

DHD10 COVID HOTLINE TEMPORARILY DEACTIVATED

January 6, 2021 –Due to the enormous volume of calls from those asking to sign up for the COVID-19 vaccine, District Health Department #10 (DHD#10) had to temporarily deactivate the COVID hotline.

In her press conference today, Governor Whitmer announced opening the COVID-19 vaccine up to Phase 1B beginning January 11. Whitmer also changed the age range to include individuals aged 65 and older and adjusted those considered essential workers in Phase 1B.

“The majority of the calls coming into our hotline were from individuals who now fall into the updated Phase 1B and want to know how to get scheduled to receive the vaccine,” stated Kevin Hughes, Health Officer for DHD#10. “We completely understand that individuals are anxious, and we ask for continued patience as we work to put our processes in place to make this happen as quickly as possible. Once our staff can get caught up on returning calls, we will consider reactivating the hotline.”

DHD#10 will launch an electronic link for individuals in Phase 1B, beginning with those aged 65 and older, to pre-register for vaccine as early as tomorrow. There will be an alternative way for this group to register that do not have access to the internet and we will announce that shortly.

As a reminder, while vaccine supplies are limited, vaccine clinics are invite-only and are scheduled at specific times. They are not walk-in vaccination clinics.

At this time, we ask that individuals please refrain from calling the department to ask about scheduling the vaccine. We will continue to keep our communities updated via press release, social media, our website at www.dhd10.org/covid-19-vaccine, and our Public Health Alert. If you have not subscribed to our Public Health Alert, please do so at www.dhd10.org/subscribe. We ask for your patience as we prepare for Phase 1B.

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