

# TALKING ABOUT THE COVID-19 VACCINE WITH PATIENTS

SCRIPT FOR FRONTLINE STAFF

The first step to getting patients to consider getting the COVID-19 vaccine is to talk with them and listen to their concerns. Below is a short script to do that. It is intended to be a guide, so after you get comfortable, feel free to create your own approach based on it. After the conversation, you can offer to help patients make an appointment or get more information, but let them make up their own minds. Did you have a respectful conversation? Mission accomplished!

## BODY LANGUAGE TIPS

Keep your body and face relaxed. If you feel tense, they will feel tense.

Even if you are busy, try to slow down to give the person your full attention. Make eye contact (if culturally appropriate). Don't finish their sentences, and don't look at your phone.

## CONVERSATION TIPS

Repeat back what you hear. This makes people feel that you are paying attention.

Use open-ended questions that can't be answered yes or no. This helps you understand them.

Affirm the positive in what you hear. This makes people feel respected.

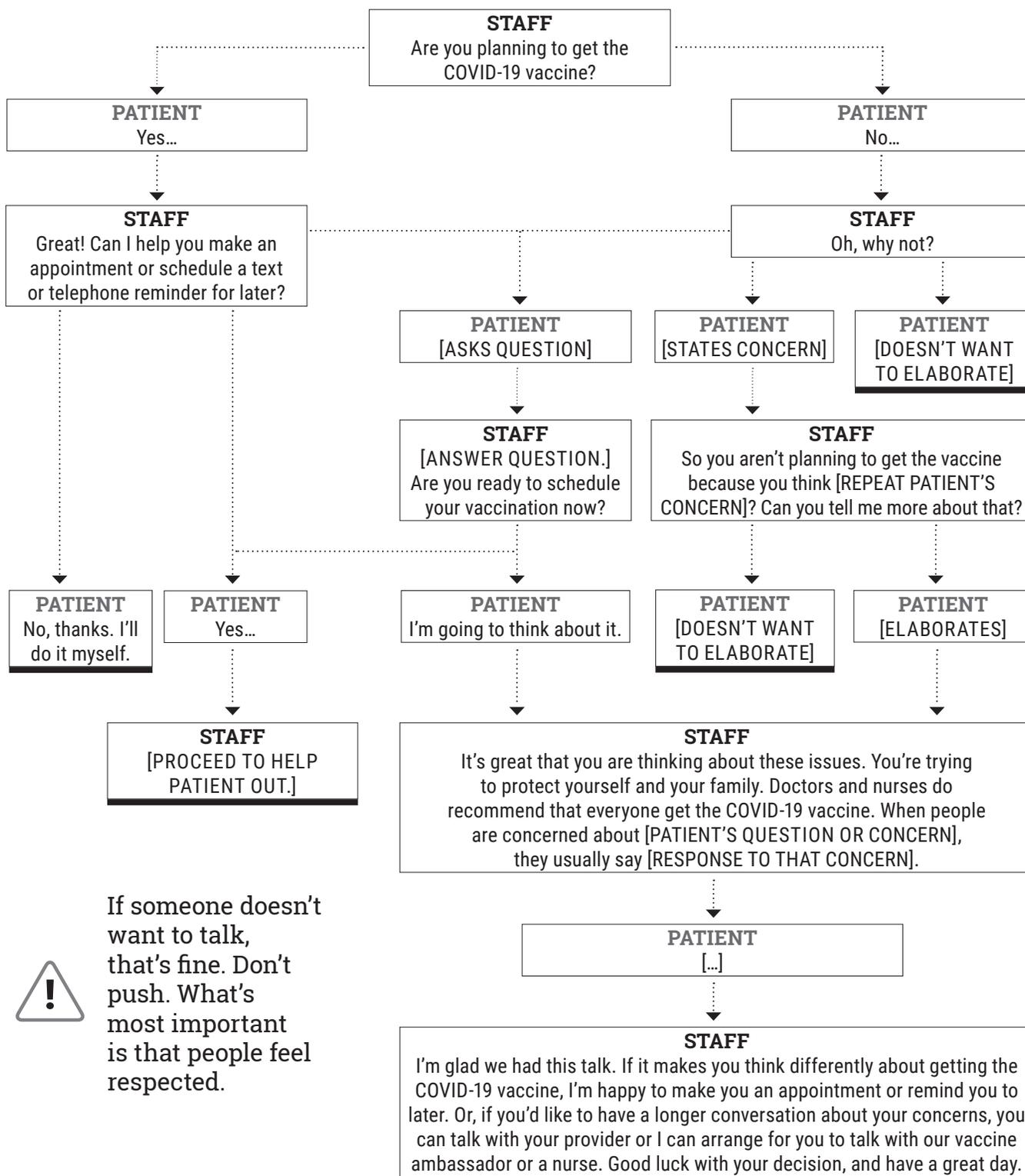
Avoid correcting misinformation directly. Most people are trying to do what's best for them and their families.

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# SCRIPT FOR TALKING WITH PATIENTS

## ABOUT THE COVID-19 VACCINE

If you have an “Ask Me About the COVID-19 Vaccine” flyer posted nearby, patients may begin the conversation. Otherwise, begin by asking:



If someone doesn't want to talk, that's fine. Don't push. What's most important is that people feel respected.