



## COVID-19 Vaccination Frequently Asked Questions (FAQs)

The FAQs below are intended to assist and guide individuals through Orange County's vaccination registration and appointment system.

Adults, ages 65 and older, who are Orange County residents may call The Center at Founders Village for general information, updates, and assistance with registering online at 714-593-4446. The Center at Founders Village is NOT a vaccination or POD site and is NOT scheduling vaccination appointments.

Information is subject to change without prior notice.

**Q:** *Who is responsible for administering the vaccine in Fountain Valley?*

**A:** The County is the agency designated to manage the administration of the COVID-19 vaccine to all Orange County cities, including the City of Fountain Valley.

**Q:** *Is the City of Fountain Valley Senior Center (The Center at Founders Village) or any other City facility a vaccination site?*

**A:** No, at this point, City facilities are not vaccination sites.

**Q:** *How do I register for an appointment?*

**A:** Visit Othena.com and register online for an account. Each user must have a unique email address; otherwise, the system will NOT allow you to register for the vaccine.

**Step 1:** Simply register on Othena.com to be placed in a "digital waiting room"

**Step 2:** Appointment notifications to those in the "digital waiting room" will be prioritized based on factors including age, time of registration and available vaccine supply

**Step 3:** Eligible individuals will be notified to schedule an appointment by email or notification through the Othena app; those individuals are advised to regularly monitor their email and the Othena app for updates

**Q:** *How far in advance does the County schedule appointments?*

**A:** Appointments are scheduled for no more than three days out as the County depends on the State for its supply of vaccine doses.

**Q:** *Can I pick where I want to get vaccinated?*

**A:** Othena is currently scheduling vaccination appointments at both the Soka University and the Disneyland Resort Super POD sites. Registered, eligible users, will automatically receive notifications via email and through the Othena app as appointments become available at either location. Users may not have the option of choosing which site to attend, depending on the availability of the vaccine when the appointment is scheduled.

**Q:** *What should I take with me when I go to my appointment?*

**A:** Individuals must have a photo ID with proof of Orange County residency or Orange County employment, as well as documentation of Phase 1A eligibility, such as one of the following:

- Professional license
- Employee badge with name
- Signed letter from employer on facility letterhead
- Payment stub with printed name

**Q:** *Can I show up to a POD and see if there are extra vaccines?*

**A:** Vaccinations are by appointment only. Anyone showing up without an appointment will be turned away. If you don't have an appointment, do not visit a POD.

**Q:** *I received my 1st vaccine dose, how do I make an appointment for my 2nd vaccine dose?*

**A:** Eligible individuals who received their 1st vaccine dose through the Othena system will automatically receive their 2nd dose appointment confirmation through Othena. Individuals are advised to regularly monitor their email or Othena app profile for appointment updates.

Othena tracks the date and vaccine type of your first dose to schedule your next appointment and ensure you receive the proper second dose. Your second dose will automatically be assigned following your first dose. You may choose to cancel or reschedule. Please regularly monitor and refresh your email or Othena app profile for appointment updates. Second doses of the Pfizer vaccination are

recommended 21 or more days following the first dose and 28 or more days for the Moderna vaccination.

**Q:** *Can I get one of each of the vaccines?*

**A:** No, vaccine brands should not be intermixed. Once you start one brand of vaccine, they are encouraged to complete that full course with just that brand.

**Q:** *How can people without Internet access register for vaccination?*

**A:** People with accessibility issues are encouraged to seek assistance in registering with Othena. The County is also working to establish resources to assist with scheduling with community partners to establish call centers to assist people who do not have internet access. This process is still in the planning stages and more information will be provided as it becomes available.

**Q:** *How do I access general information about the vaccine, or get answers to questions that may not be addressed on this FAQ?*

**A:** General questions: COVID-19 HOTLINE (714) 834-2000

Medical questions: Health Referral Line (800) 564-8448

Orange County Website: <https://occovid19.ochealthinfo.com>

Application related questions for Othena and for assistance related vaccine appointments, please call (714) 834-2000, Monday-Friday 8:30 a.m.-5 p.m. or email Othena at [support@compositeapps.net](mailto:support@compositeapps.net).

**Q:** *How often is Othena updated?*

**A:** Othena undergoes regular updates to address technical issues and improve the customer experience. The new registration and appointment process prioritizes eligible

individuals for appointments per State guidelines, eligibility factors, and registration time. The Othena system easily adapts to updated eligibility criteria, ensuring that priority groups move to the front of the line. Please update your app or refresh your web portal to get the latest information.

**Q:** *Why is it taking so long to get an appointment through Othena?*

**A:** Eligible individuals who registered for a vaccine may not be able to immediately receive an appointment since there are many more people than available doses of

vaccine. As vaccine supply increases, more people will be contacted to schedule appointments.

**Q:** *Who can I call or email for questions about the vaccine and Othena?*

**A:** The HCA Hotline at 714-834-2000 is available Monday-Friday from 8:30 a.m. to 5 p.m. and on Saturday and Sunday from 8:30 a.m. to 3 p.m. for questions related to Othena and vaccine-related issues. Please note that the hotline cannot make reservations or Othena registrations at this time.

**Q:** *Who can get vaccinated at mobile clinics?*

**A:** The County's pop-up mobile clinics are exclusively for vulnerable seniors in specific, critically underserved communities. This outreach effort is not intended for the general public, who typically have resources that many communities of color and lower incomes do not have available to them. Appointments are by invitation only.

**Q:** *Do senior citizens have to go to the Disneyland or Soka Super PODs to get vaccinated?*

**A:** Individuals 65 years of age or older have a variety of options to get vaccinated. Traditional healthcare providers who are approved to dispense the COVID-19 vaccine, including health systems and medical clinics, play an essential role in vaccinating this population.

**Q:** *How can I receive additional Orange County vaccination information?*

**A:** You can sign-up to receive the OC COVID19 Vaccine Facts newsletter and receive a weekly digest of information at [CovidVaccineFacts.com](https://www.covidvaccinefacts.com). Scroll down until you see the subscribe button and enter your email.

**Q:** *How long does the average vaccination appointment take?*

**A:** The average vaccination appointment takes less than an hour, including 15 minutes of observation after receiving the vaccine. Due to space restrictions, please do not arrive more than 30 minutes prior to your appointment.

**Q:** *In addition to the County, who else is administering vaccines in OC?*

**A:** While the County of Orange is actively administering approximately 20% of the vaccines available for Orange County residents and workers through Othena,

traditional healthcare providers, including hospitals, pharmacies, and community health centers, have received the other 80% of vaccine doses.

**Q:** *When will Othena be available in multiple languages?*

**A:** The County is actively working to provide translations in County threshold languages.

**Q:** *Where are vaccines being distributed?*

**A:** There is extremely high demand to receive the COVID vaccine. The County is working with Orange County fire services, cities and other community partners to establish vaccine Super PODs and other sites to meet demand. The County continues to receive vaccine supplies, appropriately allocated among traditional healthcare providers (hospitals, pharmacies, etc.) and Point-of-Dispensing (POD) sites.

**Q:** *Once I reach the Super POD site, will there be assistance for wheelchair bound individuals?*

**A:** No. Wheelchairs will be available for use by seniors, but volunteers are not authorized to assist once they arrive. If you utilize a wheelchair and need assistance, it is recommended that you secure assistance prior to arriving at the Super POD.