

Preparing Your Patient for Their Immunization Appointment



- Make sure the patient is involved in the process of choosing the appropriate vaccinating clinician. Include consideration of any preferences the patient has regarding the immunizer selected, such as:
 - experience with vaccinations at this site;
 - ability of the immunizer to speak the patient's preferred language;
 - immunizer location, office hours, and the location's accessibility; and
 - financial considerations (insurance coverage, cost of vaccine).
- Make clear how the appointment is to be arranged. This information should specify:
 - whether an appointment is required, or if the patient can walk in and receive their immunization;
 - the person making the appointment, if an appointment is required;
 - all relevant contact information, including phone number and directions if necessary; and
 - a contact person in the referring practice if problems develop in completing the immunization.
- Discuss any potential barriers that may interfere with the appointment and offer possible solutions. This information can include:
 - transportation needs/considerations;
 - financial requirements;
 - insurance details; and
 - the need for someone to be with the patient during/after the appointment.
- Discuss any patient activities needed before, during, or after the appointment. These might include:
 - what to expect during the immunization appointment (where on the body the vaccine will be administered, length of monitoring period after immunization, etc.); and
 - what to expect after the immunization is administered (normal side effects, timing for additional doses, how long it takes for immunity to build, etc.).
- Consider additional suggestions that may help ensure a patient- and family-centered referral. These may include:
 - Suggesting that the patient bring someone with them to provide support and help understand and remember what is learned during the appointment.
 - Suggesting that the patient compose a list of questions that they want the referred to immunizer to address.
 - Having reached agreement about the referral and addressed related issues, provide this information to the patient in writing, using simple language that avoids medical jargon and abbreviations: