

SELANGOR COVID-19 VACCINATION PROGRAM (SelVAX)



FREQUENTLY ASKED QUESTIONS (FAQs)

Registration

1. What is Program Vaksin Selangor (SelVAX)?

Program Vaksin Selangor is the Selangor State's efforts to complement the Program Imunisasi Covid-19 Kebangsaan (PICK) to achieve the target of herd immunity. It comprises a program to speed up the inoculation process of target groups identified by the State (State Program) and a program to protect the State's economy which contributes majorly to the nation's Gross Domestic Product (Industry Program).

The State Program will be given for free to at least 250,000 citizens who are not yet inoculated. Among the groups involved are members of the Peduli Sihat Scheme and the B40 group. The Industry Program is a paid program open to companies voluntarily and focused to inoculate at least 1,000,000 workers. However, employers are to bear the costs of this vaccination programme and employees shall bear no cost whatsoever related to Program Vaksin Selangor.

2. How do I register for Program Vaksin Selangor?

You may register at SELANGKAH Vax Website (<https://vax.selangkah.my>).

3. Who is eligible to enroll in Program Vaksin Selangor?

Currently, registration is open to all companies in Malaysia. Registration for individuals/families/healthcare facilities will be open soon.

4. When should I provide the employee list?

The list must be provided to us through email (in a template which we shall provide) after full payment is made.

5. I have registered and received a quotation. However, there's a change in my employee numbers. Can I get a new quotation?

Yes. You are able to amend the employee numbers in vax.selangkah.my and will be issued a new quotation.

6. Where are the locations for the Program Vaksin Selangor?

If your employee numbers are more than 1500, vaccination could be administered at your workplace subject to suitability of location. If your employee numbers are less than 1500, vaccination will take place at a Vaccine Administration Centre (PPV) or a designated panel clinic.

7. If my employees are less than 1,500, do I still have the option to vaccinate onsite?

No. Employees will be advised to take the vaccination at the nearest Vaccine Administration Center (PPV). The locations of the PPV will be informed by the system or the person in charge of the PPV.

8. Will there be any additional charges for vaccination outside Selangor?

Yes. There will be logistics charges for delivering the vaccines to our panel clinics outside of Selangor, Kuala Lumpur and Putrajaya, which will be borne by the company.

9. Can I choose the location for the Program Vaksin Selangor?

Yes. Employers will receive a link to choose the appointment location.

10. When can I choose my slot for vaccination?

This can only be done once full payment is made.

11. My company has more than one subsidiary/branch. Can I register them under one parent company?

Yes.

12. I have already registered in MySejahtera for the National Vaccination Program. What happens to my registration in MySejahtera if I enroll in Program Vaksin Selangor?

Your registration record on MySejahtera will not be deleted.

13. Upon completion of vaccination under Program Vaksin Selangor, will the same data be shared to MySejahtera on the vaccination status?

Yes. Reports of the vaccination will be shared with Ministry of Health (MOH) and will be updated in MySejahtera.

14. When will the data of the first dose vaccine injection taken through the Program Vaksin Selangor be updated on MySejahtera?

The first dose vaccine injection data will be updated in stages on MySejahtera starting July 12, 2021. If you receive a MySejahtera appointment date in the period prior to the update, you must cancel the appointment on MySejahtera.

15. Can my appointment be rescheduled?

Yes. However, the new date will be at the discretion of Program Vaksin Selangor's administration.

16. Is it necessary for all my employees to download the Selangkah App for Program Vaksin Selangor?

Yes. For employees who do not have a smartphone, a physical vaccination card will be given at the Program Vaksin Selangor site.

17. Is there any maximum number of employees that I can register for Program Vaksin Selangor?

No.

18. Is there any minimum number of employees to make me eligible to enroll under Program Vaksin Selangor?

No.

19. Can foreign workers under my employment enroll for Program Vaksin Selangor?

Yes, with valid documentation.

20. Are we going to be issued any certificates after we have completed two doses of the vaccine?

Yes. A digital certificate will be issued once the two doses are complete.

Vaccine

21. When will this vaccination program start?

The vaccination program will begin on Monday, 28 June 2021.

22. Will certain industry sectors and companies be given priority to participate in this program?

The SelVAX Industry programme will prioritise certain number of industry sectors and companies based on the "Industry Oriented Ring Vaccination Strategy" (Industry Oriented Vaccination Strategy). Industry's needs in the manufacturing and services sectors will be given priority and factories and companies with a high number of employees will be given priority subject to the acceptance of offer and its processes. However, a category of SMEs with lesser number of employees will also be included in the programme simultaneously.

Among the main focus of the SelVAX Industry program are:

1. Companies registered and/or operating in the State of Selangor and the Klang Valley
2. Companies in the essential sector/business (approved by the National Security Council) such as:
 - a. Water, electricity and energy
 - b. Health
 - c. Food and drinks
 - d. Factory of groceries, beverages and basic daily necessities
 - e. Veterinary and animal feed requirements
 - f. Daily or personal items (hardware)
 - g. Security and safety, defense, emergency, welfare and humanitarian aid
 - h. Transportation - land, water and air
 - i. Services and operations of Ports, shipyards and airports
 - j. Hotels and lodging (for quarantine purposes)
 - k. Banking, insurance, takaful and capital markets
 - l. Fuel and lubricants industry
 - m. Communications (media, telecommunications and internet)
 - n. Cleaning, solid waste management and sewerage
 - o. E-commerce and information technology

- p. Vehicle repair and related spare parts
 - q. Sale of hardware, equipment and spare parts
 - r. Food, beverage and package delivery services
 - s. Construction, maintenance, repair and wiring are critical
 - t. Fisheries, plantation, agriculture, livestock and related
 - u. Legislation and judiciary
3. Companies with large number of employees

23.What type of Covid-19 vaccine will be provided under Program Vaksin Selangor?

CoronaVac Vaccine (SinoVac) manufactured by SinoVac Life Sciences.

24.Is the COVID-19 vaccine safe and effective?

Yes, all COVID-19 vaccines approved by the National Pharmaceutical Regulatory Division (NPRA) are safe and effective for use in Malaysia. NPRA is the body responsible for evaluating vaccines' safety and effectiveness before being registered in Malaysia. To date, the COVID-19 vaccine for Malaysia has been given conditional approval based on strict adherence to the evaluation of scientific, clinical and technical data. The Drug Control Authority (DCA) will approve the use of the vaccine in Malaysia based on the results of the NPRA assessment. CoronaVac (SinoVac) vaccine have obtained conditional approval from the Drug Control Authority (DCA) and the National Pharmaceutical Regulatory Division (NPRA) on 8 January 2021.

Source: vaksincovid.gov.my; FAQs

25.How many doses are required for this vaccination?

Two doses per person.

26.When will the second dose of the vaccine be administered?

Minimum 21 days after the first dose.

27.What is the acceptable age to receive this vaccine?

18 years – 89 age years old with no contraindications.

28.What are the common side effects after getting vaccinated?

The common side effects are pains at the site of injection. Other side effects are headaches, muscle pains, fever /chills, joint pains, swelling at the injection site, nausea, weight loss and swelling of the spleen nodes.

29.What should I do if the side effects persist after more than 48 hours or worsens?

- See a doctor immediately
- Report side effects through Selangkah App
- You can also report side effects to www.npra.gov.my

30.Do employees need to do a Covid-19 swab test before vaccination?

No. However employers should take necessary precautions to ensure that their employees are not Covid-19 positive immediately prior to vaccination.

31.If an employee was Covid-19 positive, is he/she still eligible for the vaccine?

Yes. Covid-19 patient is eligible for vaccination after 3-months post-infection.

32.What are the conditions that render my employees NOT be eligible to receive the vaccine?

Individuals with the following criteria are not eligible to receive the vaccine:

- Individuals who are hypersensitive or known to be allergic to any component (active ingredients or excipients or any material used in process) of the vaccine or similar vaccine;
- Previous severe allergic reactions to the vaccine (e.g., acute anaphylaxis, angioedema, dyspnea);
- Individuals who are undergoing cancer treatments (chemotherapy, radiotherapy, immunotherapy);
- Individuals who underwent organ transplants such as kidney or blood stem cells within 3 months before vaccination;
- Individuals with low platelet count
- Individuals who have a fever due to a viral/bacterial infection;
- Individuals receiving treatment with monoclonal antibodies or blood plasma as treatment for COVID-19 within 3 months prior to vaccination;
- Individuals with HIV disease

33.Are pregnant and lactating mothers allowed to take the vaccine?

CoronaVac (Sinovac Covid-19 vaccines) are now suitable for pregnant and breastfeeding mothers between 14-33 weeks of gestation. However, pregnant and lactating mothers are advised to consult with a doctor should they have any concerns. Source: vaksincovid.gov.my; Guidelines on Covid-19 vaccination in pregnancy and breastfeeding

Payment and refund

34.Is the vaccine under Program Vaksin Selangor free-of-charge?

No. Employers shall be wholly responsible for the vaccination cost for its employee. The Employee shall bear no cost whatsoever related to Program Vaksin Selangor.

35.What is the cost for the vaccine under Program Vaksin Selangor?

RM 350 for two doses.

36.When do I pay the for the vaccination?

You are able to pay upon receipt of quotation.

37.When do I get my vaccination slot?

You will get your slot as soon as possible after full payment is made and full name list is given depending on the availability of a slot.

38.When will I know the details of my appointment?

Vaccine recipients will receive confirmation of the date and location of the vaccination at least three (3) days before the scheduled appointment date.

39. I still have not received an appointment date for the vaccination. Can I continue to go to a PPV to get a vaccine injection without an appointment?
No. Walk-ins without valid appointments are not allowed.

40. How do the employees be notified on the appointment date?

Employees can be notified through these methods:

- i. Communication from the company's management to their employees
- ii. Through their individual Selangkah App (employees need to download the Selangkah App)
- iii. Phone call or SMS from Program Vaksin Selangor's administration

41. What if my employee receives an appointment from the National Vaccination Program before the Program Vaksin Selangor appointment date but my company has already paid for his/her vaccination under Program Vaksin Selangor? Will my company be able to get a refund?

Yes. But subject to terms and conditions.

42. Between the payment date and the appointment date, one of my employees refused to get the vaccine. Will my company be able to get a refund?

No.

43. Between the payment date and the appointment date, one of my employees is discovered not eligible to receive the vaccine due to health issues. Will my company be able to get a refund?

Yes. But subject to terms and conditions.

44. Is there any compensation provided to the recipients who experienced serious Adverse Event Following Immunization (AEFI)?

Yes, Program Vaksin Selangor would provide a compensation for the affected recipient provided the vaccination was medically certified to have caused death or permanent disability. This is also subject to terms and conditions.

Technical

45. How do I cancel my registration?

Cancellation of registration is not necessary. Upon the expiry of the quotation given, the system will automatically cancel your registration.

46. How do I know if my registration is successful and complete?

Your registration is successful and complete when you receive a booking ID. The format of the booking ID is: VXSL*****

47. How do I edit my registration?

- i. Call our hotline 1800-22-6600.
- ii. Through our website at vax.selangkah.my

48. What is the role of the Selangkah App in Program Vaksin Selangor?

Selangkah App is an application that will be used for the purposes of:

- i. Viewing appointment dates, time and locations of vaccination.

- ii. Verification by the client after receiving their doses.
- iii. Issuing digital certificate to the clients after they have completed the required doses.
- iv. Reporting cases of AEFI.

49. Is it necessary for all vaccine recipients to download the Selangkah App?

It is recommended for them to download the Selangkah App for the purposes mentioned in number 48 above.

For all vaccine-related enquiries pertaining to Program Vaksin Selangor (SelVAX) please contact:

- **SELCARE Hotline:** 1-800-22-6600
- **Email:** vax@selangkah.my
- **WhatsApp:** +6013 446 0366