



Clinic workflow for building vaccine confidence



Check-in desk and waiting area

- Notify patients when they arrive if they are due for routine vaccinations
- Display and provide pamphlets about vaccine effectiveness and vaccine schedules
- Display vaccine messages on signage and/or monitors
- Provide magazines and journals (e.g., *FPM* and *American Family Physician*) that encourage vaccination

Clinical team area

- Assign office champion(s) responsible for maintaining vaccine records/history and systems to alert patients (via patient portal, email, text) and clinicians (via EHR) when routine vaccines are due
- Prepare educational materials such as FamilyDoctor.org vaccine resources and immunization schedules

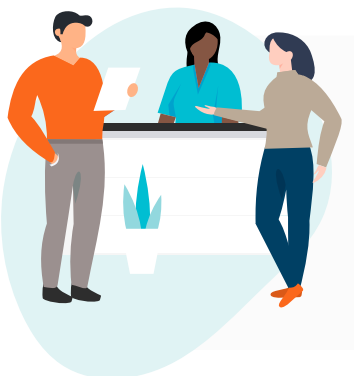


Vaccine storage and preparation areas

- Track vaccine inventory and supplies and reorder when stock is low
- Provide materials for the care team about how to properly store, handle and administer vaccines

Exam rooms

- Display vaccine messages on signage and/or monitors
- Inform the patient of the vaccines they are due to receive, using presumptive language assuming they will accept them
- Give your strong recommendation of vaccines
- Listen and respond to questions
- Offer a distraction (i.e., support person, music, phone, etc.) if patient expresses a fear of needles and/or lacks vaccine confidence
- Provide tips (i.e., rest, hydration, over-the-counter pain medication) to minimize post-vaccine symptoms
- Administer recommended vaccines when the patient accepts
- Note in your EHR if the patient defers vaccination and to address it again at a future visit



Check-out desk

- Provide information to address post-vaccine symptoms (i.e., sore arm, fatigue, fever)
- Schedule the patient for a follow-up visit before they leave the clinic if they are due for additional vaccines
- Provide information about deferred vaccines and a list of other locations to receive vaccines (i.e., pharmacy, community vaccine clinics)
- Reinforce the importance and effectiveness of vaccines with educational materials from trusted sources like FamilyDoctor.org