

ASSEMBLY RESOLUTION No. 233

STATE OF NEW JERSEY 219th LEGISLATURE

INTRODUCED MARCH 8, 2021

Sponsored by:

Assemblywoman VALERIE VAINIERI HUTTLE

District 37 (Bergen)

Assemblyman JOHN ARMATO

District 2 (Atlantic)

Assemblyman VINCENT MAZZEO

District 2 (Atlantic)

Co-Sponsored by:

Assemblymen Conaway and Verrelli

SYNOPSIS

Urges DOH to resolve any possible logistical, technical, and other issues with its COVID-19 vaccine hotline.

CURRENT VERSION OF TEXT

As introduced.



(Sponsorship Updated As Of: 3/8/2021)

1 **AN ASSEMBLY RESOLUTION** urging the DOH to resolve any
2 possible logistical, technical, and other issues with its COVID-19
3 vaccine hotline.
4
5 **WHEREAS**, There have been various reports that individuals are unable
6 to make appointments to receive the COVID-19 vaccine through
7 the Department of Health's (DOH) telephone hotline that is
8 dedicated to assist individuals to make such appointments; and
9 **WHEREAS**, Callers have reported that they are told by DOH hotline
10 representatives they cannot make a COVID-19 vaccine appointment
11 when they call the DOH's hotline; and
12 **WHEREAS**, It has been reported that the DOH's COVID-19 hotline
13 representatives are informing callers that, while COVID-19 vaccine
14 appointments may be available, the representatives are unable to
15 assist individuals to make COVID-19 vaccine appointments; and
16 **WHEREAS**, One caller reported telephoning the DOH COVID-19
17 vaccine hotline, only to be turned away; and
18 **WHEREAS**, Another caller reported being told by a DOH hotline
19 representative that representatives could only register callers and
20 could not make appointments; and
21 **WHEREAS**, It has been reported that a mother, who is over the age of
22 65, called the DOH COVID-19 vaccine hotline and a representative
23 told the mother that DOH hotline representatives do not know why
24 they are not able to schedule appointments. When the mother's son
25 called the DOH COVID-19 vaccine hotline, a representative said
26 she could not access the scheduling system; and
27 **WHEREAS**, Another caller was reported as stating that he and others
28 are becoming incredibly frustrated; and
29 **WHEREAS**, It has been reported that a 72 years old woman called the
30 DOH's COVID-19 vaccine hotline on multiple occasions, was
31 informed that representatives were unable to help her make an
32 appointment, and that she was placed on hold for about one hour on
33 one occasion, only to be disconnected; and
34 **WHEREAS**, Other persons calling DOH's hotline have reported other
35 issues, including trouble with the hotline's automated system; and
36 **WHEREAS**, A caller reported that the DOH's automated system told
37 him to wait for the next available representative and then
38 disconnected him; and
39 **WHEREAS**, Other callers to the DOH's COVID-19 vaccine hotline
40 have reported being placed on hold for 45 minutes or longer, and
41 being suddenly disconnected; and
42 **WHEREAS**, It has been reported that the DOH has stated that the
43 hotline had received more than 16,000 phone calls and that roughly
44 600 COVID-19 vaccine appointments have been made through the
45 hotline; and
46 **WHEREAS**, The DOH is respectfully urged to resolve any logistical,
47 technical, and any other issues that may exist which are causing
48 difficulties for callers, particularly elderly callers, to ensure that

1 individuals calling the hotline are able to speak with an operator
2 and make a COVID-19 vaccine appointment in a quick and simple
3 manner; now, therefore,

4

5 **BE IT RESOLVED** *by the General Assembly of the State of New*
6 *Jersey:*

7

8 1. This House respectfully urges the Department of Health to
9 resolve any issues that may exist with its COVID-19 vaccine hotline
10 to ensure that individuals calling the hotline are able to speak with a
11 representative and make a COVID-19 vaccine appointment in a
12 quick and simple manner.

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14 2. Copies of this resolution, as filed with the Secretary of State,
15 shall be transmitted by the Clerk of the General Assembly to the
16 Commissioner of Health.

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STATEMENT

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21 This resolution urges the Department of Health (DOH) to resolve
22 any possible logistical, technical, and other issues with its COVID-
23 19 vaccine hotline (hotline). There have been various reports that
24 individuals are unable to make appointments to receive the COVID-
25 19 vaccine through the DOH's telephone hotline that is dedicated to
26 assist individuals to make such appointments. Callers have reported
27 that they are told by DOH hotline representatives they cannot make
28 a COVID-19 vaccine appointment when they call the DOH's
29 hotline.

30 It has been reported that the DOH's COVID-19 vaccine hotline
31 representatives are informing callers that, while COVID-19 vaccine
32 appointments may be available, the representatives are unable to
33 assist individuals to make COVID-19 vaccine appointments. One
34 caller reported telephoning the DOH COVID-19 vaccine hotline,
35 only to be turned away. Another caller reported being told by a
36 DOH hotline representative that representatives could only register
37 callers and could not make appointments.

38 It has been reported that a mother, who is over the age of 65,
39 called the DOH COVID-19 vaccine hotline and a representative told
40 the mother that DOH hotline representatives do not know why they
41 are not able to schedule appointments. When the mother's son
42 called the hotline, a representative said she could not access the
43 scheduling system. Another caller was reported as stating that he
44 and others are becoming incredibly frustrated.

45 It has been reported that a 72 year old woman called the DOH's
46 COVID-19 vaccine hotline on multiple occasions, was informed
47 that representatives were unable to help her make an appointment,

1 and that she was placed on hold for about one hour on one occasion,
2 only to be disconnected.

3 Other persons calling the DOH's hotline have reported other
4 issues, including trouble with the hotline's automated system. A
5 caller reported that the DOH's automated system told him to wait
6 for the next available representative and then disconnected him.
7 Other callers to the DOH's COVID-19 vaccine hotline have
8 reported being placed on hold for 45 minutes or longer, and being
9 suddenly disconnected.

10 It has been reported that the DOH has stated that the hotline had
11 received more than 16,000 phone calls and that roughly 600
12 COVID-19 vaccine appointments have been made through the
13 hotline.