

# 6 Steps to Effective Covid Vaccine Communication

## Covid-19 Patient Vaccination Communication

See how TigerConnect Patient Engagement solves key coordination challenges around pre-visit instructions, appointment times, patient questions, and adverse events.

### How Better Communication with Patients Leads to Better Outcomes for Everyone

Because the logistics around Covid-19 vaccine administration are already highly complex, the need for clear, timely, 2-way patient communication can make or break your vaccination effort.

The steps below can guide your organization at every stage of the patient vaccination process to ensure a smooth, efficient operation.

### 6 Steps to Make Your Covid-19 Patient Vaccination Communication Efforts a Success

#### Step 1



Notify your patient population about vaccine availability and address safety concerns

#### Patient Engagement Feature

#### Broadcast Messaging to Patients

Communicate with specific groups of patients or your entire patient population by using a Broadcast List

#### Message Reads:

Get vaccinated to help stop the spread of COVID-19. COVID-19 Vaccines are now available at XXX Clinic. Please call our office or reply to this text message if you would like to make an appointment for your first dosage. Second dosage is required within 28 days of your first appointment.

The vaccine has proven to be **95% effective** and has received Emergency Use Authorization by the Food and Drug Administration (FDA). To learn more, please visit the Center for Disease Control (CDC) - <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/8-things.html>

## Step 2



Send patients pre-appointment information and reminders

Patient Engagement Feature

### File Attachment

Send a large attached documents to large numbers of patients at once, with pre-visit instructions and a map to your facility

### Message Reads:

Thank you for making your COVID-19 vaccination appointment. Our clinic is still following strict safety guidelines to ensure the safety of our staff and patients. Make sure to bring a mask and stay in your car until you receive a text message from our staff with additional instructions. If you have any issues or concerns, please reply to this text message or call our office.

Attached you will find additional instructions on what to expect during your visit as well as a map to our facility.

## Step 3



Send appointment reminders as a patient's vaccination date approaches

Patient Engagement Feature

### Scheduled Messages

Schedule reminders for individual or groups of patients a few days before their appointment to confirm their visit. Make sure to include any FAQs regarding the appointment or the vaccine.

### Message Reads:

Your appointment is scheduled for XXXX. It is extremely important that you try your best to keep this appointment and be on time to ensure that all scheduled patients receive the vaccine. If you need to reschedule or have any questions, please reply to this text message or call our office.

To learn more about the vaccine, please visit the Center for Disease Control (CDC) - <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/8-things.html>

## Step 4



Answer direct patient questions via secure text

Patient Engagement Feature

### Patient Messaging

Keep the line of communication open with patients before and after vaccine administration.

#### Message Reads:

Your vaccine appointment is set for XXX. Do you have any questions or concerns that I can help you with today?

## Step 5



Involve the patient's family or caregiver, or another provider to discuss vaccine administration

Patient Engagement Feature

### Group Message

Some patients may rely on their family, or caregivers, and/or another provider to confirm that the COVID-19 vaccine is safe for them. Start a group message with their care team to answer any questions and share relevant appointment information.

#### Message Reads:

Mr. Jones has an appointment to receive the COVID-19 vaccine on XXX. Our clinic is taking safety precautions to ensure the safety of our patients and staff during this time. Attached are our safety guidelines and instructions for day-of administration. If you have any questions, please reply to this text message to speak to a provider.

## Step 6



Schedule and send  
the 21-day follow-up  
reminder texts

### Patient Engagement Feature

#### Message Template

Develop templates to save your staff time when messaging patients, groups of patients, or patient broadcast lists. Templates may also be used for scheduled messages, ensuring patients get follow-up reminders at the right time.

#### Message Reads:

Your COVID-19 second dose vaccination appointment is scheduled for XXX. If you need to reschedule, you must do so within the 28- day window. Your last day to receive the vaccine is XXX.

If you have any questions or need to reschedule your appointment, please reply to this text or call our office.

## About TigerConnect

TigerConnect is healthcare's most widely adopted communication platform – uniquely modernizing care collaboration among doctors, nurses, patients, and care teams. TigerConnect is the only solution that combines a consumer-like user experience for text, video, and voice communication with the serious security, privacy, and clinical workflow requirements that today's healthcare organizations demand. TigerConnect accelerates productivity, reduces costs, and improves patient outcomes.

Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and processes more than 10 million messages each day. To learn more about TigerConnect visit [www.tigerconnect.com](http://www.tigerconnect.com).