

**COVID-19 Vaccine
Frequently Asked Questions
for Staff to use with Patients
Updated February 23, 2021**

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Availability

I got my first vaccine at Fred Hutch/SCCA COVID-19 Vaccination Program or another SCCA site. Will I be able to get my second vaccine as scheduled?

Yes. The Fred Hutch/SCCA COVID-19 Vaccination Program and other SCCA sites expect to continue to receive enough vaccines to cover second-dose appointments. If you received your first dose at one of our vaccination sites, the State of Washington's plan is to assure second dose at the same site. You should be scheduled for your second dose when you got your first dose.

I tried to schedule my vaccine but there are no open slots. What does that mean?

Slots are opened based on vaccine availability and they fill up quickly. If there are no open slots, it means that we don't have any vaccines to offer eligible patients or the broader community. As you may know, hospitals and health care clinics around the country are experiencing issues with vaccine supply and distribution.

While we wait to get more vaccines for eligible patients and the community, we encourage you to visit the Department of Health's online [Washington State clinic locator](#) to see if there are other locations with availability.

Please continue to regularly check DOH's online Washington state clinic locator to see if there are SCCA or non-SCCA vaccine sites with availability. Thank you for your continued patience and understanding as vaccine supply remains limited.

If you are having difficulty with technology or do not have access to the internet, you can call the state’s COVID-19 Information Hotline at 1-800-525-0127 and press #. Language assistance is available. Hotline specialists can answer questions on a variety of COVID-19 topics and may be able to make COVID-19 vaccination appointments for eligible Washingtonians who do not have internet access, or need help using [Phase Finder](#) and [online appointment scheduling tools](#).

Why doesn’t SCCA have any vaccines?

As you may know, hospitals and health care clinics around the country are experiencing issues with supply and vaccine distribution. We currently have a limited number of vaccines and are focusing our efforts to reach out to eligible, high-risk communities. As supply increases and new vaccines become available, we hope to have more appointments to offer patients and the general community.

I got a vaccination slot/offer somewhere else? Should I wait to get mine at SCCA?

While we wait to get more vaccines for eligible patients and the community, if you find an open slot at another vaccine site, we encourage you to get vaccinated somewhere else if you can.

Notification process

How will I be notified to schedule my vaccine?

SCCA patients

- Based on available supply, as part of the scheduling process, patients 65 or older with in-person or telehealth appointments will be asked if they want to schedule their vaccination. If patients would also like to schedule their eligible caregiver at that time, they can.
- Eligible SCCA patients without an upcoming appointment can visit [DOH's online Washington state clinic locator](#) to see if there are SCCA or non-SCCA vaccine sites with availability.
- SCCA patients who are 50 years or older living in a multigenerational household should read the eligibility criteria under “**Who is currently eligible to receive the vaccine?**”. If you are eligible, please use [PhaseFinder](#) to confirm eligibility and visit [DOH's online Washington state clinic locator](#) to see if there are SCCA or non-SCCA vaccine sites with availability.

General community

If you are not an SCCA patient and would like to sign up for a vaccine, you can visit the Department of Health’s website to see if appointments are available at the Fred Hutch/SCCA COVID-19 Vaccination Program, other SCCA sites, or a non-SCCA location.

Once I have an appointment scheduled, where do I go?

After you have scheduled an appointment, you will get an appointment confirmation email from SCCA with details about where to go, what to bring and where to park. There are also signs and staff to help you find the building.

On-site logistics for Fred Hutch/SCCA COVID-19 Vaccination Program**Will there be clear signs telling me how to find the vaccine site?**

Yes. After you have scheduled an appointment, you will get an appointment confirmation email with details about where to go, what to bring and where to park.

Can I get my vaccine in clinic with my appointment? (I'm not mobile.)

When we have a supply of vaccines, they will be offered at the Fred Hutch/SCCA COVID-19 Vaccination Program, which is located a block away from the South Lake Union clinic, or other SCCA sites. If you have a vaccine appointment at the Fred Hutch/SCCA site and are unable to make the trip between the SCCA SLU clinic and the vaccine site, please contact your care team for support.

Can SCCA coordinate transportation for my vaccine, just like they do for my SCCA appointments?

Talk to your team or the social work staff prior to your visit if you have a vaccine appointment and need help getting to the vaccine site.

Can I park near the site? How much does parking cost?

Free parking is available at the vaccine site.

Can I bring a family member with me to help me get through the vaccine site?

You can bring a caregiver with you, if you need extra support. They must wear a mask to enter the vaccine site, and they can't get a vaccine unless they have previously registered for one and meet eligibility criteria.

Eligibility**How will I know if I am eligible for the vaccine?**

You can check our vaccine website for information on eligibility: www.seattlecca.org/covid19vaccine or visit [Phasefinder](#). Currently you have to be over the age of 65 or be over 50 years old and live in a multi-generational household.

Will SCCA vaccinate family members and caregivers of patients?

As supply allows, eligible patients who are being scheduled for appointments have the option to schedule their eligible caregiver when they schedule their own vaccine. If others in their family are eligible and want to get vaccinated, we encourage them to visit the Department of Health's [website](#) to see if appointments are available at the Fred Hutch/SCCA COVID-19 Vaccination Program, other SCCA sites, or a non-SCCA location.

I'm eligible to get the vaccine but I don't have an upcoming appointment. What should I do?
Please visit the Department of Health's [website](#) to see if appointments are available at the Fred Hutch/SCCA COVID-19 Vaccination Program, other SCCA sites, or a non-SCCA location.

If you are having difficulty with technology or do not have access to the internet, you can call the state's COVID-19 Information Hotline at 1-800-525-0127 and press #. Language assistance is available. Hotline specialists can answer questions on a variety of COVID-19 topics and may be able to make COVID-19 vaccination appointments for eligible Washingtonians who do not have internet access, or need help using [Phase Finder](#) and [online appointment scheduling tools](#).

Safety

Does my doctor recommend I get this vaccine and when should I get it during my treatment cycle?

I can't provide medical advice, but I can point you to our website for information at www.seattlecca.org/covid19vaccine. You can also try to call your care team, but they are receiving lots of calls and may not be able to answer your questions quickly.

I have had a bad reaction to a prior vaccine. Should I get the vaccine?

Please talk to your SCCA care team or primary care doctor before signing up for the vaccine.

When I get the vaccine, what happens if I have a reaction?

You will be monitored on site for 15-minutes after you get vaccinated, longer if you have a history of severe allergies. [If you need to provide more detail about what happens if there is an issue, you can say that the monitoring is done by nurses and medical staff with safety equipment nearby.]

Is it safe for people in active cancer treatment to get the vaccine?

Although data on vaccine safety in cancer patients receiving active treatment is limited, the National Comprehensive Cancer Network recently released [its latest guidelines](#), recommending vaccine for most cancer patients (please see next question for exceptions)

Is the vaccine recommended for all people with cancer?

If you are in a non-clinical role, refer patients to their care teams to answer this question. Only clinical staff should provide this guidance.

Type of patient	Vaccine timing
Patients receiving care at the Blood and Marrow Transplant Clinic or Bezos Family Immunotherapy Clinic	<ul style="list-style-type: none"> Autologous and allogeneic transplant and immunotherapy patients must be at least 3 months post-transplant/treatment. Patients on 1 mg/kg or more of steroids such as prednisone should talk to their providers to determine the best time for vaccination.
Patients with hematologic malignancies	<ul style="list-style-type: none"> Patients receiving intensive cytotoxic chemotherapy (e.g. cytarabine/anthracycline-based induction regimens for AML) should wait until absolute neutrophil count (ANC) recovery. Patients with marrow failure from disease and/or therapy expected to have limited or no recovery, as well as those on long-term maintenance therapy (e.g., targeted agents for chronic lymphocytic leukemia or myeloproliferative neoplasms) should be vaccinated when vaccine is available.
Patients with solid tumors	Patients should be vaccinated when vaccine is available.
Patients currently enrolled in a clinical trial	Patients should contact their clinical or research team to confirm if they are eligible to receive the vaccine.
Patients with upcoming major surgery	Patients should separate their date of surgery from their date of vaccination by at least a few days.
Patients who have received another vaccine	Patients should wait for 14 days before they get the COVID-19 vaccine.

General

Which vaccine is SCCA offering?

We are currently offering the Pfizer-BioNTech vaccine. In the future, we may also have the Moderna vaccine. Both vaccines are safe and effective.

Can I call my care team to ask questions about vaccination?

Please visit our vaccine website, www.seattlecca.org/covid19vaccine for the most updated vaccine-related information. You can also try to call your care team, but I know that they are receiving lots of calls and may not be able to answer your questions quickly.

Can I choose where I get the vaccination?

If you visit the Department of Health's website you can find a list of locations where the vaccine is offered based on availability.

<https://www.doh.wa.gov/YouandYourFamily/Immunization/VaccineLocations>

Where do I go for more information?

SCCA's vaccine website: www.seattlecca.org/covid19vaccine

Washington PhaseFinder: www.FindYourPhaseWA.org

Washington State Department of Health: <https://www.doh.wa.gov/>

For individuals without internet access or those having challenges with technology:

Call the COVID-19 Information Hotline 1-800-525-0127 and press #.

Language assistance is available.