

Making a Recommendation for COVID-19 Vaccine

Health care providers are one of the most trusted sources of information on vaccines. Making a strong recommendation for the COVID-19 vaccine can increase a patient's confidence in their decision to get the COVID-19 vaccine.

The [CDC's Vaccine Confidence webpages](#) lay out a framework for making a COVID-19 vaccine recommendation for your patients. The five steps of the framework are:

1. Start from a place of empathy and understanding.
2. Assume patients will want to be vaccinated but may not know where to get a vaccine or how to find an appointment.
3. Give your strong recommendation. For example, **"I strongly recommend you get a COVID-19 vaccine today."**
4. Listen and respond to questions. The C.A.S.E. method is an option for structuring answers to questions. More information is below.
5. Wrap up the conversation by **asking your patient to take at least one action step** such as scheduling a vaccine appointment, reading additional information that you've given them, or learning what to expect during their vaccine appointment.
6. Continue vaccine conversations at subsequent visits.

MAKING THE C.A.S.E. FOR COVID-19 VACCINATION

Your patients may have questions about the vaccine. Often, they are looking to hear what you think as their trusted source for health information. Using a structure like the C.A.S.E. method to answer patient's questions provides a structure to organize your thoughts and express your compassion for your patient.

The C.A.S.E. Method: A 4-Step Framework for Answering Vaccine Questions

The C.A.S.E. Method is a framework for communicating vaccine science. It was developed by the Autism Science Foundation to help health care providers talk about vaccines to those who have questions. Remembering that it's important to be genuine, professional, and compassionate when having these conversations. Try using the C.A.S.E. Method the next time you talk to someone who has questions about the COVID-19 vaccine.

Corroborate: Acknowledge the patient's concern and find some points on which you can agree. Set the tone for a respectful, successful talk.

About Me: Describe what you have done to build your knowledge base and expertise on this issue.

Science: Describe what the science says using language the patient will understand.

Explain/Advise: Give your recommendation, based on the science.



C.A.S.E. Scripts for COVID-19 Vaccine

EXAMPLE SCRIPTS Additional [key points](#) can be found on CDC's website.

Patient: "I saw on social media that the COVID-19 vaccine doesn't work."

Health care provider:

Corroborate: There are a lot of different perspectives online, so I can understand why you might have questions.

About me: I regularly attend medical conferences and read medical journal articles about COVID-19 vaccines.

Science: Studies show that compared to unvaccinated, people very few vaccinated people get hospitalized or die from COVID-19. The vaccines are very effective at preventing people from getting sick from the virus.

Explain/Advise: That's why I got both doses of the COVID-19 vaccine a few months ago, and I strongly recommend you get the COVID-19 vaccine today, so you can be around for your loved ones.

(Pause for patient's response)

Patient: My friend tested positive for COVID-19 after they were vaccinated.

Health care provider:

Corroborate: I'm sorry to hear that. I hope they are feeling better now.

About me: In the medical conferences I attend and the medical journals I read, there has been a lot of information about COVID-19 infections after getting vaccinated.

Science: COVID-19 vaccines are very effective at preventing infections once they have had enough time to start working. As your immunity is building up, you can still get infected. Two weeks after your last vaccination you are fully vaccinated and extremely unlikely to get infected.

[and/or]

COVID-19 vaccines are very effective at preventing infections. Studies show that the very few people who do get COVID-19 after being vaccinated typically have much milder cases than unvaccinated people. We also know the vaccine is extremely good at protecting you against being hospitalized or dying from COVID-19.

Explain/Advise: That's why I strongly recommend you get the COVID-19 vaccine today.

(Pause for patient's response)

Ideas for incorporating the C.A.S.E. Method into your practice

- ◇ You can include this information as a SMART Set in your electronic medical record (EMR).
- ◇ You can print the information and have it in the room or on a clipboard so you can readily give a strong vaccine recommendation.
- ◇ You can bookmark this resource so you can easily access it when you are answering your patients' questions during an in-person office visit or consultation, through messages on your patient portal, or at a telemedicine appointment.

Answers to Frequently Asked Questions for COVID-19 Vaccine

Question: Are COVID-19 vaccines safe?

Responses:

- ◇ Millions of people across the U.S. have already safely gotten the vaccines.
- ◇ Each vaccine went through rigorous testing for effectiveness and safety.
- ◇ The Food and Drug Administration (FDA) authorized each vaccine after it was tested.
- ◇ The safety of vaccines continue to be monitored after vaccines are authorized, which means that any problems or unusual side effects are identified quickly.

Question: Are COVID-19 vaccines effective? Do they work?

Responses:

- ◇ Studies show that people who get the vaccine are **89-100% less likely** to be hospitalized or die from COVID-19. And the vaccines are very effective (**72-95%**) at preventing people from getting sick with mild illness from the virus.
- ◇ Even if you've been sick with COVID-19 vaccine in the past, I still recommend that you to get vaccinated. We don't know how well each individual's immune response will protect them if they come in contact with COVID-19 again. We also don't know if you'll have immunity to some of the COVID-19 variants. That's why it is important to get vaccinated. We know you'll have good protection against COVID-19 and the variants if you are exposed again.
- ◇ It will take two weeks after your last dose to be fully vaccinated. It takes your body 14 days after your final dose to build up protection against the virus (this is called, "fully vaccinated").
- ◇ Getting the vaccine protects you, your family, and your community. Not getting vaccinated leaves you and your family open to catching the virus and getting sick or worse.

Question: How many doses do I need? Do I really need two doses?

Responses:

- ◇ If you get the Moderna or Pfizer COVID-19 vaccine, you will need two doses for full protection.
- ◇ During early studies, researchers found that the Pfizer-BioNTech and Moderna vaccines showed a stronger immune response when a second dose was given.
- ◇ Basically, the first dose of the vaccine starts the process of building up protection. The second dose works to greatly reinforce this protection.
- ◇ The time in between doses is at least [three weeks or one month].
- ◇ If you can't make your appointment, or miss your appointment, call your vaccinator to reschedule as soon as you can.

Vaccine Name	Number of Doses	Time in between doses
Pfizer	2	3 weeks (21 days)
Moderna	2	1 month (28 days)
Johnson & Johnson	1	N/A

Answers to Frequently Asked Questions for COVID-19 Vaccine (Continued)

Question: Do I need to keep my vaccine record?

Responses:

- ◇ It is important to keep your vaccine records safe. Some places or events may require proof of vaccination.
- ◇ Keeping track of your vaccine records can help you remember if you need to come back for a second dose. Make sure to bring the vaccine record with you to your appointment to help the person giving you the vaccine know which one you need.
- ◇ It may be required for travel, just like yellow fever or other vaccines.
- ◇ Keep your and your family's vaccine record in a safe, fire proof place (your freezer in a zip lock works great!).
- ◇ You can also take a picture of your vaccine card, but please do not post any personal information to social media.
- ◇ You can check your vaccine history through the Wisconsin Immunization Registry (WIR) at <https://www.dhfwir.org/PR/clientSearch.do>.

Question: Will I need to pay for COVID-19 vaccine? Do I need an ID or Insurance?

Responses:

- ◇ The vaccine is free!
- ◇ You do not need an ID or health insurance to get the vaccine.
- ◇ If you get a charge for the vaccine, that was an error. Please call the clinic or your health insurance company, and they will fix it for you.
- ◇ If for some reason the clinic or health insurance company does not help you, please email DHSCOVIDVaccinePublic@wi.gov, and DHS staff will follow-up.
- ◇ If you have insurance, you may see a charge from the place you received the vaccine to your health insurance provider. This is for the cost of the administration and is covered by your plan. This charge can't be passed on to you in any way.
- ◇ If you don't have insurance, you will not receive a bill or be asked to pay.

Question: What can I do after I'm fully vaccinated? Is it worth it to get vaccinated?

Responses:

- ◇ Getting vaccinated is one of the most important things you can do to stay healthy during the COVID-19 pandemic.
- ◇ You can safely restart most of the activities you may have stopped due to COVID-19 such as visiting with friends and family, dining indoors at restaurants, or going to a movie theater or other event without wearing a mask or physically distancing from others.
- ◇ Even if you've been sick with COVID-19 in the past, you should still get the vaccine to protect against the new variants
- ◇ Based on what we know about COVID-19 vaccines, people who have been fully vaccinated have good protection against the COVID-19 variants such as the Delta variant.