

## COVID Vaccine Front Desk Scripting

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1. Check report to see if patient needs COVID vaccine

*Would you be interested in getting your COVID vaccine today?*

- ✓ **Yes** – Proceed to **Step 2**
- ✓ **No** – Respond: *Okay, thank you*

2. *Are you available to come back to the clinic 28 days from now for your second dose? (Tell patient date)*

*It's very important that you come back for your booster 28 days from now. The booster will help protect you from getting COVID-19. We do not have an option to schedule you, earlier or later, than 28 days due to supply and other limitations.*

- ✓ **Yes** – Proceed to **Step 3** (the MA will schedule the second dose in the exam room
  - **Ensure they are aware that the SECOND dose, if missed/rescheduled will not be done AT GP.**
- ✓ **No** – They are not eligible for the vaccine today, offer other options (below)

**\*DO NOT** proceed with offering vaccine if patient is unsure if they can make it back in 28 days\*

3. Give patient pre-vaccination form, ask them to circle their answers and give the form to the Medical Assistant.

Other Options for Vaccine Appointments:

1. Multnomah Pavilion (Saturdays & Sundays only)
2. PDX, Oregon Convention Center, Hillsboro Stadium
  - OHSU phone support for making appointments: 833-647-8222
3. Pharmacies:
  - Safeway and Albertsons: <https://www.safeway.com/pharmacy/covid-19.html>
  - Costco: <https://www.costco.com/covid-vaccine.html>
  - Walgreens: <https://www.walgreens.com/findcare/vaccination/covid-19> (or call 1-800-WALGREENS)
  - Walmart: <https://www.walmart.com/cp/flu-shots-immunizations/1228302>
  - Bi-Mart: <https://www.bimart.com/pharmacy/covid-19-vaccine>
  - Rite Aid: <https://www.riteaid.com/pharmacy/services/vaccine-central>
  - CVS: <https://www.cvs.com/store-locator/cvs-pharmacy-locations/covid-vaccine/Oregon/Portland>
  - Fred Meyer: <https://www.fredmeyer.com/rx/guest/get-vaccinated>