.ca/book-vaccine> (only if you have a green Ontario health card with an expiration date in 2020 or later) OR via the call centre: **1-833-943-3900**

FOLLOW US AT  
[@VAXHUNTERSCAN](https://twitter.com/VAXHUNTERSCAN)

## WHEN EXACTLY SHOULD I LOG IN / CALL?

We anticipate the booking to open by **8:00am** on **May 23**. The eligible groups listed on the portal website will be updated around that time.

Please do not book an appointment in a different eligibility group, as this may result in you being turned away at your appointment.

## SHOULD I CANCEL A PREVIOUSLY BOOKED APPOINTMENT OR MY PLANS TO ATTEND A POP-UP?

No. Go get jabbed!

## I'M USING THE PROVINCIAL PORTAL SITE & IT IS GIVING ME "HEALTH CARD INFORMATION IS NOT VALID" ERROR.

Double check you have entered all the information correctly and try to use a previous postal code.

## I'M USING THE PROVINCIAL PORTAL SITE & IT IS GIVING ME "CANNOT CONFIRM ELIGIBILITY" ERROR.

If you are certain you are eligible, contact their call centre.

## WHAT IF MY GREEN HEALTH CARD IS EXPIRED?

No problem! You can still book via website if it expired in 2020 or 2021, otherwise utilise their call centre.



# FAQ: NEW ELIGIBILITIES FOR ONTARIO'S PROVINCIAL BOOKING SYSTEM - MAY 23

PAGE 2

## WHAT IF I HAVE A RED & WHITE HEALTH CARD?

You will have to book via call centre.

## WHAT IF I DON'T HAVE OHIP?

If you are eligible for OHIP and just don't have it yet, you can go in and apply in person at ServiceOntario (please book an appointment) and then use the health card number given to you to book via call centre (you will NOT be able to book via website without a physical OHIP card).

See <https://www.ontario.ca/page/apply-ohip-and-get-health-card> for more information.

If you are NOT eligible for OHIP, you will need to call your local Public Health Unit (PHU) (<https://www.phdapps.health.gov.on.ca/phulocator/>), who will either issue you a booking number that you can use in order to book via the provincial call centre, or take your information and inform you of the process.

Alternatively, other clinics, like hospital clinics, are booking appointments for those without OHIP if they meet those sites' individual eligibility requirements.

## WHAT IF I AM NOT 12 YET?

Individuals who are not 12 years old on May 23 can book an appointment for a later date through the provincial call centre or directly through public health units that use their own booking system. The Pfizer vaccine is currently the only COVID-19 vaccine that has been authorized by Health Canada for use by individuals aged 12 and over. Approval does not include anyone who has not had their twelfth birthday on or before their appointment date (rather than those born in 2009).

## WHICH OF THE VACCINATION SITES AM I ELIGIBLE FOR?

The provincial portal will show you places across the province, and you can book your appointment at any of these, even if it is outside of your area. Try to book at the closest available location.

## WHAT IF THE WEBSITE CRASHES / THERE ARE NO APPOINTMENTS?

Once you are eligible, you can book any time - you do not have to book immediately. Be patient!

## HOW DO I CHANGE MY APPOINTMENT?

You can reschedule or cancel your appointment via <https://vaccine.covaxonbooking.ca/manage>

Alternatively, you can access the website in the same way you did the first time and book a new appointment. You will then receive emails confirming your new appointment and cancelling your old appointment. Your first appointment will not be cancelled by this process until you have completed a new booking and reached the confirmation page.

Your second appointment, four months after your first, will be booked at the same time. Second doses are not currently being booked for less than four months later, except if you are Indigenous, a high risk health care worker, have certain specific medical conditions, or received a first dose of AstraZeneca.

FOLLOW US AT  
[@VAXHUNTERSCAN](https://twitter.com/VAXHUNTERSCAN)  
[WWW.VACCINEHUNTERS.CA](http://WWW.VACCINEHUNTERS.CA)

05/22/2021

WRITTEN BY [@APICKYEATER7086](https://twitter.com/APICKYEATER7086) &  
[@ANNABCAREY](https://twitter.com/ANNABCAREY)

DESIGNED BY [@SLEEMO](https://twitter.com/SLEEMO)