

# Vaccination Roll Out Plan San Miguel de Allende

*The ultimate goal of the vaccination program is to vaccinate the people of Mexico*

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**Interview with Edgar Fernando Tovar Rico**

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*\*\* Please note: This information is accurate at the time of this writing, this is a situation that changes daily so information contained within may also change.*

1. **On-line registration:** Enter name, address, Mexican phone #, CURP and email. A Registration # is received once you are registered. When you receive the registration #, there is a place on that page to make any changes. Please be sure everything is accurate and you make any changes now – this is the ONLY time you can make changes inside of the system.

**a. Can people go back into the system and alter information (i.e. change phone number)?** *Not online, only by phone; it's important to be careful at the moment of registration -- you can only change at the end of the online registration process. There are different phone numbers for each state that are not yet published. We are working on getting this number.*

### Options:

- Stay tuned for a number to call to make any changes to your registration. We will post it here once it's available so please bookmark this and check it frequently if you have information to change.

**b. What if someone does not have a CURP?** *There is currently no way for those without a CURP to register. It's more than just registration, they need to be able to follow the person and record. They are working on this. It is VERY MUCH SO on their radar and they are trying to come up with a solution*

### Options:

- Wait on the government to implement a program for non-CURP holding individuals. We have no information yet on how long this will take.
- Make plans to travel back to your home country for vaccination when eligible.

2. **Confirmation Call:** This is the call where they will confirm your name, whether or not you want the vaccine and whether or not you are able to go to a vaccination location.
- a. **What if you don't speak Spanish?** *If you receive the call and you don't speak Spanish, please learn how to say "Can we please communicate via WhatsApp" ¿Podemos comunicarnos por WhatsApp? And they'd be happy to carry on the rest of the process with you via text message.*
  - b. **What if the call is missed?** *The call center (Servidores de la Nación) will call multiple and if they don't get a response, they will then attempt to text you multiple times, and if they don't get a response, they will send someone to visit you at your house. \*Please attempt to answer these calls/texts and avoid having to waste their very valuable time coming to homes.*
  - c. **Is there a call center or number someone can call back to if they missed a call?** *Not at this time. As mentioned above, there are other means they will employ to contact you.*
  - d. **Will they call US #s, if no, how does someone correct that info or what should they do?** *They will not call US numbers. If you entered a US number, please follow 1(a) above*
  - e. **What if no call is received/what is realistic time frame to wait for a call?** *Normally it can take 2 to 4 weeks before you get a callback. This can vary dependent upon quantity of registrants. There is no way to check to be sure you are in the queue. But if you received a registration number, you will not be removed from the queue unless you have specifically told them during the confirmation call that you do not want the vaccine.*
  - f. **Instead of calling, could they send me an email or WhatsApp?** *No, the system is not designed this way for the initial call. But please see 2(a) above if you do not speak Spanish as you can ask them to continue the call via WhatsApp.*
  - g. **What if you tell them you can't physically go to a vaccination site?** *The goal of the federal government is to vaccinate as many people as possible, so they will vaccinate in people's homes. It is a tremendous amount of work to achieve this, so before sending out a brigade, they will do a home visit to ensure the person truly is home bound. So, if you tell them you cannot physically go to a vaccinate site, they will schedule a home visit first before*

*the process can continue. \*In the spirit of efficiently and best use of resources, please ONLY claim inability to attend vaccination sites, if it is truly impossible (read not just inconvenient) for you to do so.*

3. **The Appointment Call:** This is the call where you will receive your vaccination appointment, location and time.
- a. **What if you don't speak Spanish?** *If you receive the call and you don't speak Spanish, please learn how to say "Can we please communicate via WhatsApp" **¿Podemos comunicarnos por WhatsApp?** And they'd be happy to carry on the rest of the process with you via text message.*
  - b. **Instead of calling, could they send me an email or WhatsApp?** *No, the system is not designed this way. But please see 3(a) above if you do not speak Spanish as you can ask them to continue the call via WhatsApp.*
  - c. **What happens?** *Once vaccines are allocated made available for your municipality, appointment calls will commence. The call will typically follow several days after your confirmation call. There will be 25 vaccination sites around SMA (still being determined as of the time of this writing) and you will be assigned one based on your location and any special circumstances you discuss with your Servidores de la Nación. You will receive the date, time, and location of your appointment. Please plan to arrive early.*
  - d. **Will they be told which vaccine they will be receiving now or any time before the appointment?** *No. There 5 vaccines approved in Mexico. There is a distribution plan that considers localities and populations. For example, the Pfizer vaccine requires sub-zero specialized refrigeration so is being allocated for healthcare workers and urban centers that have adequate cold chain storage. It would not be used in remote areas. Another example, the Cansino vaccine is a one dose shot and is best suited for remote areas. Having said this, MUCH depends on the pharmaceutical companies and their ability to produce and supply. The current thinking is for those in the 60+ timeframe in these localities, will be receiving the AstraZeneca vaccine.*
  - e. **Is there an email/text confirmation or is it possible to have email/text appointments?** *No, the system is not designed this way. But please see 3(a) above if you do not speak Spanish as you can ask them to continue the call*

via WhatsApp, which means you would have a documented record of your appointment.

- f. Who to call/email if need to change appointment.** *This is a pandemic and a national crisis. There is no mechanism to change your appointment. If you are a no-show, you will be removed from the current queue and there is no information at this time about how missed shots will be made up.*

**4. Appointment Day/Vaccination:** This is the day of your actual appointment.

- a. Do we know yet what locations will be used?** *There will be 25 different locations in and around San Miguel. Some of them have been identified: Plaza Real del Conde will be the major site, General Hospital, CAISSES, IMSS, Atotonilco, Puerto de Nieto, Augustine Gonzalez, San Marcos de Begonia, several other rural communities, TBD.*
- b. Do we know when the vaccines will arrive in SMA?** *Right now, we estimate in 2 weeks. That could change if any of the pharmaceutical supply changes.*
- c. Will there be home appointments for those unable to go to the vaccination location?** *Yes, there will be a brigade that does home visits for those TRULY homebound. Please see 2(g) above for complete information.*
- d. What documentation will they need to bring?** *It could be different based on your location, so have all of the following and you will have whatever any site may ask for:*
- *INE if you are a citizen*
  - *Green card visas for residents*
  - *Proof of residence like driver's license, Sapasma or CFE bill*
  - *Copy of your CURP*
  - *Non-citizen residents – your passport*
- e. Should I prep for my appointment?** *Yes, please eat a good meal, drink plenty of fluids, get a good night's rest, bring an umbrella in case you are in the sun and a chair if it's difficult for you to stand. Also, please do not pre-*

*medicate yourself for side effects before the vaccine (don't take Tylenol, antihistamines, etc.)*

- f. What documentation will I receive?** *You will receive a vaccination card that includes your information, date of vaccination, type of vaccine, Lot #*
- g. Will I receive my next appointment date after my vaccine?** *No. Please see 6(b)*
- h. What exclusions are there from getting vaccinated?** *You will complete a pre-vaccination questionnaire. If you have any health safety concerns, these should be discussed with your physician or specialist BEFORE you are vaccinated. If you do not have a physician, it is important that you get one.*
- *Previous vaccinations in last 30 days*
  - *Allergy/hypersensitivity to any of the ingredients in the vaccine*
  - *Persons with fever greater than 38 C on day of vaccination*
  - *If you have a current COVID-19 infection or have been positive in the past 15 days.*
  - *Persons with thrombocytopenia, coagulopathy disorders, or taking anticoagulants other than low-dose aspirin should check with their doctor or specialist before getting vaccinated.*
  - *Persons that have had anaphylactic reactions to other medications or vaccines should check with their doctor or specialist before getting vaccinated.*
- i. Are people with allergies, medical conditions, etc. being assigned to a hospital location?** *People can be triaged according to allergies or pre-existing conditions. If you have any conditions or concerns, these should be discussed during the Confirmation Call, because that dictates where they will send you to get your vaccine.*
- j. Will nursing homes, assisted living etc. have separate days?** *We did not get a specific answer on this question although it was stated that he thought these would run by normal age groups and a family member could register their loved on in an Assisted Living or Care Home. More information to come.'*

5. **Side Effects/Waiting:** After being vaccinated, each person remains at the location for 30 minutes to ensure no side effects.

a. **What medical personnel will be onsite for possible reactions?** *The Brigade includes trained medical personnel with emergency medication available.*

b. **What if side effects develop after leaving the vaccination site?** *People have direct access to the General Hospital for any suspected reactions or if life threatening, they should call 911.*

## 6. General Questions

a. **There are 5 vaccines. Is the plan to match the 2<sup>nd</sup> dose with 1<sup>st</sup> dose?** *Yes*

b. **What is the process for the 2<sup>nd</sup> dose?** *No. Once you are in the system, assigned to a location in your municipality and receive the 1<sup>st</sup> dose, that site in your municipality will arrange your second vaccine. They will call you and let you know the time of your 2<sup>nd</sup> appointment.*

**TIP:** *Ask for the name of the vaccination site supervisor first your first dose-- get all the information you can about the person who's in charge of the site - their number and their email or WhatsApp. That's the person who's going to be in charge of the second shot site. That's your direct link because the call center person is national (1<sup>st</sup> shot), while the site supervisor is local (2<sup>nd</sup> shot). We do not have ANY information about how your shot will be handled if you received it outside of our municipality.*

c. **Should people go to sites without appointments?** *No. There is an organization plan in place and things outside of that cause disruption at a national level. Also, the AstraZeneca vaccine has a shelf life of 6mos in normal refrigeration, so there won't be wasted doses at the end of the day. Please do arrive to your appointment early.*