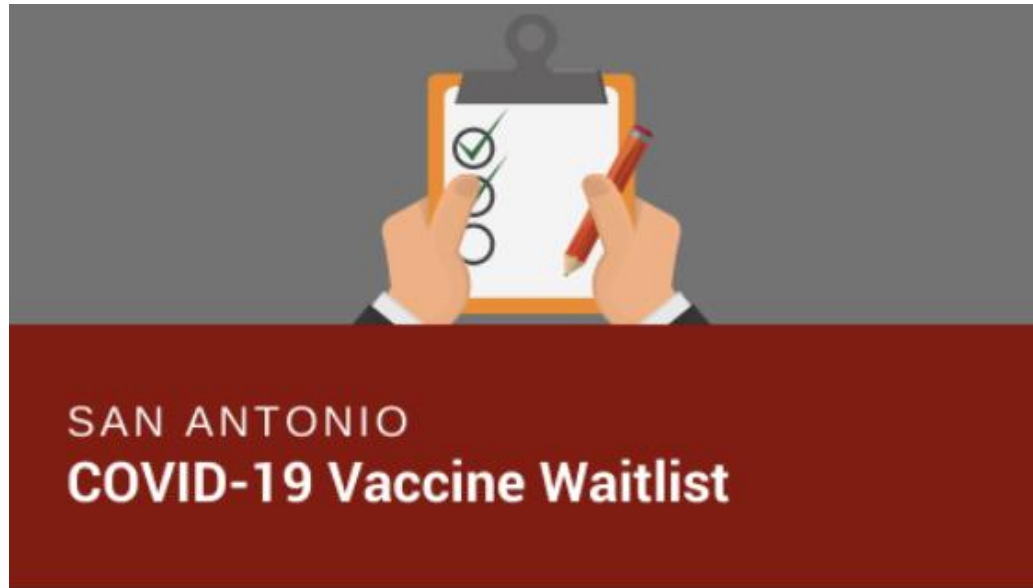


DRAFT

San Antonio COVID-19 Vaccine Waitlist for 65+

Community Health and Equity Committee



Craig Hopkins
Phil Beckett

April 22, 2021

Background

- March 31: City Council passed an ordinance to establish a community wide registry for COVID-19 vaccination registration
 - Goal: Individuals who want a COVID-19 vaccine provide contact information; vaccine providers use the registry to contact registrants as vaccines become available.
 - Pilot: Focus on Bexar County residents age 65 or over who have not been vaccinated and do not currently have an appointment to be vaccinated.
- April 8: “Soft-launch” went live with 311 call agents
- April 13: Public-facing website went live sanantonio.gov
- April 14: Press communications started
- April 17: First providers started “pulling” names and making appointments

City of San Antonio Covid-19 Vaccine Waitlist Form

Please complete the survey below to be added to the City of San Antonio Vaccine Waitlist. This survey is reserved for Texans 65 years of age and older.

Thank you!

Resident contact Information

First Name
* must provide value

Last Name
* must provide value

Date of birth (M-D-Y)
* must provide value

Gender
* must provide value

☐ Male
☐ Female
☐ Nonbinary
☐ Unknown

Street address

City

Live in Texas
* must provide value

☐ True
☐ False

Zipcode
* must provide value

Phone number
* must provide value

phone type

☐ mobile
☐ land line/home phone

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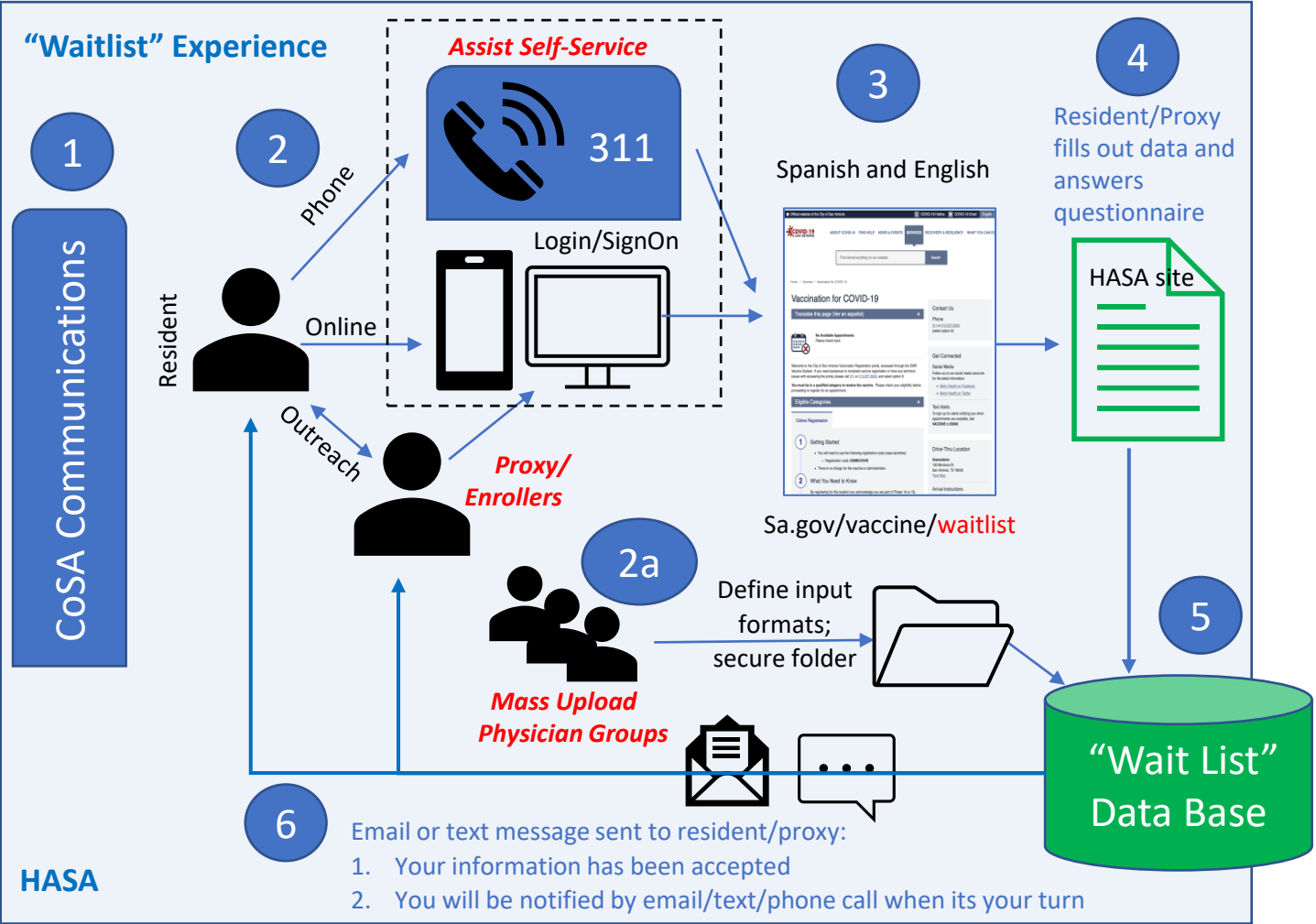
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Include Area Code

How It Works

“Public-Facing” Waitlist

A Texas resident or their proxy goes online, calls 311, or works directly with any Community Outreach Enroller (Council staff, Navigator, Community Health workers, Doctors Office, etc.) to complete a questionnaire and save their name in a central database. The resident is then notified that they are on the waiting list and will be contacted when a Provider has vaccines available.



How It Works

Provider Contacts Resident for Appointment

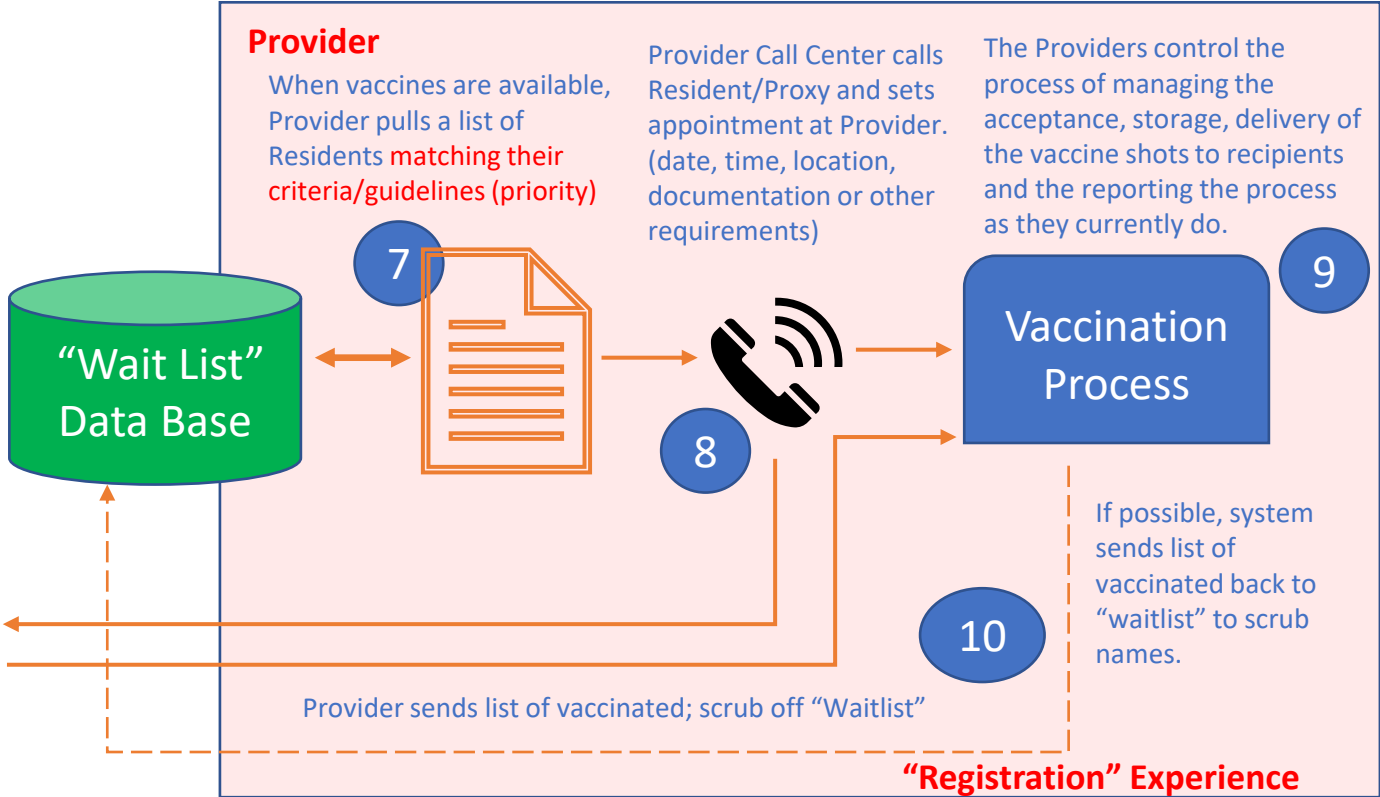
When vaccines are available at a specific Provider, that Provider pulls a list of residents from the Waitlist prioritized by their specific criteria or guidelines. The resident is notified by the Provider Call Center and “registers” the resident for an appointment. The resident arrives at the Provider location and follows the vaccination process.



Current Providers:

- Metro Health
- UTHSC
- WellMed
- UHS
- HEB
- Communicare

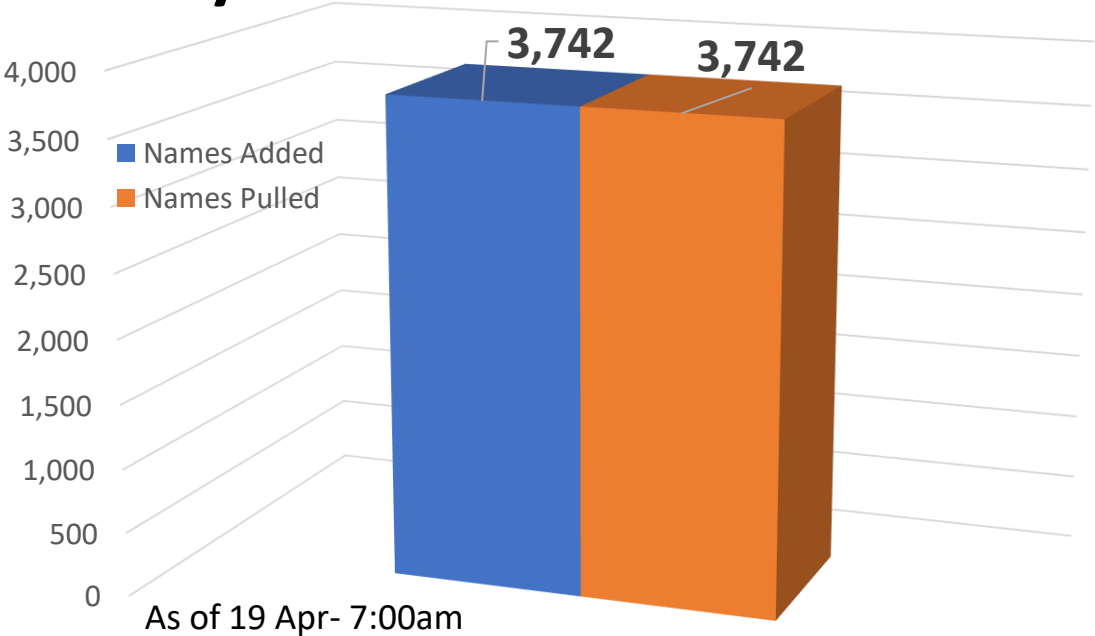
NOTE: This process needs to be established for each participating Provider



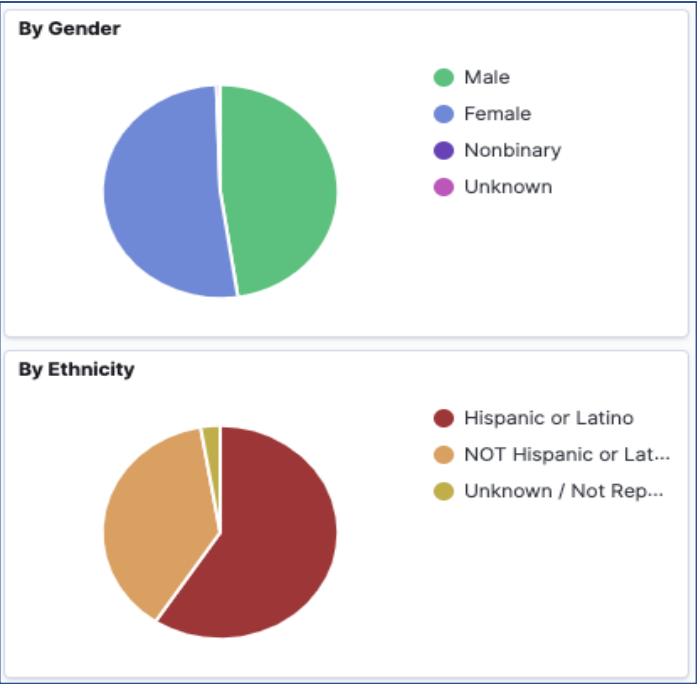
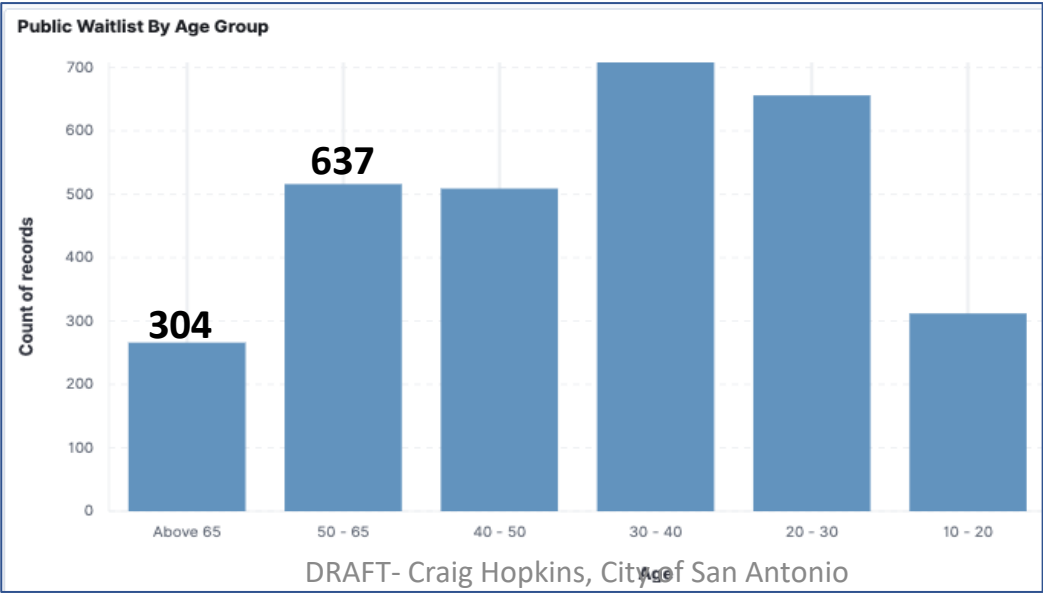
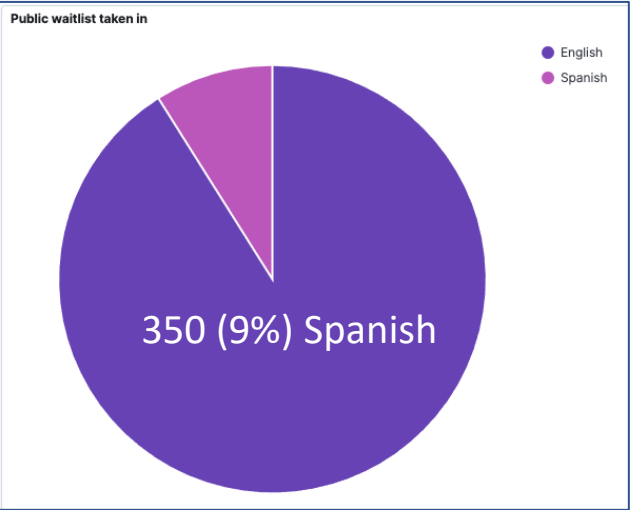
Vaccine Waitlist Summary

3,742
Total Names Added

- Website- 3,411 (91%)
- 311 Calls – 331 (9%)



Total Names Pulled:	3,742
• UTHSC	2,439
• WellMed	1,303
• UHS	??
• Metro Health	??
• HEB	TBD
• Communicare	TBD



Recommendations

- Open the Waitlist to ALL Bexar County residents who have not been vaccinated and do not currently have an appointment to be vaccinated regardless of age.
- Drive additional names through focused communications, social media, paid advertising, and resident alerts.
- Continue to prioritize vulnerable populations (over 50, homeless, neighborhoods, others) through targeted communications and “enroller” partnerships.
- Continue to add more “Providers” who can pull names and create appointments when they have vaccines available.



CITY LAUNCHES COVID-19 VACCINE WAITLIST

People living in Texas, age 16 and up, can now sign-up to be placed on The San Antonio COVID-19 Vaccine Waitlist.