

NL COVID-19 Online Vaccine Record

Residents of Newfoundland and Labrador who have received the COVID-19 vaccine can access their COVID-19 vaccine record online.

This website displays COVID-19 immunizations recorded in electronic medical records (EMR) at Public Health clinics, Pharmacies, and Physician offices. The vaccine record shows the dates you received your vaccine, the kind of vaccine you received, and the vaccine lot number.

You must have been vaccinated in Newfoundland and Labrador and have an MCP number to access your online COVID-19 vaccine record.

FAQS

How long will I have to wait to see my COVID-19 immunization record online?

It will take up to 72 hours after you receive your vaccine for your vaccine record to be updated. If you do not see your latest vaccine record, please check back again in 72 hours. Note: in some cases, records may take longer than 72 hours (e.g. in the event of a system outage).

I entered the information on my MCP card but receive the message 'Your COVID-19 vaccine record could not be found.' What should I do?

This message means we cannot find a vaccine record matching the information entered in the form. For most people, this happens when you have made a mistake entering your information. Please check that all the information you entered matches your MCP card. For example, it is common for people to make a mistake with the Date of Birth entry, the MCP Expiry Date entry, or when entering the MCP number. As well, while some people may use a middle name for most purposes, the data we have on file will match the first name as provided on your MCP card.

If you recently received your first dose, please allow up to 72 hours for the record to show in our system. Note: in some cases, records may take longer than 72 hours (e.g. in the event of a system outage).

If you are not seeing a record, and you believe this to be in error, please contact your RHA or vaccine provider (Pharmacy, Physician office). More information can be found below.

I received a COVID-19 vaccine in NL but I do not have an MCP number. What do I do?

You must have a valid MCP number to retrieve your record on this website.

The After Care form or Record of Immunization card you received after your vaccination is also your vaccination record. If you no longer have that form, please contact your vaccine provider.

If you received your COVID-19 vaccine:

In a mass Public Health clinic: please contact your Regional Health Authority (RHA) (contact information is listed at the end of this document).

In a Pharmacy: please contact the pharmacy where you received your COVID-19 vaccine.

In a Physician's office: please contact the Physician's office where you received your COVID-19 vaccine.

Will I be able to view my vaccination records if I have an MCP number, but I received one or more doses of vaccine in another province, territory or country?

This website displays COVID-19 immunizations received in Newfoundland and Labrador only.

What does it mean if my COVID-19 vaccine is marked as "Unknown COVID-19 vaccine type," or is showing a blank date?

COVID-19 immunizations are recorded in electronic medical records (EMR) at Public Health clinics, Pharmacies, and Physician offices. This site may display certain vaccine records as unknown or having no date if there were data entry issues in the electronic vaccine record.

The After Care form or Record of Immunization card you received after your vaccination is also your vaccination record. If you no longer have that form, please contact your vaccine provider.

If you have questions regarding your electronic vaccine record, contact your RHA or vaccine provider (Pharmacy, Physician office). More information can be found below. Contact information for Regional Health Authorities can be found at the end of this document.

I see my vaccine record, but there is data missing or there is a mistake. What do I do?

It is possible that some vaccine records may have data entry errors.

The After Care form or Record of Immunization card you received after your vaccination is also your vaccination record. If you no longer have that form, please contact your vaccine provider.

If you have questions regarding your electronic vaccine record, you may contact your vaccine provider (Regional Health Authority, Pharmacy, or Physician Office) for your vaccine record. Contact information for Regional Health Authorities can be found at the end of this document.

How can I get a paper copy of my vaccine record?

Once you access your record online, you can print it by selecting the 'Print Vaccine Record' button at the bottom of your vaccine record.

If you are unable to access your record online, you may contact your vaccine provider (Regional Health Authority, Pharmacy, or Physician Office) for your vaccine record. Contact information for Regional Health Authorities can be found at the end of this document.

Will this vaccine record allow me to travel to other countries or within Canada?

Travelers should check with the province or country of destination for documentation requirements. This is *not* a 'Vaccine Passport.' This document is your record of vaccination.

The website is not working for me. How do I get my vaccine record?

Please try entering your information in another browser (for example Microsoft Edge versus Google Chrome or Internet Explorer). Also, ensure you manually type in your information instead of using the auto-populate feature. If you continue to have trouble, you should contact your vaccine provider (Regional Health Authority, Pharmacy, or Physician office). Please remember it may take up to 72 hours for your record to be available online. Note: in some cases, records may take longer than 72 hours (e.g. in the event of a system outage).

PRIVACY & SECURITY

Disclaimer

NLCHI has made every reasonable effort to ensure the security of these records, however, NLCHI is not responsible for ensuring that an individual's personal computer, mobile device, home internet, or Wi-Fi connection is secure.

Privacy Notice

Our Commitment

The Newfoundland and Labrador Centre for Health Information (NLCHI) maintains this website on behalf of the Government of Newfoundland and Labrador for the purpose of providing you with information about your COVID-19 vaccination. The Government of Newfoundland and Labrador and NLCHI are committed to protecting the privacy of individuals who visit this website in compliance with the Access to Information and Protection of Privacy Act, 2015 (ATIPPA, 2015) and the Personal Health Information Act (PHIA).

Personal Information and Personal Health Information

Personal information means recorded information about you as an identifiable individual. This includes, but is not limited to, email address, phone number, name, and age. Personal health information means oral or recorded identifiable information about an individual that is collected, used, disclosed, or processed for the provision of healthcare. This includes, but is not limited to, vaccination information, name, date of birth, and MCP number.

To the extent that information is collected or provided through this website and can be used to identify an individual, we will treat it as confidential in accordance with this Privacy Notice.

Collection and Use of Information

When using this website, you will be asked to provide certain personal health information including name, date of birth, MCP number and MCP expiry date. We will use this information to verify your identity and provide you with your COVID-19 vaccination information.

Any other uses and disclosures of your information will occur only as required by law. Where possible, identifying information will be removed prior to any use or disclosure.

Compliance

Questions, concerns, or complaints relating to this website's treatment of your personal and personal health information should be directed to privacy@nlchi.nl.ca. If your complaint is not resolved to your satisfaction, the ATIPPA, 2015 and the PHIA provide a mechanism for independent review by contacting the office of the Information and Privacy Commissioner: <https://www.oipc.nl.ca/>

VACCINE PROVIDER CONTACTS

Contact your vaccine provider if you:

- You have a valid MCP and received a COVID-19 vaccine in NL, but get the message 'Your COVID-19 vaccine record could not be found.'
- There are errors in your vaccine record.
- You have questions or concerns about the content of your vaccine record.

If you received your COVID-19 vaccine:

- **In a Pharmacy:** please contact the Pharmacy where you received your COVID-19 vaccine.
- **In a Physician's office:** contact the Physician's office where you received your COVID-19 vaccine.
- **In a mass Public Health clinic:** please contact your Regional Health Authority (RHA) – see below for contact information.

REGIONAL HEALTH AUTHORITIES - IMMUNIZATION CONTACT INFORMATION

Eastern Health:

Please email COVIDimmrecordrequests@easternhealth.ca
Available Monday-Friday 8 am to 4 pm

Central Health:

Please click [here](#) for information on how to obtain your vaccine record.

Western Health:

Please contact your local Public Health office – contact information for each community can be found [here](#).

Labrador-Grenfell Health:

Please contact your local Public Health office or call one of the following numbers:

- Happy Valley-Goose Bay Public Health: (709) 897-2331
- Labrador City Public Health: (709) 285-8321
- St. Anthony Public Health: (709) 454-0367