

COVID-19 VACCINE FAQs FOR PATIENTS

An Exhaustive List From Credible Sources

There are so many questions out there about the COVID-19 vaccines, and if you're running a doctor's office or working the front desk at a Community Health Center, you've likely heard many of the same questions—like the who, what, where, and when of getting immunized. But other questions are more delicate and require thoughtfully constructed responses so that patients understand the information.

Answers to these questions are out there, but they are scattered and they don't all come from reliable sources. To help healthcare providers respond to—and better manage—the litany of questions from patients, we've aggregated an exhaustive list of FAQs from credible sources (all referenced) that you can share with your patients. We've also left space for providers to customize their answers and make changes over time. We delve further into what providers need to think about in terms of patient engagement throughout a COVID-19 vaccination program [here](#).



COVID-19 VACCINE FAQs

Answer all of your patients' questions about the COVID-19 vaccine—from the science of mRNA vaccines to potential side effects—with our comprehensive FAQ sheet.

[VIEW FAQ SHEET](#)

THERE ARE A FEW WAYS TO DISTRIBUTE THIS COVID-19 VACCINATION FAQ SHEET:

1 Send a broadcast

Broadcast messaging is a quick and easy way to update all of your patients on the COVID-19 vaccine. Providers who aren't currently carrying the vaccine (but plan to) can send [the FAQ sheet](#) out before distribution so that every patient is educated. This will reduce inbound inquiry volumes that your administrative staff is likely experiencing, and it will [encourage more people to get vaccinated](#).

In minutes, you can broadcast the entire FAQ content by creating a child page on your website, copying and pasting our FAQs for publication, then including the URL in your broadcast messages. Or, you can distribute [this downloadable version](#).

You might also consider scheduling an automated “drip campaign,” which would broadcast select Q&As about the COVID-19 vaccine over a period of several weeks.

2 Text it to select patients

Since not everybody is immediately eligible to receive the vaccine, healthcare providers may choose to generate a list of high-risk patients and [use SMS to send them FAQs first](#) as a way to get the conversation started.

Follow this up with a web scheduling link to get interested patients on a waitlist for when you do have the vaccine, or include a link to fill out a [screening form](#) to confirm eligibility. To address continuing inbound calls from those who are not yet eligible, consider using [a smart, automated two-way chat system](#).

3 In-office print outs

For the smaller percentage of non-tech savvy patients, print [this](#) out as a customizable document to distribute to patients in your office, or leave it at the check-in kiosk. If you're running a [zero-contact waiting room](#), keep the print outs in exam rooms for patients to take home with them. Just be sure to update your sheet should new information emerge.



Download this [COVID-19 Checklist](#) to prepare your vaccine program. It's filled with valuable resources.