

# Booking your COVID-19 vaccine:

## What to expect

Being vaccinated is the best way to protect ourselves, our whānau and communities against COVID-19. This is especially true for many disabled people and people with health conditions.

Everyone in Aotearoa New Zealand aged 12 and over will be able to be vaccinated by the end of this year.

### How to book your COVID-19 vaccine

#### You can book your vaccination:

- online at [BookMyVaccine.nz](https://www.bookmyvaccine.nz)
- by phoning **0800 28 29 26** – the COVID Vaccination Healthline, 8am to 8pm, 7 days a week. You can ask for support, a translator or an interpreter if you need it. You can also use NZ Relay Services if you are Deaf, hard of hearing, deafblind or speech-impaired
- you can also book directly with a local health care provider. Check with your doctor, pharmacy, medical/hauora provider, marae, church or community clinic if you would prefer to be vaccinated at those places
- disabled people with carers or support people can have their vaccination as a group booking, which needs to be booked at **0800 28 29 26**.
- when booking, please mention if you have a disability or a health condition or are caring for someone with a disability or health condition.

Someone from your whānau, a friend or a carer can help you book your appointments or book them for you.

### Information you'll need to provide when booking

#### Name, date of birth and contact details

You will need to provide your name, date of birth and contact information, including a phone

number, an email address or both. You don't need to provide official identification.

If you would like automatic confirmation of your appointments and reminders the day before each appointment, you should provide:

- a cell phone number for texting – texts can't be made to a landline
- an email address.

#### National Health Index (NHI) number (optional)

It's a good idea to also have your national health number (also called your NHI or National Health Index number) ready, but you can book without it.

You can find your NHI on a prescription, x-ray or test result or a letter from the hospital.

You do not need an NHI number to get vaccinated. If you don't have one, you will get one when you are vaccinated. The NHI will not be used for non-medical purposes.

#### Appointment time and place

During the booking you'll need to choose where and when you would like to have your vaccine.

You'll need to book two appointments, with a gap between doses of 6 weeks or more. It's very important you get both doses of the vaccine as this will give you the best protection against the virus.

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## Getting help at your appointment

Getting a vaccination is a different journey for many disabled people or people with a health condition. You can take a support person with you to your vaccine appointment if you want to.

Vaccination sites can support a range of needs. If you book your appointment online, you can select the help you need from a list of options.

If you are booking by phone, you will be asked what assistance you need.

You may be contacted if the assistance you need can't be provided at the location you've chosen for your appointments or if they need to reschedule your appointment.

### Booking for other people

If you are booking for more than one person, you will need to provide each person's details.

A separate booking is needed for each person getting vaccinated.

If you are booking for someone else, you will be asked to confirm you have consent to do this.

Group bookings aren't available online.

### Booking confirmation and reference

Once the booking is complete, you will be given a booking reference. Keep a record of this to take to your appointments and in case you need to change or cancel your booking.

If you provided cell phone or email contact details when booking, you will automatically receive a confirmation message which includes your booking reference and reminders the day before each appointment.

### Changing your appointments

You can reschedule or cancel your booking at any time online at [BookMyVaccine.nz](https://bookmyvaccine.nz) or by phoning the COVID Vaccination Healthline on **0800 28 29 26**.

You will need to provide the contact details (phone number or email address) you used when you made the booking and the booking reference you were given when you booked.

### Other ways to book your vaccine

Many health care providers are giving COVID-19 vaccinations and taking bookings directly. You can find a full list of vaccination sites at [healthpoint.co.nz/covid-19-vaccination](https://healthpoint.co.nz/covid-19-vaccination)

### Additional resources

The COVID-19 How to book your vaccination page on the Ministry of Health website includes more information and a video about booking your vaccine. [COVID-19: Vaccine information for disabled people | Ministry of Health NZ](#)



## Getting the right information matters.

Be aware of incorrect information on social media and other places.

You can get accurate and trusted information at:

- [Covid19.govt.nz/get-the-facts](https://covid19.govt.nz/get-the-facts)
- [Health.govt.nz/covid-vaccine](https://health.govt.nz/covid-vaccine)
- [karawhiua.nz](https://karawhiua.nz)
- or talk with your doctor.

To make or change an appointment go to [BookMyVaccine.nz](https://bookmyvaccine.nz) or call the COVID Vaccination Healthline on:

**0800 28 29 26**  
(8am to 8pm, 7 days a week)

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