

CORONAVIRUS DISEASE 2019 (COVID-19)

Script/Talking Points for Vaccine Clinic Screeners & Greeters



Audience: Vaccine Administrators, MGPS Leaders, Provider Office Colleagues, Contact Center Colleagues, Marketing and Communications, CMOs, CNOs

Revision Date: 4-28-21

Version: #12

COVID-19 Response Team Owner: Communications

What's Changed:

- Added direction to read Fact Sheet.

TALKING POINTS

For screeners & greeters to use when talking with patients who have an appointment and/or it is a walk-in event:

Greet & Confirm Eligibility

- Welcome to [Health Ministry] vaccination site.
- Before we proceed, I would like to ask you a few questions to be sure it is safe for you to be vaccinated today.

Point out the Fact Sheet

- Please make sure you read the Fact Sheet for Patients and Caregivers, which details the side effects and any rare complications small numbers of people experience after receiving the vaccine.

Use the responses and direction below to respond to patients who answer yes to a screening question in the Patient Registration, Acknowledgment and Consent Form.

If patient answers **YES** to:

1. **Sick today:**
 - Because you are not feeling well, you cannot be vaccinated with the COVID-19 vaccine today. We recommend you wait until you are feeling better and that you speak to your primary care provider to discuss when you should be vaccinated.

Patient Handouts

- [Pfizer-BioNTech COVID-19 Vaccine EUA Fact Sheet for Recipients & Caregivers](#) *(Required document for Pfizer vaccine recipients)*
- [Moderna COVID-19 Vaccine EUA Fact Sheet for Recipients & Caregivers](#) *(Required document for Moderna vaccine recipients)*
- [Janssen/Johnson & Johnson COVID-19 EUA Fact Sheet for Recipients & Caregivers](#) *(Required document for J&J vaccine recipients)*
- [Pfizer-BioNTech COVID-19 Vaccine Multi-Language Translations of Fact Sheet for Recipients and Caregivers](#)
- [Moderna COVID-19 Vaccine Multi-Language Translations of Fact Sheet for Recipients and Caregivers](#)
- [Janssen/Johnson & Johnson Vaccine Multi-language Fact Sheet for Recipients & Caregivers](#)
- [CDC-What to Expect after Getting a COVID-19 Vaccine](#)
- [V-Safe Information Sheet](#)

Note: Your MarComm team may have HM specific information to include as well.

- We encourage you to get the COVID-19 vaccine to protect yourself and others, but it is important to wait until you are healthy.
2. **Severe allergy to the components of the vaccine, which includes polyethylene glycol (PEG) or polysorbate):** If (after reading the [COVID-19 Vaccine EUA Fact sheet](#)), a patient's answer is yes:
- Because you have a severe allergy to components of the vaccine, you cannot be vaccinated with the COVID-19 vaccine today. We recommend you speak to your primary care provider.
3. **Severe or immediate reaction/anaphylaxis to any vaccine in the past, including an mRNA COVID-19 vaccine:**
- *Attempt to elicit the type of reaction:*
 - You may want to speak to your primary care provider before vaccination to fully explore the risks and benefits of receiving the COVID-19 vaccine.
 - *If patient chooses to proceed with vaccination today:*
 - We will need to monitor you for 30 minutes after you receive the COVID-19 vaccination.
4. **Bleeding disorder or on a blood thinner:**
- **Bleeding disorder:** We recommend you speak to your primary care provider before being vaccinated as added precautions may need to be taken.
 - **Blood thinner:** To provide you with the best care, we are moving you to a special area for an additional pressure dressing to be placed on your vaccination site.
5. **Immunocompromised:**
- *Advise patient:*
 - While we believe the vaccine is safe, we recommend that you speak to your primary care provider (or your specialty physician) before vaccination to fully explore the risks and benefits of receiving the COVID-19 vaccine.
 - *Proceed if patient determines they would like to receive the vaccine today.*
6. **Received a COVID-19 vaccine previously:**
- *Confirm the vaccine manufacturer of the patient's first dose is the same manufacturer of the second dose via the patient's vaccination card or the state's immunization registry.*
7. **Pregnant, breast feeding:**
- *Advise patient:*
 - While we believe the vaccine is safe, we recommend that you speak to your primary care provider or obstetrician before vaccination to fully explore the risks and benefits of receiving the COVID-19 vaccine.
 - *Proceed if patient determines they would like to receive the vaccine today.*
8. **Tested positive for COVID-19 or exposed to someone with COVID-19 within the past two weeks. (For healthcare personnel — had a high-risk exposure and received recommendation to quarantine):**
- Unfortunately, you cannot be vaccinated with the COVID-19 vaccine today. We recommend you speak to your primary care provider about when you should be vaccinated.

9. **Received antibody therapy or convalescent plasma for treatment of COVID-19 in the last 90 days.** If patient answered yes, or is unsure:
 - Because you may have received treatment that will interfere with your ability to respond to the vaccine, you cannot be vaccinated with the COVID-19 vaccine today. We recommend you speak to your primary care provider about when you should be vaccinated.
10. **Received any other vaccine within the past 14 days.**
 - Unfortunately, you cannot be vaccinated with the COVID-19 vaccine today. You must wait at least 14 days from when you received any other vaccine.
- **NOTE:** If (after reading the COVID-19 Vaccine EUA Fact Sheet), a patient asks about a specific **medical condition/allergy** (or other medical concern) **NOT included** in the EUA Vaccine Fact Sheet:
 - Advise:
 - We believe the vaccine is safe and your [specific medical question] is not listed as a concern on the FDA/CDC Fact sheet. However, if you still have concerns, we recommend that you speak to your primary care provider before vaccination to discuss the risks and benefits of receiving the COVID-19 vaccine.
 - *Proceed if patient determines they would like to receive the vaccine today.*

Before Releasing Patient from Observation Area:

- Thank you for choosing [Health Ministry] to care for you today.
- I have a couple things to review with you before you go:

Reminder: Be sure to give patient their Vaccination Card.

If first dose of two-dose series:

- Remember it is extremely important that you get the second dose of this same vaccine within 17-21 days to be fully protected.
- *If appropriate:* May I make your appointment for your second shot before you leave?
- Wait until 4 weeks after your final dose to have a mammogram or CT scan screening, to avoid any inaccuracies with your results. Some people may experience temporarily enlargement of their lymph nodes in their armpit after receiving the vaccine that could cause need for additional testing.
- Contact your primary care physician and don't delay care if you have any concerns about your health.

Note on Side Effects:

- Like other vaccines, you may experience side effects. The most common are pain/redness at the injection side, headache, fatigue, muscle/joint aches and low-grade fever. The side effects respond well to Tylenol and nonsteroidal anti-inflammatory medications like ibuprofen. Most side effects last less than 24 hours.
- Side effects do not mean you have COVID-19.
 - Side effects are signs that the vaccine is working to build immunity. If they don't go away in three days, or you have more serious symptoms, call your doctor or seek emergent medical care.

Point out CDC V-Safe information:

- The CDC is offering a voluntary after vaccination health checker.
- We strongly encourage you to sign-up. Here are instructions for how to enroll.

- You will receive messages daily for a week and can quickly let the CDC know if you have any side effects.

Thank

- Thank you for choosing [Health Ministry] for your care.

TALKING POINTS

For greeters to use if a person arrives at an appointment-only vaccination site without an appointment and is seeking vaccination:

Greet & Confirm Eligibility

- Welcome to [Health Ministry] vaccination site.
- Currently, [Health Ministry] is vaccinating [current categories – e.g. essential workers and persons 65 or older] **by appointment only** due to very limited supplies of the vaccine. We apologize that we are unable to accommodate walk ins.
- We are following federal, state and local on vaccine distribution, and working quickly to complete vaccination of priority groups, as the supplies are available to us.
- Please check the [Health Ministry] website with the latest information on who is eligible for the vaccine and how to schedule your appointment.
- **If your ministry has a vaccine updates email list or a wait list sign up:** On the web page, you can also sign up to be added to the vaccine updates email list or wait list. *[If possible, offer to review the guidelines and information on the website with them. It is important that we are empathic and helpful.]*
- I know this is disappointing. Thank you for your understanding.

If the person does not accept this response and/or complains about limited appointment availability:

- We understand that you want to receive the vaccine as soon as possible.
- Please know that we are following federal, state and local health authority direction on vaccine distribution, and vaccine supplies are very limited right now.
- Please check our [Health Ministry] website, which we are updating with the latest information often.
- **If your ministry has an email or wait list:** I would be happy to help you get added to the vaccine updates email list/wait list.
- Thank you for your understanding.

If the person does not accept this response and/or becomes agitated or aggressive and refuses to leave, follow vaccination site security procedures.