

Coronavirus pandemic in the EU – Fundamental Rights implications National vaccine deployment

**Hungary
5 May 2021**

Contractor: Milieu Consulting SRL

DISCLAIMER: This document was commissioned under contract as background material for comparative analysis by the European Union Agency for Fundamental Rights (FRA) for the project 'Coronavirus pandemic in the EU – Fundamental Rights implications'. The information and views contained in the document do not necessarily reflect the views or the official position of the FRA. The document is made publicly available for transparency and information purposes only and does not constitute legal advice or legal opinion.

Table of contents

1	National vaccine deployment – planning and overview of priority groups.....	3
2	Vaccination rollout – communication, targeted outreach, registration, and administration of vaccinations.....	7
2.1	Channels, means and measures to inform about the national vaccination plan.....	7
2.2	What are the (pre-) registration channels for vaccination put in place?	9
2.3	How are the vaccinations administered?	10
3	Challenges and promising practices.....	12
3.1	Challenges.....	12
3.2	Promising practices	14

1 National vaccine deployment – planning and overview of priority groups

Please provide the title and hyperlink of the national vaccine deployment plan/s in EN and the national language/s and indicate the date of publication of the plan/s including any updates.

In **Hungary**, the national vaccine deployment plan (*oltási terv*) was made available to the general public only in the form of a summary on 31 December 2020 on the website of the National Public Health Centre (*Nemzeti Népegészségügyi Központ*).¹ The summarised plan was updated on 25 January 2021 to include those who work in public administration and come into direct contact with citizens during their work. The Civil Liberties Union (*Társaság a Szabadságjogokért*), a civil society organisation, has criticised the Government as the full vaccine deployment plan is still not publicly available.² On 29 January 2021, a member of the Hungarian Parliament addressed a question to the Chief Public Health Officer (*Országos tisztifőorvos*) on why the vaccine deployment plan was not made available to the public. In her response, the Chief Public Health Officer claimed that the plan 'would be the base for some decisions in the future', that is why it is kept in secrecy.³

Please provide information on the planned phases of vaccination with respect to the groups to be prioritised for vaccination.

Specific groups identified in the national vaccine deployment plan	Date of plan	Date of new/revised plans
<i>older persons; indicate age groups specified</i>	31 December 2020 People above 60 years of age belong to the third priority group of the national vaccine deployment plan.	

¹ National Public Health Centre (*Nemzeti Népegészségügyi Központ*), 'Information to citizens based on the vaccine deployment plan' (*Lakossági tájékoztató az oltási terv alapján*), 31 December 2020, available at: <https://www.nnk.gov.hu/index.php/koronavirus-tajekoztato/932-a-covid-19-vedooltasra-jelentkezesi-hely-az-egeszsegugyi-es-egeszsegugyben-dolgozok-szamara>.

² Civil Liberties Union (*Társaság a Szabadságjogokért*) (2021), 'The immunity certificate is discriminative because it does not certify immunity' (*A védettségi igazolvány azért diszkriminatív, mert nem a védettséget igazolja*), 30 April 2021, available at: <https://tasz.hu/cikkek/a-vedettségi-igazolvány-azért-diszkriminatív-mert-nem-a-vedettséget-igazolja?fbclid=IwAR0ijmM7QvNqh3HF8VLHqC6x9Qr9fQrnqe0jcOtv4CaNSIwFqPA0z0zgwNU>.

³ Post on the Facebook page of Bernadett Széll, 29 January 2021, available at: <https://www.facebook.com/szelbernadett/photos/a.575419835904296/3581934498586133/?type=3>.

<i>persons with underlying health problems</i>	<p>31 December 2020</p> <p>People in the age group of 18-59 years with underlying health problems belong to the fifth group of prioritised persons.</p>	<p>The national vaccine deployment plan splits the group of people suffering from chronic diseases into two categories: 1) people above 60 years of age and 2) people between 18 and 59 years of age. Within these categories, people suffering from chronic diseases have been prioritised followed by people without underlying health problems.</p>
<i>persons with disabilities</i>	<p>The national vaccine deployment plan does not prioritise these persons; however, disabled persons under institutional care fall under the second priority group (recipients of social services) in the vaccine deployment plan.</p>	
<p><i>key workers (on the basis of their job not their personal characteristics) –</i></p> <p><i>e.g. health workers; persons working in care homes; teachers</i></p>	<p>26 December 2020</p> <p>Health workers, including medical students are in the first priority group of the vaccine deployment plan, while persons working in care homes are in the second priority group. Law enforcement workers, critical infrastructure workers (this concerns 405 companies, e.g. public utilities, public transportation, water management) fall under the fourth priority group in the national vaccine deployment plan.</p>	<p>Those working in public administration and come into direct contact with citizens during their work became a prioritised group on 25 January 2021.</p> <p>Teachers became a prioritised group on 1 April 2021.</p>
<i>persons belonging to ethnic/national minorities</i>	<p>The national vaccine deployment plan does not prioritise these persons.</p>	
<i>persons experiencing homelessness</i>	<p>31 December 2020</p> <p>Persons experiencing homelessness belong to the</p>	

	second priority group (recipients of social services) of the plan.	
<i>persons with drug addiction dependencies</i>	The national vaccine deployment plan does not prioritise these persons.	
<i>persons with low literacy levels</i>	The national vaccine deployment plan does not prioritise these persons.	
<i>persons deprived of their liberty</i>	The national vaccine deployment plan does not prioritise these persons.	On the basis of the decision of the Operational Corps (<i>Operatív Törzs</i>), persons deprived of their liberty (detainees in penitentiary institutes) were vaccinated on 30 April 2021.
<i>persons without residence or with insecure legal status (such as refugees, asylum seekers, and undocumented migrants)</i>	The national vaccine deployment plan does not prioritise these persons.	As from May 2021, persons without Hungarian social security identification number (<i>társadalombiztosítási azonosítási jel – TAJ szám</i>), including among others the refugees, may also register and be vaccinated in Hungary. ⁴
<i>OTHER – not specified above; e.g. ‘Persons living in crowded accommodation’; etc.</i> <i>Please insert . . .</i> <i>Pregnant and nursing women</i>		27 March 2021 Pregnant and nursing women were not prioritised in the national vaccine deployment plan in lack of existing international and clinical trial data. As international data became more available, national recommendation for pregnant and lactating women has been issued by

⁴ Koronavirus.gov.hu (2021), 'As of Tuesday, foreign nationals living in Hungary and those in lack of a social security number, and Hungarians living abroad may also register for the vaccination' (*Keddől már a Magyarországon élő külföldiek és a TAJ-számmal nem rendelkező, külföldön élő és külhoni magyarok is tudnak regisztrálni az oltásra*), 3 May 2021, available at: <https://koronavirus.gov.hu/cikkek/keddtol-mar-magyarorszagon-elo-kulfoldiek-es-taj-szammal-nem-rendelkezo-kulfoldon-elo-es>.

		<p>the competent professional bodies. Based on this, the Government decided to include them as priority group on 27 March.⁵</p> <p>Their vaccination is being carried out on the basis of the recommendation of family doctors and gynaecologists, in the order of their registration and depending on the availability of the appropriate type of vaccine.</p>
--	--	--

Please briefly indicate here (not in the above table):

- the reasons behind major changes with regard to priority groups– as announced by the government.

In **Hungary**, there were two changes in the original national vaccine deployment plan. As international data became more available, national recommendation for pregnant and lactating women has been issued by the competent professional bodies. Based on this, on 27 March 2021, the Government recommended the vaccination of pregnant and nursing women who were not prioritised earlier in the national vaccine deployment plan. Pregnant and nursing women may also register for the vaccination electronically if they decide to take this opportunity.⁶ All health care providers have been informed in a circular letter on the recommendation and the professional principles to vaccinate pregnant and lactating women. As the Government decided to reopen kindergartens and elementary schools on 19 April 2021, teachers were also prioritised to receive the vaccination. The vaccination of teachers started on 1 April 2021;⁷ they had three consecutive weeks for requesting

⁵ Koronavirus.gov.hu (2021), 'Here is the professional recommendation – Pregnant women may also ask for the vaccination' (*Itt a szakmai ajánlás – A várandósok is kérhetik az oltást*), 26 March 2021, available at: <https://koronavirus.gov.hu/cikkek/itt-szakmai-ajanlas-varandosok-kerhetik-az-oltast>.

⁶ Koronavirus.gov.hu (2021), 'Here is the professional recommendation – Pregnant women may also ask for the vaccination' (*Itt a szakmai ajánlás – A várandósok is kérhetik az oltást*), 26 March 2021, available at: <https://koronavirus.gov.hu/cikkek/itt-szakmai-ajanlas-varandosok-kerhetik-az-oltast>.

⁷ Koronavirus.gov.hu (2021), 'Next week the teachers working in kindergartens, elementary schools and secondary schools who are registered will be invited to administer the vaccine' (*Jövő héten már oltásra hívják az eddig regisztrált, óvodákban, általános iskolákban és gimnáziumokban dolgozó pedagógusokat*), 26 March 2021, available at: <https://koronavirus.gov.hu/cikkek/jovo-heten-mar-oltasra-hivjak-az-eddig-regisztralt-ovodakban-altalanos-iskolakban-es>.

the vaccination and since then all those registered have already received even their second dose of vaccine.

- *the overall approach behind the definition of priority groups: please identify the main ground for identifying groups as priority group (vulnerability to infection; social vulnerability; multiple criteria).*

In **Hungary**, the main ground for identifying groups as priority groups was the vulnerability to infection (e.g. health workers, social workers and recipients of social services, teachers, pregnant women, persons with underlying medical conditions). Law enforcement workers and workers of critical infrastructure companies were prioritised to ensure public safety and the operation of the country.

2 Vaccination rollout – communication, targeted outreach, registration, and administration of vaccinations

For each of the subsequent questions (2.1, 2.2 and 2.3) please indicate:

Languages: If information in different languages is available. Please list those languages in which information is available (e.g. languages of recognised national or ethnic minorities and immigrant communities; as well as English and other dominant international languages).

Accessibility for persons with disabilities: If information is provided in accessible formats to ensure accessibility for people with disabilities (including easy read, in braille, sign language etc); are physical venues made accessible for persons with disabilities?

2.1 Channels, means and measures to inform about the national vaccination plan

Please provide information on channels, means and measures taken by the government or public authorities to inform the public about the national vaccination plan, its rollout strategy and vaccination awareness raising campaigns; e.g. traditional postal letters; online information; telephone calls; public information campaigns etc.

In **Hungary**, the Government and the National Public Health Centre (*Nemzeti Népegészségügyi Központ*) provide information on the national vaccination plan and the rollout strategy through the following channels:

- The Government's central information website on the coronavirus (<https://koronavirus.gov.hu>) provides up-to-date information in the 'News' section on changes in the vaccination plan and on actualities related to the vaccination.

- The website established to enable registration for vaccination (<https://vakcinainfo.gov.hu>) also provides information on the vaccination plan.
- The website of the National Public Health Centre (*Nemzeti Népegészségügyi Központ*) contains the information leaflet with the summary of the national vaccination plan.⁸
- The Operational Corps (*Operatív Törzs*), established in January 2020 to function as the central body in coordination of the measures applied in relation to the Coronavirus outbreak, has daily press conferences where they report on changes of the vaccination plan and provide practical information on the vaccination. On 4 February 2021 the Operational Corps established the National Vaccination Working Group and County-level Vaccination Working Groups were also established. The Head of the National Vaccination Working Group regularly reports, within the framework of the weekly press conference of the Operational Corps, on the progress of the national vaccine deployment and on the weekly plan
- The spokesmen of the Government report on changes of the vaccination plan in the press conferences called Government Info (*Kormányinfo*).

Information on these websites, however, are only available in the Hungarian language, and they are not available in formats accessible for persons with disabilities. Starting from 3 May 2021, the website established to enable registration for vaccination (<https://vakcinainfo.gov.hu>) offers an English language tab to facilitate registration for those who do not speak Hungarian.⁹

In **Hungary**, the Government announced a vaccination awareness raising campaign on 14 January 2021.¹⁰ On 23 January 2021, a video was made available by the Government in which the rector of Semmelweis University of Medicine (*Semmelweis Orvostudományi Egyetem*) explains why vaccination is the only way out of the pandemic.¹¹ At all press conferences of the Operational Corps, the

⁸ National Public Health Centre (*Nemzeti Népegészségügyi Központ*) (2021), 'Information to the general public based on the national vaccine deployment plan (excerpt)' (*Lakossági tájékoztató az oltási terv alapján (kivonat)*), 25 January 2021, available at: <https://www.nnk.gov.hu/index.php/koronavirus-tajekoztato/932-a-covid-19-vedooltasra-jelentkezesi-hely-az-egeszsegugyi-es-egeszsegugyben-dolgozok-szamara>.

⁹ Vakcinainfó (2021), 'Registration for vaccination', available at: <https://vakcinainfo.gov.hu/registration>.

¹⁰ Koronavirus.gov.hu (2021), 'Government Info: The Government launches a campaign to urge the registration for the vaccination' (*Kormányinfó: a kormány kampányt indít az oltásra jelentkezés ösztönzésére*), 14 January 2021, available at: <https://koronavirus.gov.hu/cikkek/kormanyinfo-kormany-kampanyt-indit-az-oltasra-jelentkezes-osztonzesere>.

¹¹ YouTube channel of the Government of Hungary (2021), 'Vaccine Info: Why vaccination is the most efficient tool against the coronavirus?' (*Vakcinainfo – Miért a vakcina a leghatékonyabb eszköz*

importance and efficiency of the vaccination is emphasised, and the Operational Corps urges people to register for the vaccination.¹² Given that by the end of April 2021 almost all who registered for the vaccination received their jabs and the number of registered people seemed to stagnate, on 15 April 2021 the Government launched a billboard awareness raising campaign to convince more people to register for the vaccination. On billboards, celebrities urge people to register for the vaccination. All billboards contain the following text: 'Vaccination saves lives'.¹³

2.2 What are the (pre-) registration channels for vaccination put in place?

a) *What registration channels for vaccination are in place e.g. websites, apps, hotlines/call centres, letters, via family doctors, etc.?*

In **Hungary**, the Government established a website (www.vakcinainfo.gov.hu) that is the main registration channel for vaccination. Those with a social security number and an address in Hungary can register for the COVID-19 vaccination. Until 3 May 2021, the website was available only in Hungarian, therefore, foreign nationals living in Hungary also had to register through this Hungarian platform. Starting from 3 May 2021, the website offers an English language tab to facilitate registration for those who do not speak Hungarian.¹⁴ Every week, the family doctors receive a list from the central authorities that contains the names of people who are next in the vaccination order. The list only contains those who previously registered for the vaccination. The family doctors then directly notify people regarding what vaccine is available to them and when and where they can get it. Starting from 26 April 2021, the authorities offer an online booking system (www.eeszt.gov.hu) through which those who previously registered for the vaccination can book a date to receive their jabs in one of the vaccination centres (hospitals). The booking system indicates what vaccines are available at what time and where.

In **Hungary**, the Civil Liberties Union (*Társaság a Szabadságjogokért*) believes that due to the online registration, younger people of better social status and in good health may have already been fully vaccinated, while people of lower social

a *koronavírus ellen?*), 23 January 2021, available at: <https://www.youtube.com/watch?v=qRsOjW260JI>.

¹² Daily summaries of the press conferences of the Operational Corps are published on <https://koronavirus.gov.hu>.

¹³ Kormany.hu (2021), 'The goal is to get the most people vaccinated' (*A cél, hogy minél többen oltassák be magukat*), 15 April 2021, available at: <https://kormany.hu/hirek/a-cel-hogy-minel-tobben-oltassak-be-magukat>.

¹⁴ Vakcinainfó (2021), 'Registration for vaccination', available at: <https://vakcinainfo.gov.hu/registration>.

status and at higher risk due to their age, health and work have not even received their first dose.¹⁵ On the contrary, governmental position states that people with a higher risk to COVID-19 due to their health status have been selected in the priority groups independently from their social status and have been vaccinated if they voluntarily wished so. Government also sent printed registration forms by regular mail to those over 60 years of age.¹⁶

- b) *Are any alternatives to digital access to vaccine registration in place e.g. appropriate support for those who need it (such as the elderly; those without access to the internet); physical locations for registration etc?*

In **Hungary**, while the primary form of registration for the vaccination is the online platform that the Government operates (www.vakcinainfo.gov.hu), starting from 10 December 2020, the Government sent physical letters containing registration forms to the elderly (people over 60 years of age). The registration forms should be returned by mail to the Hungarian Treasury (*Magyar Államkincstár*). The forms were sent to the elderly in December, and they can send them back at any time.^{17,18}

2.3 How are the vaccinations administered?

- a) *Where are the vaccinations administered e.g. vaccination centres, via mobile units, via family doctors, etc.?*

In **Hungary**, two COVID-19 vaccines (the Russian Sputnik V and the Chinese Sinopharm) are also administered beyond those approved by the European

¹⁵ Civil Liberties Union (*Társaság a Szabadságjogokért*) (2021), 'The immunity certificate is discriminative because it does not certify immunity' (*A védettségi igazolvány azért diszkriminatív, mert nem a védettséget igazolja*), 30 April 2021, available at: <https://tasz.hu/cikkek/a-vedettségi-igazolvany-azert-diszkriminativ-mert-nem-a-vedettséget-igazolja?fbclid=IwAR0ijmM7QvNqh3HF8VLHqC6x9Qr9fQrnqe0jcOtv4CaNSIwFgPA0z0zgwNU>.

¹⁶ <https://koronavirus.gov.hu/cikkek/mi-teendo-ha-nem-erkezett-meg-postan-kuldott-oltasi-regisztracios-iv>

¹⁷ Kormany.hu (2021), 'Retired people receive the letters on the registration for vaccination these days' (*A nyugdíjasok a napokban megkapják a levelet az oltási egysztrációhoz*), 10 December 2020, available at: <https://kormany.hu/hirek/a-nyugdijasok-a-napokban-megkapjak-a-levelet-az-oltasi-regisztraciohoz>.

¹⁸ Kormanyhivatal.hu (2021), 'What should you know on the vaccination of the oldest and of those under 60 years of age having chronic diseases' (*Mit kel tudni a regisztrált legidősebbek és a 60 év alatti krónikus betegek oltásáról?*), 23 February 2021, available at: <https://www.kormanyhivatal.hu/hu/hirek/mit-kell-tudni-a-regisztralt-legidosebbek-es-a-60-ev-alatti-kronikus-betegek-oltasarol>.

Medicines Agency.¹⁹ The vaccinations, under the direction of the National Vaccination Working Group and following the decisions of the County-level Vaccination Working Groups, are administered in five places:²⁰

- Vaccination centres: The Operational Corps designated 101 hospitals as vaccination centres across the country. Hospitals as vaccination centres had to establish vaccination venues the number of which ranges from a few to more than 100 per vaccination centres, depending on the size of the hospital. Mainly Pfizer/BioNTech and Sputnik V vaccines are administered in these vaccination centres.
- Mobile vaccination groups: In the social care institutions, the vaccines have been administered by mobile vaccination groups consisting of full vaccination staff deployed from hospitals, under the organisation of the County-level Vaccination Working Groups. The vaccination of homeless persons has been carried out by the Hungarian Charity Service of the Order of Malta (*Magyar Máltai Szeretszolgálat*), on the basis of the decision of the National Vaccination Working Group (*Országos Oltási Munkacsoport – OOMCS*) and with the vaccines provided by the National Vaccination Working Group.
- Family doctors: (5005) Family doctors have been the key personnel to administer the vaccines in the second phase of the vaccine deployment. The Moderna, AstraZeneca and Sinopharm vaccines are mostly administered by the family doctors who receive the vaccines from the Governmental Office (*Kormányhivatal*) continuously and gradually based on the number of people who are registered with them.
- Outpatient care institutions: Outpatient care institutions have also been involved in the national vaccine deployment process and they have been obliged, depending on their specificities and human resource capacities, to establish vaccination venues to be used by the County-level Vaccination Working Groups depending on the available amount of vaccines.
- Vaccination buses: The Hungarian Army operates five vaccination buses. One bus may administer vaccinations for up to 180 people a day. The buses have been in use since 10 March 2021. In the first week of their operation, the buses were used to vaccinate soldiers. Starting from 15 March 2021, however, the vaccination buses participate in the vaccination of the general population, primarily in settlements of disadvantaged

¹⁹ National Public Health Centre (*Nemzeti Népegészségügyi Központ*) (2021), 'Information leaflets available for download' (*Letölthető tájékoztatók*), available at: <https://koronavirus.gov.hu/letoltheto-tajekoztatok>.

²⁰ Koronavirus.gov.hu (2021), 'Type and amount of vaccines arrived to Hungary' (*Magyarországra érkezett vakcinák típusa és mennyisége*), 29 April 2021, available at: <https://koronavirus.gov.hu/cikkek/magyarorszagra-erkezett-vakcinak-tipusa-es-mennyisege-13>.

situation. The buses also administer the Janssen vaccine which was made available as currently the latest vaccine from the EU portfolio.

b) *For those being vaccinated - how is information about the actual vaccination process, the vaccine and any potential side effects provided?*

In **Hungary**, information on the vaccination process, the vaccines and their potential side effects are provided through the central Governmental website established specifically to share information on the coronavirus.²¹ In addition at the vaccination centres health personnel administering the vaccines and the family doctors provide information when calling in as well as when vaccinating people who registered for the vaccination.²²

c) *Are there any circumstances where fees are applicable for receiving the vaccine – e.g. for third country nationals?*

In **Hungary**, there are no fees charged for receiving COVID-19 vaccines. Family doctors receive a fee for their services from the National Health Insurance Fund (*Nemzeti Egészségbiztosítási Alapkezelő*). An additional fee is paid to those who are willing to administer vaccines over the weekends (80,000 HUF (cc. €223) for a full day and 40,000 HUF (€112) for half a day).²³

3 Challenges and promising practices

3.1 Challenges

In **Hungary**, the Government planned to change the system of vaccination in early March 2021. Prior to March 2021, the family doctors received the weekly list of those who registered for the vaccination and who were next in line based on the vaccine deployment plan, and the family doctors called in the people and suggested the type of vaccine that best suits their needs. The family doctors administered the vaccines in their own offices or directed the patients applying for vaccination to the vaccination centres in hospitals. The Government also tried

²¹ Koronavirus.gov.hu (2021), 'Information sheets available for download' (*Letölthető tájékoztatók*), available at: <https://koronavirus.gov.hu/letoltheto-tajekoztatok>.

²² Koronavirus.gov.hu (2021), 'The professional leaders of family doctors made professional guidelines to help the vaccination activity of family doctors' (*A házi orvosok oltási tevékenységét segítő szakmai ajánlást készítettek a házi orvosok szakmai vezetői*), 31 March 2021, available at: <https://koronavirus.gov.hu/cikkek/haziorvosok-oltasi-tevekenyseget-segito-szakmai-ajanlast-keszitettek-haziorvosok-szakmai>.

²³ Koronavirus.gov.hu (2021), 'More money is given to family doctors who vaccinate in the weekend to speed up vaccination' (*Több pénzt kapnak a hétvégén is oltó házi orvosok az oltás felgyorsítása érdekében*), 28 February 2021, available at: <https://koronavirus.gov.hu/cikkek/emmi-tobb-penzt-kapnak-hetvegen-olto-haziorvosok-az-oltas-felgyorsitasa-erdekeben>.

out a 'data-based mass vaccination method'. Based on this new method, registered people received text messages from the National Public Health Centre (*Nemzeti Népegészségügyi Központ*) that, based on their health data available in the National eHealth Infrastructure (hereinafter referred to as EESZT), could identify who came next in the line of registered people. The first round of the new mass vaccination method was planned for the weekend of 5-7 March 2021 when the Government planned to administer the vaccine to 70,000 people under 60 years of age suffering from chronic diseases. As many people reported that the text messages sent to them called them to remote hospitals, and that the text messages were sent to some people who had already received the vaccine, the Government postponed the application of this method on 5 March 2021. The reason for the errors were the outdated data available in the EESZT for some people (e.g. outdated address). Four days later, after having made the necessary corrections in the database, the data-based mass vaccination (built on SMS campaign) was successfully deployed without any further problems..

In **Hungary**, the people's trust for certain types of vaccines varies significantly due to new information available in the media. Political Capital, a policy research and consulting agency conducted a research in Czechia, Hungary, Poland and Slovakia in the early days of March 2021 to map how people feel about the different types of COVID-19 vaccines. In each county, Political Capital interviewed 1,000 people over the phone who were representative of the adult population of that country in terms of gender, age, type and region of residence and education. The outcome of the research showed that 50 % of Hungarians would like to be vaccinated against COVID-19. Still, most people only trust vaccines coming from the EU (only about 8 % do not show trust toward these vaccines), and 26 % do not trust the Russian vaccine (Sputnik V), 30 % reject the Chinese vaccine (Sinopharm). After several EU Member States suspended the use of AstraZeneca due to the potential side effects (the very rare side effect of causing blood clots), 16 % of the interviewed persons did not want to receive the British-Swedish vaccine.²⁴ There were several reports in the media that people often rejected the offered vaccination and that family doctors could not use the amount of vaccine delivered to them by the authorities due to the reservation towards certain vaccines.²⁵

²⁴ Political Capital (2021), 'We trust more and more but not equally in vaccines' (*Egyre jobban, de nem egyformán bízunk az oltásokban*), 30 March 2021, available at: https://www.politicalcapital.hu/hireink.php?article_read=1&article_id=2759.

²⁵ Telex (2021), 'AstraZeneca is less popular, and the Eastern vaccines are not desired either – according to the family doctors' (*Népszerűtlenebb lett az AstraZeneca, a keleti vakcinák sem kedveltek – mondják a házi orvosok*), 9 April 2021, available at: <https://telex.hu/koronavirus/2021/04/09/nepszerutlen-az-astrazeneca-a-szputnyikra-is-sokan-huzzak-a-szajukat-a-pfizert-viszont-mindenki-keri-hazi orvosok-a-vakcinakrol>.

3.2 Promising practices

In **Hungary**, civil society organisations provide help in registering for the COVID-19 vaccination to those who face difficulties in using the electronic registration platform. As the main platform to register for the COVID-19 vaccination is the website set up by the Government, some civil society organisations offer help to those in lack of either knowledge or electronic infrastructure in the registration process. The Hungarian Interchurch Aid (*Magyar Ökumenikus Segélyszervezet*) and the Hungarian Charity Service of the Order of Malta (*Magyar Máltai Szeretetszolgálat*) established registration hotspots across the country where they help people register an email account, explain to them how to check their inboxes, provide computers with internet access to manage registration. The civil society organisations emphasised that the Government sent printed registration forms by regular mail to those over 60 years of age; however, for younger people (below 60 years of age) lacking computer skills or access to the internet, there is no option to register in paper format.²⁶

In **Hungary**, starting from 26 April 2021, the Government offers an online booking platform to those who registered for the vaccination. The new platform (<https://www.eeszt.gov.hu/hu/nyito-oldal>) allows people to directly book an appointment at one of the nearby hospitals or any other vaccination venues of hospital across the country to receive the COVID-19 vaccination. The platform only lists vaccination spots in hospitals for a week ahead and indicate which vaccine will be available there. People can pick the hospital and the time for the vaccination. The system warns people that the second vaccine will also be administered in the same hospital where they were booked for the first jab.²⁷ The system is only available to those who previously registered for the vaccination and who have not received their first jab earlier.

²⁶ Sonline (2021), 'It is not an obstacle if there is no internet at home' (*Nem lehet akadály, ha nincs otthon internet*), 23 January 2021, available at: <https://www.sonline.hu/kozelet/helyi-kozelet/nem-lehet-akadaly-ha-nincs-otthon-internet-3837328/>.

²⁷ Koronavirus.gov.hu (2021), 'The online booking system is open! – Starting from now, everybody with a valid registration can book an appointment for vaccination online' (*Megnyílt az online időpontfoglaló! – Mostantól minden érvényes regisztrációval rendelkező tud interneten oltási időpontot foglalni*), 26 April 2021, available at: <https://koronavirus.gov.hu/cikkek/megnyilt-az-online-idopontfoglalo-mostantol-minden-ervenyes-regisztracioval-rendelkezo-tud>.