Script/Talking Points for Vaccine Clinic Screeners & Greeters

Updated January 4, 2020

What's Changed: Updated Question #2 to include polysorbate

TALKING POINTS

For screeners & greeters to use when talking with patients

Greet & Confirm Eligibility

- Welcome to MercyOne vaccination site.
- Before we proceed, I would like to ask you a few questions to be sure it is safe for you to be vaccinated today.

Use the responses and direction below to respond to patients who answer yes to a screening question in the Patient Registration, Acknowledgement and Consent Form.

If patient answers YES to:

1. Sick today:
   - Because you are not feeling well, you cannot be vaccinated with the COVID-19 vaccine today. We recommend you wait until you are feeling better and that you speak to your primary care provider to discuss when you should be vaccinated.
   - While we encourage you to get the COVID-19 vaccine to protect yourself and others, but it is important to wait until you recover before getting the vaccine.

2. Severe allergy to the components of the vaccine or to polysorbate: If (after reading the COVID-19 Vaccine EUA Fact sheet), a patient’s answer is yes:
   - Because you have a severe allergy to components of the vaccine, you cannot be vaccinated with the COVID-19 vaccine today. We recommend you speak to your primary care provider.

3. Severe reaction/anaphylaxis to vaccines in the past:
   - Attempt to elicit the type of reaction.
     - You may want to speak to your primary care provider before vaccination to fully explore the risks and benefits of receiving the COVID-19 vaccine.
   - If patient chooses to proceed with vaccination:
     - We will need to monitor you for 30 minutes after you receive the COVID-19 vaccination.

- Pfizer-BioNTech COVID-19 Vaccine EUA Fact Sheet for Recipients and Caregivers (Required document for Pfizer vaccine recipients)
- Moderna COVID-19 Vaccine EUA Fact Sheet for Recipients & Caregivers (Required document for Moderna vaccine recipients)
- Pfizer-BioNTech COVID-19 Vaccine Multi-Language Translations of Fact Sheet for Recipients and Caregivers
- Moderna COVID-19 Vaccine Multi-Language Translations of Fact Sheet for Recipients and Caregivers
- CDC-What to Expect after Getting a COVID-19 Vaccine
- V-Safe Information Sheet
4. **Bleeding disorder or being on a blood thinner:**
   - **Bleeding disorder:** We recommend you speak to your primary care provider before being vaccinated as added precautions may need to be taken.
   - **Blood thinner:** To provide you with the best care, we are moving you to a special area in order for additional pressure dressing to be placed on your vaccination site.

5. **Immunocompromised:**
   - Advise patient:
     - While we believe the vaccine is safe, we recommend that you speak to your primary care provider (or your specialty physician) before vaccination to fully explore the risks and benefits of receiving the COVID-19 vaccine.
   - Proceed if patient determines they would like to receive the vaccine today.

6. **Received a COVID-19 vaccine previously:**
   - Confirm that the vaccine manufacturer of the patient’s first dose is the same manufacturer of the second dose via the patient’s vaccination card or the state’s immunization registry.

7. **Pregnancy, breast feeding:**
   - Advise patient:
     - While we believe the vaccine is safe, we recommend that you speak to your primary care provider or obstetrician before vaccination to fully explore the risks and benefits of receiving the COVID-19 vaccine.
   - Proceed if patient determines they would like to receive the vaccine today.

8. **Tested positive for COVID-19 or exposed to someone with COVID-19 within the past two weeks (For healthcare personnel – had a high-risk exposure and received recommendation to quarantine):**
   - Unfortunately, you cannot be vaccinated with the COVID-19 vaccine today. We recommend you speak to your primary care provider about when you should be vaccinated.

9. **Received antibody therapy or convalescent plasma for treatment of COVID-19 in the last 90-days. If patient answered yes, or is unsure:**
   - Because you may have received treatment that will interfere with your ability to respond to the vaccine, you cannot be vaccinated with the COVID-19 vaccine today. We recommend you speak to your primary care provider about when you should be vaccinated.

**NOTE:** If (after reading the COVID-19 Vaccine EUA Fact Sheet), a patient asks about a specific medical condition/allergy (or other medical concern) NOT included in the EUA Vaccine Fact Sheet:
   - Advise:
     - We believe the vaccine is safe and your [specific medical question] is not listed as a concern on the FDA/CDC Fact sheet. However, if you still have concerns, we recommend that you speak to your primary care provider before vaccination to discuss the risks and benefits of receiving the COVID-19 vaccine.
   - Proceed if patient determines they would like to receive the vaccine today.
Before Releasing Patient from Observation Area:

Thank you for choosing MercyOne to care for you today.

I have a couple things to review with you before you go:

*Reminder: Be sure to give patient their Vaccination Card.*

**If first dose:**

- Remember it is extremely important that you get the second dose of this same vaccine within 17-21 days to be fully protected.
- If appropriate: May I make your appointment for your second shot before you leave?

**Note on Side Effects:**

- Like other vaccines, you may experience side effects. The most common are pain/redness at the injection side, headache, fatigue, muscle/joint aches and low-grade fever. The side effects respond well to Tylenol and nonsteroidal anti-inflammatory medications like ibuprofen. Most side effects last less than 24 hours.
- Side effects do not mean you have COVID-19.
  - Side effects are signs that the vaccine is working to build immunity. If they don’t go away in three days, or you have more serious symptoms, call your doctor or seek emergent medical care.

**Point out CDC V-Safe information:**

- The CDC is offering a voluntary after vaccination health checker.
- We strongly encourage you to sign-up. Here are instructions for how to enroll.
- You will receive messages daily for a week and can quickly let the CDC know if you have any side effects.

**Thank**

- Thank you for choosing MercyOne for your care.