



Talking Points for Patients Calling With COVID-19 Vaccine-related Questions

GENERAL QUESTIONS

When will I be able to get vaccinated?

As of Wednesday, May 12, anyone 12 and over who lives in the United States is eligible for vaccination at Mount Sinai.

Is it safe to get a COVID-19 vaccine if I have an underlying medical condition?

Yes, in fact COVID-19 vaccination is especially important for people with underlying health problems like heart disease, lung disease, diabetes, and obesity because people with these conditions are more likely to get very sick from COVID-19.

NOTE: If the patient has an immunocompromising condition, please let them know that they should still get vaccinated but may have a less strong immune response to the vaccine.

What is known about side effects of the COVID-19 vaccines?

Like all vaccines, COVID-19 vaccines can cause side effects, though they are most often mild, short-lived, and do not interfere with daily activities. Side effects after a vaccination mean your immune system is working and making antibodies as expected. The following side effects are the most common: pain at injection site, tiredness, headache, muscle pain, chills, joint pain, and fever.

Should I get the vaccine if I have a history of reactions to vaccines?

You should not get the Pfizer, Moderna, or Johnson & Johnson COVID-19 vaccines if you have had a severe allergic reaction (i.e., anaphylaxis) to vaccines or any components of that vaccine.

How will I know which vaccine is the one I should get?

We strongly encourage you to get the first vaccine you are offered. All authorized vaccines work exceptionally well at providing protection from COVID-19.

Is it safe to get vaccinated if I'm pregnant?

Yes. The CDC recommends COVID-19 vaccination for people who are pregnant, breastfeeding, trying to get pregnant, or might become pregnant in the future. Pregnant people are more likely to get severely ill with COVID-19. Getting vaccinated will protect both you and your baby.

Can children get vaccinated?

At this time, the Pfizer vaccine is authorized for individuals 12 years of age and older, and the Moderna and Johnson & Johnson vaccines are authorized for individuals 18 years of age and older.

How does the vaccine protect me from the virus?

Getting a COVID-19 vaccine can help protect you by creating an antibody response in your body without your having to become sick with COVID-19. Your body then uses the antibodies from the vaccine to fight off any future exposure to the virus.



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How often will I have to get vaccinated?

We do not yet know how long protection from the vaccine will last. Studies are ongoing and we are working to get this information.

Will I still have to wear a mask once I receive the vaccine?

Yes, even if you get a vaccine, you should still protect yourself and those around you by wearing a mask and social distancing.

QUESTIONS FOR PATIENTS WHO HAVE HAD COVID-19

Do you recommend I get vaccinated if I have already had COVID-19?

Yes, it is recommended to get vaccinated even if you have already had COVID-19. However, you must wait until more than 10 days since you were diagnosed and until you are symptom-free for at least 24 hours.

If I received antibody therapy for COVID-19 am I eligible to receive the vaccine?

Yes, as long as the antibody therapy was more than three months prior to the date vaccination. Otherwise, please wait to schedule the vaccine until three months have gone by.

QUESTIONS RELATED TO PAYMENT/BILLING

Are the COVID-19 vaccines free?

Yes, the COVID-19 vaccines are free of charge for everyone, whether or not you have insurance. You will not be asked to pay for the vaccine either at the time of vaccine or later.

Do I need to provide insurance information in order to be vaccinated?

No, if you do not have insurance or forget to bring your insurance card, you will still be vaccinated. However, we will collect your insurance information so we can bill your insurance company, but you will not receive a bill or have a co-pay or any other expense.