



Media Contact: Jackie Shelton  
775-772-6543 | [jackie@estiponagroup.com](mailto:jackie@estiponagroup.com)

For immediate release:

**Reflecting a Continued Commitment to Accessibility,  
Live Chat Added to NVCOVIDFighter.org, Nevada’s COVID-19 Vaccine Website**

**Reno, Nev (May 3, 2021)** – Delivering lifesaving information to a broad audience — like the entire state of Nevada — needs to happen with as few barriers to access as possible. That’s why live chat support was recently added to NVCOVIDFighter.org, Nevada’s statewide COVID-19 vaccine information and appointment scheduling hub. The effort was a collaboration between Immunize Nevada and the Nevada Department of Health and Human Services, Division of Public and Behavioral Health.

“We serve the entire state with this website, and everyone has an equal right to lifesaving information about these vaccines,” said Immunize Nevada Executive Director Heidi Parker. “As we continue to work to end the COVID-19 pandemic, we recognize the importance of accessibility and equity, getting as many people as possible the information they need to find COVID-19 vaccine appointments and updates.”

Now Nevadans have three ways to access important information about COVID-19 vaccines and appointments:

- Via the website NVCOVIDFighter.org
- Over the phone using Nevada’s vaccine hotline at 1-800-401-0946, 7 a.m. to 8 p.m. daily
- Through the live chat at NVCOVIDFighter.org

Nevadans are also encouraged to talk to their doctor or pharmacist to address any questions they may have about a vaccine will protect them against COVID-19.

“Accessibility has been a cornerstone of the COVID-19 vaccine rollout, and this step increases digital accessibility,” Parker explained. “A disability — including hearing, visual or colorblindness — should never keep someone from participating in a web conversation.”

The live chat is staffed by the same team that manages Nevada’s vaccine hotline. As with the hotline, representatives can answer questions, help users navigate the website and help schedule COVID-19 vaccine appointments.

Live chat is available daily from 8 a.m. to 8 p.m. In off-hours, users can send an email via the chat, and representatives will respond when they return. The chat agents will use Google Translate to accommodate multiple languages.



Since live chat was added to the website on April 23, there have been more than 1,000 chats, and representatives are responding in 8 seconds, on average.

“It’s just another tool we’re using to reach as many Nevadans as possible, and visitors to our website are using it and getting the information they need,” Parker said.

COVID-19 vaccines are available in communities statewide now and vaccination is open to everyone 16 and older.

**About Immunize Nevada**

Immunize Nevada is widely recognized as Nevada’s trusted resource for immunizations and community health for all ages by fostering education and statewide collaboration. Immunize Nevada’s vision is healthy communities across Nevada protected from vaccine-preventable disease. For more information, visit [ImmunizeNevada.org](https://immunizenevada.org).

###