



Public Health
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Henderson County Department of Public Health

Steven E. Smith, MPA, Health Director | Diana Curran, MD, Medical Director

1200 Spartanburg Highway, Suite 100, Hendersonville, NC 28792

Main Phone: (828) 692-4223 | Administration FAX: (828) 697-4709

Clinic FAX: (828) 697-4691 | Communicable Disease FAX: (828) 697-4504

FOR IMMEDIATE RELEASE

For media inquiries, contact:

Andrew Mundhenk, (828) 694-6064

amundhenk@hendersoncountync.gov

Health Department switches to phone, email notification system for COVID-19 Vaccine Waitlist

HENDERSONVILLE, N.C. (March 16, 2021) – The Henderson County Department of Public Health is utilizing a phone and email notification system for remaining individuals on its COVID-19 Vaccine Waitlist, which gives individuals the option to schedule an appointment or be removed from the waitlist.

The Health Department is using the One Call Now system to notify individuals via phone, email and text who are next in line for appointments. The Health Department is finding that many individuals left on the waitlist have been able to find an appointment from another provider. This system allows individuals to remove themselves from the waitlist if they no longer need an appointment through the Health Department.

Automated calls will come from the Hendersonville County COVID-19 Call Center number, **828-585-4700**. Individuals can press Option 1 to be connected to a Call Center representative for an appointment or Option 3 to be removed from the waitlist.

Text and email alerts will be sent as well to those who submitted a mobile phone number and email address when they registered for the waitlist. These notifications will allow recipient to call the Call Center back during business hours to schedule an appointment or be removed from the waitlist.

The Health Department plans to send out alerts this week to those with ID numbers up to 17,000 on the waitlist. More than 22,000 have registered on the waitlist since its launch on Jan. 27.

The Call Center was made aware last week that the number used to contact individuals for vaccine appointments, 828-585-4700, was being flagged as spam by some carriers. County officials notified carriers of the issue, which has since been resolved.

The Health Department's waitlist remains open only to those eligible under Group 1 (healthcare workers) and Group 2 (65 and older). Individuals in other eligible groups can find providers using the N.C. Department of Health and Human Services Find a Vaccine Location tool at www.myspot.nc.gov.