covid vaccine faqs

First, chill out. There are now 120,000 out of 150,000 adults in Ulster County eligible for the vaccine. The county is getting about 2,000 doses a week. Patience is key.

We are trying to chill, too, but we are getting asked the same 5 questions all day. Our staff is unable to perform their normal jobs (which are stressed due to COVID). Please read these BEFORE you ask any of our staff for information.

**How does it work with Village Apothecary?**

* Visit drneal.co/vax and sign up for the Waitlist
* When we have doses, we announce it to anyone on that list
* You stay on the list indefinitely
* You must unsubscribe yourself by clicking UNSUBSCRIBE on an email

**Can you immunize me, because I’m eligible?**

* We are authorized to only immunize ANYONE 65 or OLDER. That’s it.

**When are your clinics?**

* We don’t know. We don’t know if/when we get doses. When we do, we make a LOT of noise about it. There is no definitive timeline at all.

**But I’m a great customer, why did someone else get it before me?**

* The vaccine must be provided first come, first served, or we can’t give it.
* Please don’t insinuate we are trying to NOT care for our people. It’s not us.

**“But I have XYZ condition and I need it really badly!”**

* You will get a dose. You just may not get one of the FIRST doses.
* The well is dry. Once doses are available, we’ll do our best to get you one!

**I have no computer, email, or have some sort of other obstacle.**

* I am VERY sorry. I really am. My suggestion, contact Ulster County Office of the Aging at 845-340-3456 and they will help you.

**Am I on the Waitlist?**

* We don’t know. We can’t check.
* Our suggestion is to go back to drneal.co/vax and reregister.

**We share an email in my house OR Can I sign up someone else for the Waitlist with my email?**

* You can only use one email address once.
* The link that comes to the email address can be used by anyone, so if you have 3 people you’re signing up for, just sign up 1 and then click the link 3 times.

**What about second doses?**

* Second doses are guaranteed and sent automatically from NYS
* You will get your second Moderna shot 4 weeks at the same time and place you got your first doses, unless we specifically communicate otherwise.
* It is up to you to remember your time and save the date for your second shot

**I have a question about the vaccine or process...**

* We have dedicated support staff. **None of the staff here in the store are able to help**.
* Call 679-0790 and hit 1, leave a voicemail. They will respond within 1 business day. Fastest response is to email vaccine@drnealsmoller.com