

FAQs

How do I request a copy my mandatory isolation or quarantine order, which includes the release date I need to show my employer?

If you did not receive your isolation or quarantine order, please request another one via email to COVID19@MonroeCounty.gov. When making your request, please include your name and date of birth. We will reply to the email with a copy of your order to present to your employer.

I qualify for a Pfizer COVID-19 vaccine booster. Where do I get one?

Pfizer booster shots [are recommended for some groups of people](#) who have already received two doses of Pfizer: older adults ages 65+, adults age 50-64 at high risk of severe COVID-19, and adults whose jobs put them at high risk for COVID-19. [Booster shots are not yet available at county vaccination sites](#). At this time, we ask you to contact your health care provider or pharmacy for a booster shot. You can also text your zip code to 438-829 to find a location near you.

I had the Moderna or Johnson & Johnson vaccine. Am I eligible for a booster shot at this time?

The Pfizer vaccine was the first COVID-19 vaccine to be authorized in the U.S., so its data about booster doses were the first to be available. Guidance and recommendations about boosters for the Johnson & Johnson and Moderna vaccines and whether it's advisable to mix and match vaccines and boosters are still forthcoming.

I qualify for a third vaccine dose because of a compromised immune system. How do I schedule an appointment?

New Yorkers with compromised immune systems can receive a third COVID-19 vaccine dose at Monroe County vaccination clinics. Please check with your health care provider prior to making an appointment to make sure you are eligible. You can [schedule your appointment online](#) at any of the Monroe County vaccination sites.

How can I get a rapid COVID-19 antigen test?

All of the Monroe County COVID-19 test sites use rapid antigen tests to determine if an individual has the COVID-19 virus. [You can find a listing of these sites here](#). Please keep in mind that rapid antigen test results may not be acceptable for international travel, including Canada. Please review the [international travel requirements](#) for the country you plan to visit.

Who is eligible to receive a rapid antigen test at a county run testing facility?

Anyone aged 12 and up. Children and teenagers under the age of 18 must be accompanied by a parent or legal guardian with appropriate documentation.

Where can I get a PCR test?

Check with your health care provider and local pharmacies, many of which offer PCR tests. Monroe County does not offer PCR tests at any of its testing locations.

How can I test for COVID-19 at home?

At-home COVID-19 test kits are available at many local pharmacies. If you take a test at home and the result is positive, you must report it to the Monroe County Department of Public Health using this [online form](#). You will need to include a photo of the test result. Please do not upload negative test results at this time.

How can I report a school that is not complying with the Governor's masking mandate?

To report a school that is not in compliance with the state masking mandate, send an email to COVID19@MonroeCounty.gov. You can request to remain anonymous and your personal information will not be shared. When you file your complaint, please provide as much detail as possible to assist us in our investigation.

What should I do if I am experiencing symptoms of COVID-19?

Stay home and away from public places including work or school. Call your health care provider and get tested for COVID-19.

What should I do if I lost my proof of vaccination card and need a new one?

The Monroe County Department of Public Health cannot replace your card, but we can provide you with a copy of your vaccine record from the state immunization database. Email your request to COVID19@MonroeCounty.gov and include a photo ID such as a driver's license or passport. Alternatively, you can retrieve your Excelsior Pass from New York State. [Find details here.](#)

How do I get in touch with my contact tracer?

Send an email to COVID19@MonroeCounty.gov and ask for a phone call from your contact tracer. Include your name and date of birth so we can respond more quickly.