

Adding COVID-19 Vaccines into Your Intake Process

You can help people get their COVID-19 vaccine by adding a vaccine prompt into your normal patient intake process. Just like the flu or other vaccines, you can use the [presumptive approach](#) to start a conversation about the COVID-19 vaccine. The presumptive approach assumes the patient plans to get the vaccine already.

Here are a few examples of what this could look like:

	At a clinic: A patient came to the clinic for a physical exam or other routine care.	At a pharmacy: A patient came to the pharmacy to pick up their medication.	At an emergency room: You assessed a patient and started their treatment plan.
Advertise it.	<p>Display posters or signs advertising that you have COVID-19 vaccines available.</p> <p>If you have a reception desk or check-in process, reception staff can say something like, “We have COVID-19 vaccines available today, so be sure to mention it to [your nurse, doctor, pharmacist, etc.] if you haven’t had yours yet!”</p>		
Check.	<p>Clinical staff should then find out if the patient already got their COVID-19 vaccine by:</p> <ul style="list-style-type: none"> ✓ Checking the patient’s medical record ✓ Asking them: “Have you received your COVID-19 vaccine?” 	<p>Clinical staff should then find out if the patient already got their COVID-19 vaccine by:</p> <ul style="list-style-type: none"> ✓ Checking the patient’s medical record (if you have access) ✓ Asking them: “Have you received your COVID-19 vaccine?” 	<p>Clinical staff should then find out during admission or triage if the patient already got their COVID-19 vaccine by:</p> <ul style="list-style-type: none"> ✓ Checking the patient’s medical record (if you have access) ✓ Asking them: “Have you received your COVID-19 vaccine?”
Talk about it.	<p>Medical assistant: “I see you haven’t had your COVID-19 vaccine yet. [Patient’s provider] will talk to you about it during your appointment, but here’s some information for you in the meantime.”</p>	<p>Pharmacist or pharmacy technician: “I recommend you get vaccinated against COVID-19. Do you have any questions about the vaccine?”</p>	<p>Nurse or health care provider: “Before we discharge you, I see that you haven’t had your COVID-19 vaccine yet. I recommend you get vaccinated against COVID-19.”</p>

	<p>Health care provider: “I know you’re here for [your physical exam], but I see you haven’t had your COVID-19 vaccine yet. I recommend you get vaccinated against COVID-19. Do you have any questions about the vaccine?”</p>		<p>Do you have any questions about the vaccine?”</p>
<p>Answer any questions.</p>	<p>Patients trust your opinion and knowledge as a health care provider. They may want to ask questions or share concerns with you before deciding to get the vaccine.</p> <p>You can use the mRNA or Johnson & Johnson COVID-19 vaccine provider discussion guides to help direct your conversation.</p>		
<p>Follow through.</p>	<p>“We have the [two-dose Pfizer*] vaccine available, can we get you started on the series today?”</p> <p>If the patient agrees and is ready today, give them the vaccine. For two-dose vaccines, make sure to give them information about how and when to get their second dose.</p> <p>If they aren’t ready yet, that’s OK! Instead, you can:</p> <ul style="list-style-type: none"> ✓ See if they’re interested in making a vaccine appointment on another day ✓ Give them a way to learn more (your contact information, a fact sheet, webpage, etc.) 		

*Insert name of COVID-19 vaccine on hand here



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