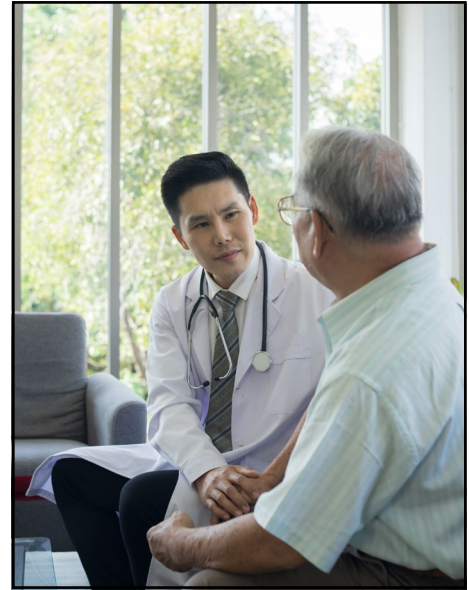


# Talking to Patients About the COVID-19 Vaccine

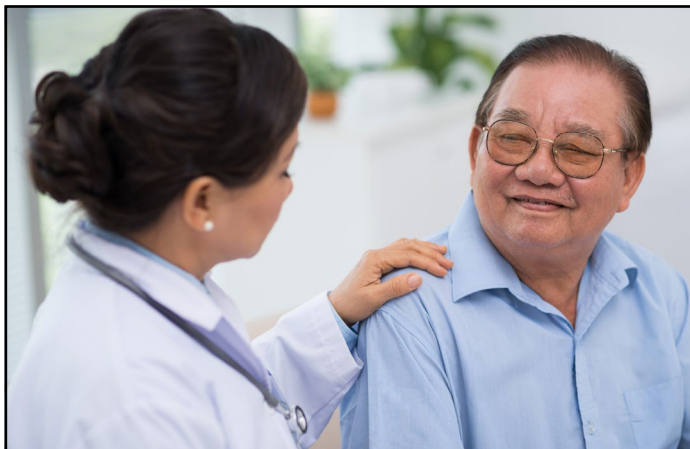
## Start the Conversation

By simply listening and talking to your patients, you may be able to build trust and help them move from COVID-19 vaccination hesitancy to vaccination acceptance. This resource includes talking points to support your conversations with patients about COVID-19 vaccinations, including information to help patients make their decision. Practice empathy and use motivational interviewing skills to help guide these conversations.



## Addressing Hesitancy

- **Ask why the patient is hesitant.** “It is okay for everyone – including you – to have questions about the vaccine. May I ask why you are hesitant? What have you heard in your community?”
- **Counter misinformation.** “Understandably, a lot of misinformation exists; however, your care provider can discuss with you how vaccines are extraordinarily effective at protecting you from the virus. What questions do you have?” [Address patient’s questions]. “Your provider can speak to you about any questions you have as well OR I would be happy to send you some trusted sources of information that may help address your concerns. Will that be okay? For example, I have information on [share selected information].”
- **Explore patients’ fears about possible side effects.** “How did you feel after your last vaccine (e.g., flu, shingles)? Have you ever had any side effects or other reactions after a vaccine? The COVID-19 vaccine is not much different. Possible side effects that you may experience include [share side effects].”
- **If you’re comfortable, be transparent about your vaccination story.** “I was hesitant early on, but vaccines are important to me and my family because [share personal vaccination story].”



# Talking to Patients About the COVID-19 Vaccine

## Addressing Barriers

- **Lack of awareness on location(s) of COVID-19 vaccination clinics.** "Our office is currently offering COVID-19 vaccination clinics OR I can help you identify the closest COVID-19 vaccination clinic near your work or home and help you schedule an appointment."
- **Access to transportation.** "I understand limited access to transportation can be a major challenge for you trying to get vaccinated. There are free transportation services in your community. Would you like me to gather and send you information on how you can access free transportation to help you get to and from a local COVID-19 vaccination site AND/OR can I help you schedule a transportation service?"
- **Concerns of associated costs.** "Most people can get the COVID-19 vaccination for free. Would you like me to check your coverage?"
- **Lack of childcare.** "Most pharmacies allow children in the vaccination area; however, would you like me to send you information on mobile clinics AND/OR at-home vaccination services in our community AND/OR help you schedule an appointment where childcare will not be an issue?"

## Additional Information

- [Building Confidence in COVID-19 Vaccines | CDC](#)
- [Motivational Interviewing Strategies for Vaccination Readiness | HQIN](#)
- [COVID-19 Public Education Campaign | HHS](#)
- [Bust Myths and Learn the Facts about COVID-19 Vaccines | CDC](#)
- [COVID-19 Vaccines While Pregnant or Breastfeeding | CDC](#)
- [Helping People Get Rides to Vaccine Appointments | Lyft](#)
- [Your Health Can't Wait, Vaccinate! Resources | HQIN](#)

