



Jan. 6, 2021

Dear Alaska Seniors (Age 65+),

Today at noon is when COVID-19 vaccine scheduling opens for Alaskans who are 65 years of age and above for appointments beginning Monday, Jan. 11, or later. Health care workers as well as long-term care facility residents and staff also remain eligible and can continue to schedule as well.

We do expect a high volume of traffic on our website, [covidvax.alaska.gov](https://covidvax.alaska.gov), and to our contracted call center, 907-646-3322. At this call center, you can leave a message to get a return phone call. This call center can help walk Alaskans through the process of scheduling appointments but cannot provide medical advice; please call your health care providers if you have medical questions about your own personal health and the COVID-19 vaccine.

We apologize in advance if people experience difficulties scheduling an appointment today, and we appreciate your patience. Even if you are eligible to receive the vaccine, please know that it may take some time to secure an appointment. The demand for vaccine is high and appointments are filling up fast. Please know that appointments are added weekly, so check back often. You can also sign up to be on a wait list with some providers. You can continue to look for another appointment with a different provider even if you are on a wait list, but please cancel your wait list slot if you are able to make an appointment with a different vaccine provider.

If you need assistance, other places to call for help include your local public health center, your emergency operations center (if your community has one) or your own health care provider.

Last, for all Alaskans: If you know of a senior or someone who is eligible for vaccine (Phases 1a, Tiers 1-3 and Phase 1b, Tier 1), please offer them help. We're all in this together, and our goal as a state is to get vaccine out quickly and equitably across the state, with eligibility going first, while vaccine is limited, to those who are most at risk and vulnerable to severe illness and death.

Here are some helpful resources:

- This [one-page flyer](#) describes the online scheduling process.
- This [FAQ](#) answers some of the most common questions.
- Our website is the best place to go for scheduling or information about COVID-19 vaccine in Alaska: [covidvax.alaska.gov](https://covidvax.alaska.gov)
- This [document](#) lists providers out in a printable format.
- If you need to talk to someone by phone, please leave a message at 907-646-3322.

- We are working on a step-by-step appointment tutorial with screenshots – coming soon.

We're excited so many Alaskans are eager to get vaccinated! For those who are not yet eligible for vaccination, please know that we'll be working to get more vaccine out to Alaskans through our phased allocation process as quickly as possible.

Sincerely,

A handwritten signature in black ink, appearing to be 'AZink', with a horizontal line extending to the right.

Dr. Anne B. Zink

Chief Medical Officer, Dept. Health & Social Services