

NC COVID-19 VACCINE HELP CENTER AND VACCINE FINDER ROLLOUT

Thank you for all that you are doing to support North Carolinians as we work together to respond to this pandemic.

This week, the North Carolina Department of Health and Human Services (DHHS) released new tools to help North Carolinians get their COVID-19 vaccine questions answered and to find vaccine locations in the state.

COVID-19 Vaccine Help Center

The newly expanded COVID-19 vaccine help center can be reached at 888-675-4567 Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m. Callers can get help with general COVID-19 vaccine questions, information on eligibility groups, clinical questions about the vaccine, how to find vaccine locations, and transportation services.

The COVID-19 vaccine help center supports English and Spanish calls, and TTY. Callers will be able to select call back assistance where they receive a call when agents are available instead of waiting in line for an agent. The language line will be available for all other languages needed.

[Find My Spot](#)

This vaccine location search tool lets North Carolinians enter their ZIP code or current location to find nearby vaccine providers. The Find a Vaccine Location tool will be updated regularly with the latest available data. Users should contact vaccine providers directly to confirm availability and schedule appointments. Vaccine supplies remain very low, and people eligible to be vaccinated may have to wait for an appointment.

[Find My Group](#)

Last week, NCDHHS launched an online tool to help North Carolinians know when they will be eligible to get their vaccine. Find My Vaccine Group walks users through a series of questions to determine which vaccine group they are in. People can also sign up to be notified when their group is active.

North Carolina is currently vaccinating health care workers, long-term care staff and residents, and people 65 and older (Groups 1 and 2).

COVID-19 Vaccine [Communications Toolkit](#)

This is your spot for ready-made materials to help you communicate about safe and effective COVID-19 vaccines. Anyone who is sharing information about the COVID-19 vaccine with their community, including health care professionals, team leaders, community and business leaders and non-profit organizations, can use and adapt the resources here to build confidence in the COVID-19 vaccines.

Videos

We have a [library of videos](#) of North Carolinians sharing why they are taking their shot.

[YourSpotYourShot.nc.gov](#) or [Vacunate.nc.gov](#)

North Carolina's online spots for reliable and accurate information.

