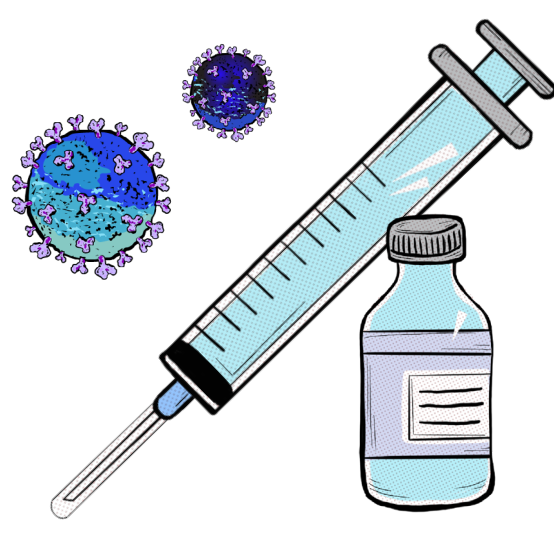


# NAVIGATE THE VACCINE PHASES

How & When to Communicate with Patients About the COVID-19 Vaccination Process—From Start to Finish



	WHO?	WHERE?
<b>PHASE 1</b> Limited supply	<ul style="list-style-type: none"> <li><b>Phase 1a</b> - Designated government partners: healthcare personnel, LTCF residents</li> <li><b>Phase 1b</b> - Essential workers: Education, agriculture, police &amp; fire, transportation, critical infrastructure workers, etc.</li> <li><b>Phase 1c</b> - Adults with high-risk medical conditions, 65-75+ adults</li> </ul>	Closed point-of-dispensing (POD) settings like large hospitals and temporary or satellite sites
<b>PHASE 2</b> Large supply	Expanded provider network to critical populations, like younger age groups with preexisting conditions	Healthcare settings, commercial settings, public health venues (pharmacies, doctors' offices, clinics)
<b>PHASE 3</b> Sufficient supply	General population	Private practices, public health sites

## 8 STEP COVID-19 VACCINATION GUIDE

**1 EDUCATE & INFORM**

*Proactively broadcast crucial information to answer questions before they're asked to cut down on inquiry influx*

- Direct patients to useful resources like referral sites
- Set expectation about dose availability
- Share approximate timelines when possible

We expect to be able to offer the COVID-19 vaccine soon. We are awaiting shipments of the vaccine and will reach out when we are ready to schedule appointments.

**2 SCREENING & CONSENT**

*Contact phase-eligible patients and communicate the importance of getting vaccinated*

- Ask patients to report symptoms and exposure
- Validate patient eligibility in advance of scheduling
- Distribute forms and complete mobile intake

You are at a higher risk of developing severe COVID-19 related symptoms if you get infected. Vaccines are in short supply, so please complete this screener ASAP.



**FACT** 330,000,000: Number of Americans who can participate  
49,200,000: Number of Americans aged 65+

**3 SCHEDULING**

*Tell patients how they can successfully schedule their vaccine appointment*

- Provide patients with web scheduling links
- Direct patients to the waitlist if the schedule is full
- Automatically offer canceled vaccine appt slots

You are confirmed to receive your COVID-19 vaccination on Thursday, March 4, at 2 p.m. CT. Here's some [information from the CDC](#) about the vaccine.



**4 APPOINTMENT REMINDERS**

*Transmit reminders to keep the appointment top of mind and collect important documents*

- Confirm patients can attend the appointment
- Send reminders leading up to the appointment
- Communicate what they can expect

Your COVID-19 vaccination is scheduled for tomorrow at 2 p.m. CT. Please complete [this screener](#) and fill out [these forms](#) before you arrive.

**FACT** 45.4% of Americans have one of the 6 high-risk comorbidities for COVID-19

**5 ZERO CONTACT CHECK-IN**

*Engage patients with real-time updates so they know where to go and what to do for contactless check-in*

- Provide a morning-of reminder
- Prompt mobile check-ins and direct patients
- Confirm completion of the check-in process

You are checked in. Please make your way to the drive-through vaccination area and remain in your vehicle.

**FACT** Each kit contains 100 vaccine doses



**6 POST-VACCINE FOLLOW-UP**

*Ask patients for feedback to monitor well-being and improve processes*

- Provide information about potential side effects
- Encourage patients to schedule telehealth appts
- Text patients a check-in survey

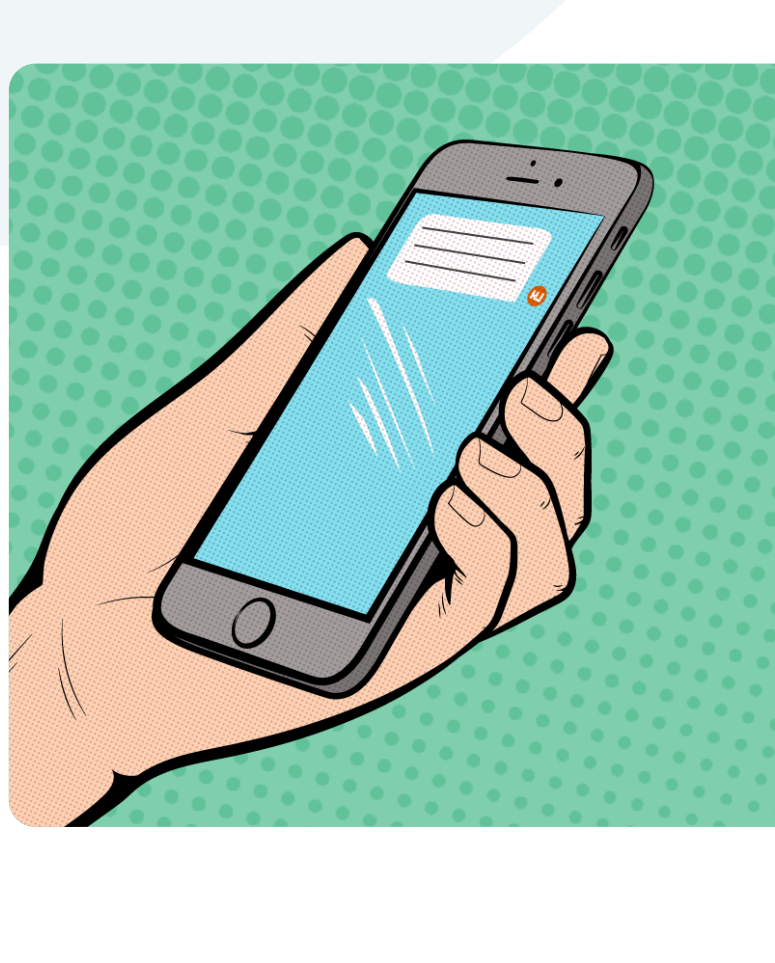
You have received your first dose of COVID-19 vaccination and might expect slight fever, chills, or headache. Please complete this check-in survey to self-report any symptoms you may be experiencing.

**7 2ND DOSE: APPOINTMENT REMINDERS**

*Craft effective messaging to ensure compliance, calm fears, and maximize effectiveness*

- Provide patients with web scheduling links
- Direct patients to the waitlist if the schedule is full
- Automatically offer canceled vaccine appt slots

Your second COVID-19 vaccine dose appointment is tomorrow at Hayes Valley Health. This second dose is important to receive the full benefit of the vaccine.



**8 DAY AFTER DOSE 2: FOLLOW-UP AND MONITORING**

*Let patients know what to expect and reinforce safety protocols*

- Provide information about potential side effects
- Text patients a check in survey to monitor symptoms
- Remind patients mask wearing is still required

You have received both doses of the COVID-19 vaccination and might experience mild side effects. If you are experiencing severe symptoms, please schedule a telehealth appointment with us [here](#).

**FACT** 95% Effective: Moderna's vaccine effectiveness is 95% 14 days after the second dose  
95% Effective: Pfizer's vaccine is 52% effective after the first dose, 95% after the second  
72% Effective: Johnson & Johnson's vaccine is 72% effective in the US after one dose

**REFERENCES**  
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