

Hi, this is Joel Strasz, Health Officer with the Bay County Health Department with some important information on those folks that are interested in registering for the COVID-19 vaccine but do not have internet access. As of today, January 27th, the Health Department is ready to go live with its call center and that call center number is 989-308-1828.

It is expected that this new COVID-19 vaccine hotline will have an overwhelming demand, so if you call you may not talk to a live person but please leave a message. It is important that when you leave a message that you leave your full name, your complete telephone number, and an appropriate time when our representatives can contact you. Our representatives will get back to you as soon as they possibly can and that delay may take a few days but please be patient.

When a representative contacts you please be prepared to give basic contact information which includes your name, your address, your date of birth, and some other information that is relevant to the vaccination process, including insurance information. We will not ask you for your social security number and we will not ask you for credit card numbers.

We will not ask you for a method of payment. We are only concerned about getting you registered for the COVID-19 vaccine and getting you in the queue to be vaccinated as soon as possible.

When a representative contacts you it will come up as the 989-308-1828 and depending on your phone carrier it may identify them as the Bay County Health Department or it may say Linwood, Michigan. That number once again 989-308-1828 is the appropriate line or the appropriate number for our representatives to contact you and the appropriate number for you to contact our representatives.

The call center will take telephone calls at any time of any day but the call center will be manned only Monday through Friday 8 am through 5 pm. The preferred method for registration is via our internet survey however this call center is intended for people that do not have internet access. You can find more information about this new call center number 989-308-1828 on our COVID-19 page on the Bay county website which is www.baycounty-mi.gov.