



COVID-19 VACCINE SCRIPT FOR PATIENT INQUIRIES

The American Medical Association has developed a template to assist physicians and practice staff in responding to the expected high volume of patient inquiries about COVID-19 vaccinations. It should be modified to reflect the circumstances in your practice, community, county and state. It can be updated as vaccine distribution and administration procedures and protocols change.

In addition to fielding phone calls on an ad hoc basis, practices may want to proactively provide information about vaccine availability and how to access the vaccines. This may lessen the number of calls received in addition to assisting your patients.

As an example, you could reach out to your patients via your patient portal and direct them to the most reliable source of information in your state, which may be a department of health website, state vaccination coordinator, dedicated call center or pharmacy. Some states are currently redirecting people who contact them to their physicians or hospitals. Unfortunately, because few physicians are directly receiving or administering the vaccines at this time, they may not have the most current information or be able to schedule and perform vaccinations. This is confusing to patients and practices during an already busy and stressful time.

By proactively informing your patients about your local vaccine distribution and administration options, you can avert confusion and stress among your patients and lessen the administrative burden on your busy practice. The templated language below may also be adapted for use on your practice's website or social media accounts.

Telephone message script

You have reached the [office of Dr. XYZ]/[name of practice]. For information about the COVID-19 vaccine, please press [number].

We are encouraging our patients to receive the COVID-19 vaccine when it is available and offered to them.

Administration of the vaccine [is/is not] currently provided at this office.

- **[OPTION 1 NOTE FOR PRACTICE:** If it is being provided, direct caller to schedule the appointment (e.g., website, scheduler, etc.).]
- **[OPTION 2 NOTE FOR PRACTICE:** If it is not provided at the office, choose script below that is most appropriate for your locality's current status:]
 - At this time, the state of [name of state] task force is continuing to develop a vaccine distribution plan. We will post updates on the practice website as we receive them.
 - Vaccine distribution is currently being managed by [name of the state agency] on a priority basis. Please contact the agency at [phone number, email, website].

For the most up-to-date information about receiving the vaccine, please go to [website of the designated [state/local/institutional] [agency/vaccine coordinator/pharmacy]].

[NOTE FOR PRACTICE: If available in your state, include the following script:] To register to receive the vaccine, please go to [agency/vaccine coordinator/pharmacy/practice website].

Portal/website script

We are encouraging our patients to receive the COVID-19 vaccine when it is available to them.

Administration of the vaccine [is/is not] currently provided at this office.

- **[OPTION 1 NOTE FOR PRACTICE:** If it is being provided, direct caller to schedule the appointment (e.g., website, scheduler, etc.)]
- **[OPTION 2 NOTE FOR PRACTICE:** If it is not provided at the office, choose script below that is most appropriate for your locality's current status:]
 - At this time, the state of [name of state] task force is continuing to develop a vaccine distribution plan. We will post updates on the practice website as we receive them.
 - Vaccine distribution is being managed by [name of the state agency] on a priority basis. Please contact the agency at [phone number, email, website].

For the most up-to-date information about receiving the vaccine, please go to [website of the designated [state/local/institutional] [agency/vaccine coordinator/pharmacy]].

[NOTE FOR PRACTICE: If available in your state, include the following script:] To register to receive the vaccine, please go to [list all that are applicable in your locale (e.g., agency/vaccine coordinator/pharmacy/practice website)].

See the AMA's [COVID-19 resource center for physicians](#) for additional information related to physician practice operations as well as other [vaccine-specific resources](#).

Disclaimer: The information and guidance provided in this document are believed to be current and accurate at the time of posting. This information is not intended to be and should not be construed to be or relied upon as, legal, financial or consulting advice. Consider consulting with an attorney and/or other advisor to obtain guidance relating to your specific situation. References and links to third parties do not constitute an endorsement, sponsorship or warranty by the AMA, and the AMA hereby disclaims all express and implied warranties of any kind.