



CITY-COUNTY HEALTH DEPARTMENT

115 4<sup>th</sup> Street South, Great Falls, MT 59401 • 406-454-6950

## NEWS RELEASE

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## CONTACT

*Anna Attaway*

**PLEASE NOTE NEW CONTACT INFORMATION**

**406-217-8578**

### Cascade County COVID-19 Vaccination List Update

*Great Falls, MT* – The Cascade City-County Health Department is excited to report another successful day of COVID-19 vaccine scheduling—our County’s second-ever scheduling day for the general public. At this point, 1,000 more individuals are scheduled to receive their first dose of COVID-19 vaccine next week, and the first clinics on Monday 1/25 and Wednesday (1/27) went well.

Yesterday, the new COVID-19 Vaccination List phone line received more than 8,000 phone calls before 11:30 a.m. alone, and as of 4:00 p.m. we had received over 700 emails in the new [vaccine@cascadecountymt.gov](mailto:vaccine@cascadecountymt.gov) inbox. CCHD and our health care partners at Benefis, Great Falls Clinic, and Alluvion are grateful for this evidence of our community’s willingness to receive the vaccine. We ask for our residents’ patience as we carefully log each voicemail & email in the list.

In Cascade County alone, 4,792 individuals have received their first dose of COVID-19 vaccine and an additional 1,099 individuals are fully immunized, for a total of 5,891 total doses administered. Approximately 9,000 more people aged 70+ are eligible for vaccination, just part of a total 64,953 people eligible in Cascade County under tier 1B of Governor Gianforte’s vaccination plan. Obviously, this is a great number of people to vaccinate, and at this rate it will take us some time to get enough doses to give to everyone who wishes to receive the vaccine. Currently, our County is allocated between 1,000 and 1,500 doses per week, and we are not able to get more due to limited supply statewide.

Note that people who want the vaccine tend to contact our offices in waves. You do not need to contact us in more than one way. If you successfully schedule an appointment on the online portal at [www.benefis.org/covidvaccine](http://www.benefis.org/covidvaccine), please do not put yourself on the waitlist. If you do not successfully schedule an appointment, please put yourself on the waitlist using phone OR email—not both. Creating duplicate entries for an individual only slows down the process.

When calling the Vaccination List phone line (406-791-9250), individuals who encounter an error message or a busy signal should hang up and call again later. They should not call other County departments when trying to get through, since they are unable to transfer calls to this line. Other health care agencies are also unable to transfer calls. **At this time, the Vaccination List phone line and email will remain open at all hours and people do not have to wait for scheduled times to join the waiting list.**



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Please be aware that you will not receive a call back indicating that we received your message. We will call you once your name is at the top of the list and we are ready to schedule your appointment.

Alternately, if you call the Vaccination List phone line and are unable to leave a voicemail, you can send your information to [vaccine@cascaDECOUNTYmt.gov](mailto:vaccine@cascaDECOUNTYmt.gov). As a reminder, you do not need to do both. Both voicemails and emails are logged into the same spreadsheet, and creating duplicate entries only slows down the process. When you email [vaccine@cascaDECOUNTYmt.gov](mailto:vaccine@cascaDECOUNTYmt.gov), you can expect an auto-reply email as a response, which confirms that we received your email. If you do not see this auto-reply, then please wait a few minutes and check your spam folder or double-check that you sent your information to the correct email address.

We thank the public for the feedback we have received over the last weeks and want to assure you that we are incorporating it whenever possible. Appointment slots will open on a weekly basis and we are confident that as time goes on, the process of scheduling COVID-19 vaccination will enable us to serve our residents in an increasingly smooth & efficient manner.

**As a reminder, whether leaving a voicemail or sending an email in order to be placed on the waiting list, individuals must leave the following information in their message and should take care to speak clearly and slowly:**

1. Name
2. Date of birth (MM/DD/YYYY)
3. Phone
4. Address

**This information must be included in order to be placed on the list.**

Vaccinations will take place at recurring walk-in clinics at Montana ExpoPark's Family Living Center, 400 3rd St. NW in Great Falls.

Again, thank you for your patience. Stay up to date by visiting <https://www.cascaDECOUNTYmt.gov/462/COVID-19-Vaccination>.

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*For media opportunities, call Anna Attaway*  
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