



Immunization Clinic Scheduling (2023)

Frequently Asked Questions

1. When will patients be able to start scheduling appointments online?

Patients can begin scheduling appointments as of January 23rd. Please keep in mind, this will be for appointments taking place Jan 30th and forward. Clinics will continue to be walk-in only up to January 30th.

2. Will drop-ins no longer be accepted as of January 30th?

Drop-ins will continue to be offered, depending on clinic capacity. Those with appointments will be prioritized, so scheduling is encouraged.

3. Is scheduling online the only option patients will have to make an appointment? What about those with limited or no access to the internet?

Patients can also call (925) 608-5350 to schedule an appointment. Appointment cancellations can be done online or by telephone.

4. How far in advance can an immunization appointment be scheduled?

All Immunization Clinics will allow for appointments to be scheduled up to 7 days in the future. Please keep in mind that each clinic location is open one designated day per week.

5. What days are the clinics open (unless closed for a county holiday)?

- **Brentwood:** Mondays
- **Pittsburg:** Tuesdays
- **Concord Public Health:** Thursdays
- **West County (San Pablo):** Fridays

6. Can anyone schedule an appointment at the Public Health Immunization clinic?

Yes, although children and adults with private health insurance and adults with Medi-Cal are encouraged to see their doctor for vaccines. Each patient needs their own individual appointment. (For example, a family of three who all need vaccines will need three appointments.)

7. Will patients receive a confirmation that their appointment has been scheduled if they use the online scheduling tool?

Yes, a confirmation of their appointment with instructions and clinic address will be sent to the email address they used when scheduling their appointment.



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8. Will cost/fees and or available vaccines change because of this update?

No, the only change will be the move from the “drop-in only, first come, first served” to scheduled appointments and limited drop-ins.

9. Is there a late arrival policy?

Patients should arrive on time. Those who are more than 15 minutes late to their appointment are not guaranteed to be seen that day. Patients should cancel or reschedule their appointment if they will not be on time.

10. What is the cancellation policy?

Patients can cancel anytime online or by telephone.

11. Is there a penalty or charge if a patient does not show up for their appointment?

There is no penalty or charge if a patient misses their appointment. Patients who no longer need an appointment should cancel right away as it will open an appointment time for others.

For more information, visit us online at cchealth.org/immunization/clinics.php