

Power of Providers Commitment Toolkit: On-Hold Scripts

Find the full toolkit at www.doh.wa.gov/POP

Purpose: Share your commitment to COVID-19 vaccination with your patients or potential patients.

Intended for: Clinics, community health associations, health care providers

Suggested use: Record the appropriate script (use the first one if you offer vaccination, or the second one if you support vaccination but don't carry vaccine), then incorporate into the on-hold messaging of your phone tree. If you don't have a recorded phone system or on-hold scripting, you can also record these as part of your voicemail greeting.

Note: Replace the highlighted portions with the appropriate buttons, directions, or links for your clinic.

Content:

On-hold script for those who offer vaccine

The COVID-19 vaccine is the best way to protect yourself and your loved ones from COVID-19. We can help you get it. Talk to us if you have any questions or concerns about the vaccines. Press [#] or go to [your clinic's website] to schedule an appointment. To learn more, visit [www DOT COVID vaccine W-A DOT org](http://www.DOT.COVID.vaccine.WA.DOT.org).

On-hold script for those who refer for vaccine

The COVID-19 vaccine is the best way to protect yourself and your loved ones from COVID-19. Talk to us if you have any questions or concerns about the vaccines. To learn more or schedule a vaccine appointment, visit [www DOT COVID vaccine W-A DOT org](http://www.DOT.COVID.vaccine.WA.DOT.org).

