

Health Care Provider Recommendations: Reminder Systems

Sample scripts recommending COVID-19 vaccination to patients

Health care providers can have a significant influence on vaccine confidence because they are often seen as trusted sources of health information for their patients. **Reminder systems** implemented by health care providers are one of the most effective strategies to improve vaccine uptake. This resource provides a variety of ‘reminder sample scripts’ (voicemail, text, email, website, social media) for you to use to connect with patients to share information and promote vaccination.

Voicemail Script

- If you are calling about the COVID-19 vaccine, be advised that anyone age 5 and older can get their vaccine. In addition, third/booster doses are available to those aged 18 and older if at least 84 days (3 months) has passed since their second dose.
- All of the approved mRNA vaccines have passed quality and safety standards. COVID-19 vaccines are very effective at reducing the risk of severe illness, hospitalization and death.
- Getting your booster dose is the best way to protect yourself against the rapidly spreading Omicron variant. The best vaccine for your booster dose is the vaccine that is available first.
- For COVID-19 vaccine clinic locations and more information visit www.hamilton.ca/GetYourVaccine.
- If you have specific health questions in relation to the vaccine, please leave a message on the voicemail.
- Please continue following public health guidelines such as washing your hands, wearing a mask and keeping your distance from others.
- Thank you and stay safe.

Text Message Scripts

Sample text for parents and caregivers of children: “Everyone who is 5 years of age or older can receive a COVID-19 vaccine. For clinic locations or to get more information about COVID-19 vaccines for children ages 5-11, visit www.hamilton.ca/childvaccine.

Sample text for patients eligible for third/booster doses: “Getting your third/booster dose of a COVID-19 vaccine is the best way to protect yourself against the rapidly spreading Omicron variant. Most individuals can receive a third/booster dose if at least 84 days (3 months) have passed since their last dose. The best vaccine for your

booster dose is the vaccine that is available first. For clinic locations visit www.hamilton.ca/GetYourVaccine.”

Sample Email Message

Updated COVID-19 Vaccine Eligibility

Dear (insert name),

Important information for patients of (insert physician name or clinic name):

Anyone **age 5 and older** can get their COVID-19 vaccine. Vaccinating children and youth will reduce the risk of getting a COVID-19 infection and protect them from severe outcomes if they are infected.

Additionally, **third/booster doses** are available to those aged 18 and older if at least 84 days (3 months) have passed since their second dose. Getting a third/booster dose is the best way to protect yourself against the rapidly spreading Omicron variant. Evidence suggests that a third/booster dose can further increase protection against severe illness and hospitalization. The best vaccine for your booster dose is the vaccine that is available first. Both the Moderna and Pfizer COVID-19 vaccines provide strong protection against COVID-19 and its variants.

For clinic locations, visit www.hamilton.ca/GetYourVaccine or call the COVID-19 Vaccine Hotline at 905-974-9848, option 7.

If you have questions about COVID-19 vaccines for children, visit Hamilton Public Health Services' website at www.hamilton.ca/childvaccine. For more specific questions about the vaccine and your individual health concerns, call our office at (xxx) xxx-xxxx (insert clinic phone number).

Thank you for all that you are doing to keep our community safe. Please continue to follow public health measures such as staying home if you are unwell, wearing a mask, washing your hands and keeping your distance.

Sincerely,

(insert email signature)

Website Posts

Children ages 5-11 are eligible to get their COVID-19 vaccine!

Everyone who is age 5 and older can get a COVID-19 vaccine. Vaccinating children and youth reduces the risk of getting a COVID-19 infection, and reduces the risk of getting very sick and being hospitalized if they are infected. The more children who are vaccinated, the safer schools, sports and activities will be. It will reduce the risk of outbreaks, and therefore prevent closures or disruptions in school and activities. It is important to make an informed choice about vaccination. Visit

www.hamilton.ca/childvaccine to learn more about COVID-19 vaccines for children ages 5 to 11. For clinic locations, visit www.hamilton.ca/GetYourVaccine or call the COVID-19 Vaccine Hotline 905-974-9848, option 7.

Third/Booster Dose Eligibility

Third/booster doses are available to those aged 18 and older if at least 84 days (3 months) have passed since their second dose. Getting a third/booster dose is the best way to protect yourself against the rapidly spreading Omicron variant. Evidence suggests that a third/booster dose can further increase protection against severe illness and hospitalization. The best vaccine for your booster dose is the vaccine that is available first. Both the Moderna and Pfizer COVID-19 vaccines provide strong protection against COVID-19 and its variants. For clinic locations, visit www.hamilton.ca/GetYourVaccine or call the COVID-19 Vaccine Hotline 905-974-9848, option 7.

Social Media Posts

For up-to-date social media content to share with patients, follow The City of Hamilton on Instagram [@cityofhamilton](https://www.instagram.com/cityofhamilton) and Twitter [@cityofhamilton](https://twitter.com/cityofhamilton).