

When you arrive for vaccination, you will enter on Claiborne Street. You will need to have your photo ID available as you go through a series of checkpoints.

You will stay in your car for the entire process while you are at the Civic Center Arena. The average time it takes to complete the process is about 1 hour to 1.5 hours. Please plan accordingly.

At your first checkpoint, we will check your ID to ensure we have your information on the schedule. We will notify our team you are here, so they can start preparing for your visit.

At your second checkpoint, you will receive the Pfizer Emergency Use Authorization Fact Sheet for vaccine recipients. We are required to give you this before you receive the vaccine. You also will receive information on how to opt-in to the CDC V-Safe monitoring app. The app will text you each day for 1 week, so you can report side effects to the CDC.

You will then enter the tunnel that leads into the Civic Center Arena.

Once you enter the Arena, you will be directed by staff to enter a lane to receive your vaccination. Our staff will review your completed consent form with you and then will administer the vaccine in your upper arm. A timer will be placed on your vehicle and started once the vaccine is given.

After your vaccination, you will be directed to our medical observation area. Staff will visit your car to complete your appointment check-out, as well as provide educational information on what to expect after you receive your vaccination. Your check-out process will include scheduling your follow-up booster dose in 3 weeks, as well as taking pictures of your photo ID and insurance card if needed. We will monitor you for at least 15 minutes to ensure you tolerate the vaccine without any difficult breathing. We have nurses, healthcare providers and emergency medical personnel on-site to assess you and provide any assistance.

After your monitoring and check-out is completed, you will be directed by staff to exit the monitoring station. If you provided a mobile device, USA Health will send you a text each day for 1 week to allow you to report any significant side effects. We will review that information daily and will attempt to call you if needed.