

Sanofi Pasteur



**ADAPTIVE
VACCINATION
SOLUTIONS**

Clinic Considerations

Here are some important considerations for choosing the appropriate alternative vaccination solution for you and your office:

1 Appointments vs Allowing Walk-Ins

- Appointments allow you to better control the patient flow, but may be different than what your patients are accustomed to, especially for an in-office walk-thru clinic
- If you are thinking about running a drive-thru clinic, consider separate lanes for those with appointments and those without if you decide to offer both options

2 Inventory Management

- If you have multiple vaccines on hand for different patient types, ensure that inventory aligns with your appointment flow
- Work with your sales representatives to coordinate shipping and make sure you are receiving the appropriate quantity needed in a timely fashion

3 Staffing Needs

- Holding alternative immunization clinics may draw more patients than your practice is accustomed to seeing in a single day; ensure you not only have enough staff on hand, but that they are comfortable interfacing with a high volume of patients
- If holding several clinics on different days, either drive-thru or walk-thru, consider reducing the burden by alternating staff to give everyone a well-deserved rest

4 Drive-Thru Logistics

- If your office's parking lot is not large enough to hold a drive-thru clinic, consider partnerships with other offices or organizations (ie, sports teams with large stadiums)
- Check with your insurance company or payer to ensure the location you choose does not pose any problems with reimbursement

5 Billing and Reimbursement

- If you are considering running an alternative immunization clinic, it's important to make sure you have the right tools to process payment and handle billing, especially if doing a drive-thru clinic

Click the buttons below to access modules designed to provide tailored guidance and useful resources to help you confidently adapt and implement different ways of immunization administration in this new environment.



One-Stop Shot Walk-Thru Flu Clinic

[LEARN MORE >](#)



One-Stop Shot Drive-Thru Flu Clinic

[LEARN MORE >](#)



Influenza Action Plan Worksheet

[LEARN MORE >](#)



Telehealth Best Practices for Vaccine Acceptance

[LEARN MORE >](#)



Resource Links

[>](#)

Adaptive Immunization That Empowers Us All

Protecting patients is now more important than ever. The emergence of COVID-19 has brought uncertainty and a “new normal” which requires adaptation and rethinking of how patients receive routine care. As the worldwide leader devoted entirely to human vaccines, we’re here to deliver a comprehensive clinic kit that empowers you to focus on helping to protect your patients through alternative and adaptive immunization approaches.

SPONSORED BY





ONE-STOP SHOT WALK-THRU FLU CLINIC

You may find that you and your staff face barriers to traditional immunization methods including logistical flow and patient concerns around unnecessary exposure to COVID-19. Holding a one-way walk-thru flu clinic empowers you to provide patients the opportunity to get a flu vaccination while adhering to the recommended social distancing and congregation guidelines. This module is split into 3 key platforms: **PLAN**, **PREPARE**, and **PERFORM**. Each covers a different aspect of running a one-way foot traffic vaccination clinic: clinic guidance and logistical flow, patient outreach, and office preparation and signage. Together, they form a comprehensive plan that will enable you to run a successful clinic.



To print the One-Stop Shot Walk-Thru Flu Clinic section, PRINT PAGES 6-26, or either VISIT VACCINESHOPPE.COM[®] or contact your Sanofi Pasteur Representative to request printed materials.



ONE-STOP SHOT WALK-THRU FLU CLINIC PLAN

The first step is to prepare your office and staff for running the clinic, with logistical guidance and protocol training. The clinic guidance document provides step-by-step instructions for appointment setting dialogue, preappointment preparation, and during/after immunization protocol. We've developed a logistical roadmap outlining how to set up each station and a proposed flow patients should follow to help minimize time in office and exposure to other patients and office staff.

1 Clinic Guidance and Logistical Blueprint

Examples

One-Stop Shot Walk-Thru Flu Clinic

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it's more important than ever to help ensure patients are protected against influenza. In these uncertain times, patients may have hesitations around healthcare visits, but immunization is a priority.

SOLUTION: Host a walk-thru flu clinic so you can provide patients with the opportunity to get a flu vaccination while adhering to the recommended social distancing and congregation guidelines, ensuring separation between sick and healthy patients, and helping to limit traffic flow through your office.

Planning Tips

- Have the Staff Ready:** Have a plan in place to maintain traffic flow. Turn entrance to wall.
- Use the Checklist:** Use the checklist provided to ensure you have all the items needed to run the clinic.
- Verify Patient Information:** Provide documentation of vaccine consent to all patients at time of vaccination.
- Check for Allergies:** Check for allergies to eggs or gelatin in case of any allergy or allergy.

PREPARE: Getting Ready for the Appointment

Before the Patient Arrives:

- Put the Influenza Vaccine Information Statement (VIS) sheet
- Prepare a tray with the appropriate vaccine and all needed immunization supplies:
 - Syringe (open and recapped)
 - Paper towels
 - Alcohol wipe and antiseptic product
 - Cotton ball or sterile gauze pad
 - Thermometer
- Create an encounter in your EHR or paper chart to document immunization.
- Put on appropriate personal protective equipment.

PROFORM: During the Appointment

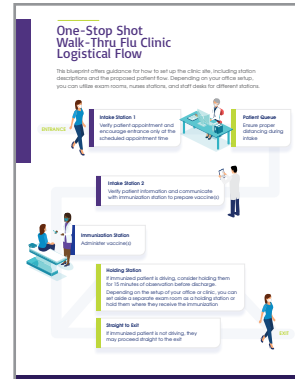
Obtain Patient Information:

- Provide the VIS sheet and explain how patients should navigate the clinic, along with a number of how your office is running contactless check-out if you've established such a procedure.

Administer the Vaccine

After Patient's Departure:

- Ask them to remain in the parking lot for 15 minutes and schedule prior to discharge. Document Vaccinations According to Standard Procedures.



To print the Clinic Guidance and Logistical Blueprint, PRINT PAGES 6-8, or either VISIT VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.

One-Stop Shot Walk-Thru Flu Clinic

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it's more important than ever to help ensure patients are protected against influenza. In these uncertain times, patients may have hesitations around in-office visits, but immunization is paramount.

SOLUTION: Hold a walk-thru flu clinic so you can provide patients with the opportunity to get a flu vaccination while adhering to the recommended social distancing and congregation guidelines, ensuring separation between sick and healthy patients, and helping to limit traffic flow through your office.



Here you will find general planning tips, logistical considerations, and a clinic site blueprint and patient flow map.

We've broken it down into step-by-step instructions for 3 phases:

- 1 **PLAN**
Making the Appointment
- 2 **PREPARE**
Getting Ready for the Appointment
- 3 **PERFORM**
During the Appointment

Planning Tips

Know the Flow

Have a plan in place to maintain traffic flow, from entrance to exit

Have the Right Tools

Use the materials checklist provided as a starting point for ensuring you have all the items needed to run the clinic

Patient Proof

Provide documentation of vaccine administration to all recipients at time of vaccination

Have a Backup Plan

Ensure backup plans are in place in case of late arrivals or delays

See the materials checklist provided



One-Stop Shot Walk-Thru Flu Clinic

1 PLAN: Making the Appointment

Verify Patient Insurance Status

- Ask patient to email or fax a copy of their insurance card, if not on record previously, and let them know about any contactless checkout procedures your office has instituted

Review Patient Immunization Records

- Discuss the risks and benefits and review contraindications with patient

Help Ensure Social Distancing During Appointments

- Inform patients to wear appropriate personal protective equipment and to remain in their vehicle, or at a safe distance from others outside the facility upon arrival, and until their appointment time to avoid unnecessary crowds

Set Appointment Time and Provide Directions to the Clinic Site

2 PREPARE: Getting Ready for the Appointment

Before the Patient Arrives

- Pull the influenza Vaccine Information Statement (VIS) sheet
- Prepare a tray with the appropriate vaccine and all needed immunization supplies
 - Bandages (*spot or rectangular*)
 - Alcohol wipes and sanitizing products
 - Cotton balls or sterile gauze pad
 - Sharps container
 - Paper towels
 - Thermometer
- Create an encounter in your EHR or paper chart to document immunization
- Put on appropriate personal protective equipment

3 PERFORM: During the Appointment

Confirm Patient Information

- Provide the VIS sheet and explain how patients should navigate the clinic, along with a reminder of how your office is running contactless checkout if you've instituted such a procedure

Administer the Vaccine

If the Patient Is Driving

- Ask them to remain in the parking lot for 15 minutes and recheck prior to discharge

Document Vaccinations According to Standard Procedures

One-Stop Shot Walk-Thru Flu Clinic Logistical Flow

This blueprint offers guidance for how to set up the clinic site, including station descriptions and the proposed patient flow. Depending on your office setup, you can utilize exam rooms, nurses stations, and staff desks for different stations.

ENTRANCE



Intake Station 1

Verify patient appointment and encourage entrance only at the scheduled appointment time



Patient Queue

Ensure proper distancing during intake

Intake Station 2

Verify patient information and communicate with immunization station to prepare vaccine(s)



Immunization Station

Administer vaccine(s)



Holding Station

If immunized patient is driving, consider holding them for 15 minutes of observation before discharge.

Depending on the setup of your office or clinic, you can set aside a separate exam room as a holding station or hold them where they receive the immunization

Straight to Exit

If immunized patient is not driving, they may proceed straight to the exit



EXIT



ONE-STOP SHOT WALK-THRU FLU CLINIC

PREPARE

This platform serves to help you and your staff with patient outreach. Connecting with your patients is key in reinforcing trust and vaccine acceptance, ultimately setting your clinic up for success. We've provided you with messages to use in multiple channels, covering 4 key topics: a one-way walk-thru clinic announcement, office preparation and adaptation protocol, reassurance of the importance of well and sick visits, and both pediatric and adult vaccination importance reminders.

- ① Telephone Patient Outreach Communications
- ② Email Patient Outreach Communications
- ③ EHR/Health Portal Patient Outreach Communications
- ④ Text/Social Media Patient Outreach Communications

Examples

Telephone Patient Outreach Communications

One-Way Walk-Thru Clinic Information

Hello, this is [Name].

Following the guidelines that [Office Name] will be holding a one-way walk-thru flu clinic on [Date] at [Location].

We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it is also more important than ever to get an annual flu vaccine to help protect you, against the flu and we want you to feel comfortable doing so.

The amazing walk-thru flu clinic provides you the opportunity to get your flu vaccine safely and ensure you have minimal contact with other patients and staff. Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

Following a one-way walk-thru flu clinic, we will ensure minimal contact and smooth operation, we will take you to a room or to a copy of your insurance card to schedule the appointment. If it is not already on record. Call us back at [Office Number] between the hours of [Office Hours] to schedule your appointment or if you have any additional questions. Thank you Goodbye.

EHR/Portal Patient Outreach Communications

One-Way Walk-Thru Clinic Information

Subject line: We'll be holding a one-way walk-thru flu clinic—schedule your appointment now.

Hello,

We will be holding a one-way walk-thru flu clinic on [Date] at [Location]—calling you to get your flu vaccination safely and ensure you have minimal contact with other patients and staff. Although you may not be comfortable coming into the office for vaccination during these uncertain times, it is more important than ever to help protect yourself from the flu with an annual flu vaccination and we want you to feel comfortable doing so.

Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

Please email us in a copy of your insurance card to us before the appointment. If not already on record, to ensure minimal contact and smooth operation. If you have any questions, or if you would like to schedule your one-way walk-thru flu clinic appointment, please give us a call at [Office Number] between the hours of [Office Hours].

Sincerely,
[Practice Name]
[Practice Name]

Text/Social Media Patient Outreach Communications

One-Way Walk-Thru Clinic Information

WAS PROTECT YOURSELF GET YOUR ANNUAL FLU VACCINE.

We want you to feel comfortable getting your annual flu vaccine. So we will be holding a one-way walk-thru flu clinic on [Date]. Contact us for more information.

GET YOUR FLU VACCINE AT THE ONE-WAY WALK-THRU CLINIC.

We will be holding a one-way walk-thru flu clinic on [Date] so you can get your annual flu vaccine safely and ensure you have minimal contact with other patients and staff. Contact us for more information.

YOUR FLU VACCINE IS AROUND THE CORNER.

A new one-way walk-thru flu clinic is opening near you. So you can get your flu vaccine safely and ensure you have minimal contact with other patients and staff. Call to make an appointment.

Looking for patient education social media posts? [CLICK HERE](#)

Email Patient Outreach Communications

One-Way Walk-Thru Clinic Information

Subject line: We'll be holding a one-way walk-thru flu clinic—schedule your appointment now.

Hello,

With flu season approaching and the possibility of an emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect yourself against the flu, and that means getting an annual preventative flu vaccine. We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it is also more important than ever to get an annual flu vaccination and we want you to feel comfortable doing so.

The exciting walk-thru flu clinic provides you the opportunity to get your flu vaccination safely and ensure you have minimal contact with other patients and staff. Our staff will of course be wearing personal protective equipment and following CDC guidelines to ensure your safety and ours. Call us at [Office Number] to schedule your appointment now. To ensure minimal contact and smooth operation, we will take you to a room or to a copy of your insurance card to schedule the appointment. If it is not already on record.

If you have any questions or if you would like to schedule your one-way walk-thru flu clinic appointment, please give us a call at [Office Number] between the hours of [Office Hours].

Sincerely,
[Practice Name]
[Practice Name]



To print the Patient Outreach Communications, PRINT PAGES 10-25, or either VISIT VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.

Telephone Patient Outreach Communications

1

One-Way Walk-Thru Clinic Information

Hello, this is (Name).

I'm calling to let you know that (Office Name) will be holding a one-way walk-thru flu clinic on (Date) at (Location). We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it is also more important than ever to get an annual flu vaccine to help protect you against the flu and we want you to feel comfortable doing so.

The one-way walk-thru flu clinic provides you the opportunity to get your flu vaccine quickly and ensures you have minimal contact with other patients and staff. Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record. Call us back at (Office Number) between the hours of (Office Hours) to schedule your appointment or if you have any additional questions.

Thank you! Goodbye.



Telephone Patient Outreach Communications

2

Office Preparation and Adjustments

Hello, this is (Name).

I'm calling from (Office Name) and wanted to reach out to let you know that our practice's number 1 priority is your safety, well-being, and peace of mind.

You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, focusing on strict sanitation and safety methods for all staff and visiting patients. We also have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for our older and at-risk patients to minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office back at (Office Number) between the hours of (Office Hours).

Thank you!

3

General Reassurance of Importance of Visits

Hello, this is (Name) from (Office Name).

I wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. In order to minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. Getting an annual flu vaccination is one of the best ways to help protect you against influenza. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don't put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines or would like to schedule an appointment, please call our office back at (Office Number) between the hours of (Office Hours).

Thank you!

Telephone Patient Outreach Communications

4a Adult Vaccination Importance Reminder

Hello, this is (Name) from (Office Name).

I am calling to remind you that a possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's very important to do what you can to help protect yourself against the flu, and that means getting a flu vaccination.

For older patients, the flu can be particularly dangerous, and it's critical that you receive an annual preventative vaccine that helps provide the protection you need against influenza. We will be holding a one-way walk-thru flu clinic on (Date) at (Location) so you have the opportunity to get your flu vaccine quickly and ensure you have minimal contact with other patients and staff. Your safety is our number 1 priority so we also have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for our older and at-risk patients to minimize exposure.

Call us back at (Office Number) to schedule your one-way walk-thru flu clinic appointment, an office visit, or if you have any questions.

Thank you!

4b Pediatric Vaccination Importance Reminder

Hello, this is (Name) from (Office Name).

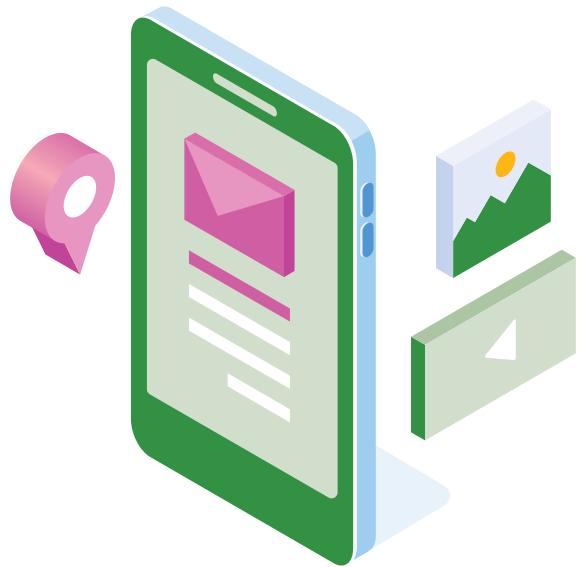
I am calling to remind you that a possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's very important to do what you can to help protect you and your (child/children) against the flu, and that means getting a flu vaccination.

When children between 6 months and 8 years of age receive their first-ever flu vaccine, they then require a second dose at least 4 weeks after the first. We will be holding a one-way walk-thru flu clinic on (Date) at (Location) so you and your family have the opportunity to get your flu vaccine quickly and ensure you have minimal contact with other patients and staff.

Call us back at (Office Number) to schedule your one-way walk-thru flu clinic appointment, an office visit, or if you have any questions.

Thank you!

Email Patient Outreach Communications



1

One-Way Walk-Thru Clinic Information

Subject Line:

We're holding a one-way walk-thru flu clinic—
schedule your appointment now.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect yourself against the flu, and that means getting an annual preventative flu vaccine. We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it is also more important than ever to get an annual flu vaccination and we want you to feel comfortable doing so.

This is why we will be holding a one-way walk-thru flu clinic on **(Date)** at **(Location)**. We want to provide you the opportunity to get your flu vaccination quickly and ensure you have minimal contact with other patients and staff. Our staff will of course be wearing personal protective equipment, and following CDC guidelines to ensure your safety and ours.

Call us at **(Office Number)** to schedule your appointment now. To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record.

If you have any questions or if you would like to schedule your one-way walk-thru flu clinic appointment, please give us a call at **(Office Number)** between the hours of **(Office Hours)**.

Sincerely,

(HCP/Office Staff)
(Practice Name)

Email Patient Outreach Communications

2 Office Preparation and Adjustments

Subject Line: Your safety is our number 1 priority.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. While many might be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, we encourage you to make an appointment. Your health cannot be taken for granted, and we are taking any and all necessary steps to ensure our office is ready for you.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients.

(List new guidelines such as all surfaces are wiped down after every patient use, separated seating in waiting room, or patients being escorted directly into exam rooms, etc.)

We have a stock of personal protective equipment, and all staff is required to wear masks and gloves at all times. In addition, we have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for older patients (65+) to further minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

3

General Reassurance of Importance of Visits

Subject Line: Don't put off your health. Come in for a visit.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. Many have put off well visits or have been reluctant to come in with new or recurring ailments to minimize exposure to the COVID-19 virus and to not overload the health system.

We understand and we want to reassure you that we are here for you, your family, your safety, and, of course, your health. Getting an annual preventative flu vaccination is one of the best ways to help protect you. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients. We are fully staffed and ready for you. Health is of the utmost importance, especially now, and we encourage you to call and make an appointment, either for a well visit or for new or recurring ailments.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

4a Adult Vaccination Importance Reminder

Subject Line: Getting a flu vaccination is now more important than ever.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect yourself against the flu, and that means getting an annual preventative flu vaccine. For older patients the flu can be particularly dangerous, and it's critical that you receive a vaccine that helps provide the protection you need against influenza.

We are here for you during these uncertain times to provide you the care and service you've always trusted. We will be holding a one-way walk-thru flu clinic on **(Date)** at **(Location)** so you have the opportunity to get your flu vaccination quickly and ensure you have minimal contact with other patients and staff. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at **(Office Number)** to schedule your one-way walk-thru flu clinic appointment or an office visit. We have instituted new hours of **(Days/Hours)** and have reserved **(Days/Hours)** for older patients (65+) to further minimize exposure.

We look forward to seeing you; if you have any questions, please don't hesitate to call our office.

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

4b Pediatric Vaccination Importance Reminder

Subject Line: Make sure your family is protected this flu season.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect you and your (child/children) against the flu, and that means getting an annual preventative flu vaccine. Some children 6 months through 8 years of age require two doses of flu vaccine to help protect against influenza. Children in this age group who are getting vaccinated for the first time, and those who have only previously gotten one dose of vaccine, should get two doses of vaccine this season—spaced at least 4 weeks apart. It usually takes about two weeks after the second dose to help protect against influenza.

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. We will be holding a one-way walk-thru flu clinic on (Date) at (Location) so you and your family have the opportunity to get your flu vaccination quickly and ensure you have minimal contact with other patients and staff. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at (Office Number) to schedule your one-way walk-thru flu clinic appointment or an office visit. We have instituted new hours of (Days/Hours).

We look forward to seeing you and your family; if you have any questions, please don't hesitate to call our office.

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

1

One-Way Walk-Thru Clinic Information

Subject Line:

We're holding a one-way walk-thru flu clinic—schedule your appointment now.

Hello,

We will be holding a one-way walk-thru flu clinic on **(Date)** at **(Location)**—allowing you to get your flu vaccination quickly and ensure you have minimal contact with other patients and staff. Although you may not be comfortable coming into the office for vaccination during these uncertain times, it is more important than ever to help protect against the flu with an annual flu vaccination and we want you to feel comfortable doing so.

Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

Please email or fax a copy of your insurance card to us before the appointment, if not already on record, to ensure minimal contact and smooth operation. If you have any questions, or if you would like to schedule your one-way walk-thru flu clinic appointment, please give us a call at **(Office Number)** between the hours of **(Office Hours)**.

Sincerely,

(HCP/Office Staff)

(Practice Name)



EHR/Portal Patient Outreach Communications

2 Office Preparation and Adjustments

Subject Line: Your safety is our number 1 priority.

Hello,

We wanted to reach out to let you know that our practice's number 1 priority is your safety, well-being, and peace of mind. You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, with a focus on strict sanitation and safety methods.

New guidelines include:

- Wiping down all surfaces after each patient
- Separating waiting room seating, ensuring adequate stock of personal protective equipment
- Requiring staff to wear masks and gloves at all times
- New office hours of (Days/Hours)
- Reserved (Days/Hours) for our older and at-risk patients to minimize exposure

If you have any questions about any of the new guidelines, or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

3

General Reassurance of Importance of Visits

Subject Line: Don't put off your health. Come in for a visit.

Hello,

We wanted to reach out and reassure you that the practice's number 1 priority is your safety, well-being, and peace of mind. To minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. Getting an annual preventative flu vaccination is the best way to help protect you against influenza. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don't put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines, or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

4a Adult Vaccination Importance Reminder

Subject Line: Getting a flu vaccination is now more important than ever.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect yourself against the flu, and that means getting an annual preventative flu vaccine.

For older patients, the flu can be particularly dangerous. Getting an annual preventative flu vaccination is the best way to help protect you against influenza. We will be holding a one-way walk-thru flu clinic on **(Date)** at **(Location)** so you have the opportunity to get your flu vaccination quickly and ensure you have minimal contact with other patients and staff. Your safety is our number 1 priority, so we also have instituted new hours of **(Days/Hours)** and have reserved **(Days/Hours)** for our older and at-risk patients to minimize exposure.

Call us at **(Office Number)** to schedule your one-way walk-thru flu clinic appointment, an office visit, or if you have any questions. Thank you!

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

4b Pediatric Vaccination Importance Reminder

Subject Line: It's time for your family's annual flu vaccine.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect you and your (child/children) against the flu, and that means getting an annual preventative flu vaccine.

When children up to 8 years of age receive their first-ever flu vaccination, they then require a second dose at least 4 weeks after the first. We will be holding a one-way walk-thru flu clinic on (Date) at (Location) so you and your family have the opportunity to get your flu vaccination quickly and ensure you have minimal contact with other patients and staff.

Call us at (Office Number) to schedule your one-way walk-thru flu clinic appointment, an office visit, or if you have any questions. Thank you.

Sincerely,

(HCP/Office Staff)

(Practice Name)

Text/Social Media Patient Outreach Communications

1

One-Way Walk-Thru Clinic Information

**HELP PROTECT YOURSELF.
GET YOUR ANNUAL FLU VACCINE.**

We want you to feel comfortable getting your annual flu vaccine. So we will be holding a one-way walk-thru flu clinic on **(Date)**. **Contact us for more information.**

**GET YOUR FLU VACCINE AT THE
ONE-WAY WALK-THRU CLINIC.**

We will be holding a one-way walk-thru flu clinic on **(Date)** so you can get your annual flu vaccination quickly and ensure you have minimal contact with other patients and staff. **Contact us for more information.**

**YOUR FLU VACCINE IS
AROUND THE CORNER.**

A new one-way walk-thru flu clinic is opening near you. So you can get your flu vaccine quickly and ensure you have minimal contact with other patients and staff. **Call to make an appointment.**



Looking for
patient education
social media posts?

[CLICK HERE](#)

Text/Social Media Patient Outreach Communications

2

Office Preparation and Adjustments

**CHECK YOUR HEALTH.
KEEP YOUR PEACE OF MIND.**

We have now instituted new guidelines for all staff and visiting patients with strict surface sanitation and all staff wearing personal protective equipment. **Make an appointment today.**

WE WANT TO SEE YOU SAFE.

Our practice's number 1 priority is your health and your safety, so we have taken strict sanitation measures and new guidelines for our staff to be ready to **see you in the office soon.**

SAFETY FIRST.

With every protective and sanitary measure in place, **we encourage you to make an appointment** for a well visit or, more importantly, for new or existing ailments.

BE CERTAIN IN UNCERTAIN TIMES.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients so you can **safely come in for a visit.**

3

General Reassurance of Importance of Visits

YOUR HEALTH IS WORTH A VISIT.

Flu season is approaching as well as the possibility of a re-emergence of COVID-19 this fall. It's more important than ever to get an annual flu vaccination to help protect you against the flu. **Call us today.** (Phone Number)

YOUR HEALTH IS WORTH A CALL.

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. **Call or come in for a visit.** We're expecting you.

YOUR HEALTH CAN'T WAIT.

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. Don't wait. **Make an appointment today.**

IS IT COVID-19, A COLD, OR THE FLU?

We can help you understand the difference based on your symptoms. If you are experiencing a cough, sneezing, headache, or fever, **call us today.** (Phone Number)

**DON'T LET COVID-19 COMPROMISE
YOUR HEALTH.**

We understand, and we want to reassure you that our office has now instituted new guidelines for all staff and visiting patients so you can safely come in. **Make an appointment today.**

Text/Social Media Patient Outreach Communications

4a

Adult Vaccination Importance Reminder

ANNUAL FLU VACCINATION IS IN YOUR CONTROL.

Don't wait. A possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's important to get an annual flu vaccination to help protect against the flu. **Make an appointment today.**

KEEPING THE FOCUS ON YOU.

The flu can be particularly dangerous for anyone 50 years of age and older; it's critical that you receive an annual preventative vaccine that helps protect you against flu. **Call to make an appointment.**

A GENTLE REMINDER ABOUT THE FLU.

A possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's important to **schedule your annual flu vaccination to help protect yourself against the flu.**

4b

Pediatric Vaccination Importance Reminder

BACK TO SCHOOL—OR LEARNING FROM HOME

A possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's important that your child gets an annual flu vaccination to help protect against the flu. **Make an appointment today.**

YOUR CHILD'S FLU VACCINATION IS AROUND THE CORNER.

We will be holding a one-way walk-thru flu clinic on **(Date)** at **(Location)** so your child can get their annual flu vaccination quickly and ensure you have minimal contact with other patients and staff. **Call for information.**

REMEMBER, IT TAKES TWO.

Just a friendly reminder that children between 6 months and 8 years of age require a second dose of the influenza vaccine at least 4 weeks after their first dose. **Make your appointment today.**

ONE-STOP SHOT WALK-THRU FLU CLINIC

PERFORM

The appointments are scheduled and the patients are arriving. Time to prepare your office. We've included a collection of helpful office signage including a poster with information on symptoms, waiting room signs, traffic flow directions, and a variety of protocol reminders. Also included is a link to download an assortment of FLUency patient education materials highlighting statistics around influenza.

Logistical Signage

KNOW THE DIFFERENT SYMPTOMS

COMMON COLD

- Runny or stuffy nose
- Sneezing
- Sore throat
- Mild to moderate chest discomfort

COVID-19

- Fever or chills
- Cough
- New loss of taste or smell
- Shortness of breath

NOTE: Some people may be able to spread COVID-19 without showing any symptoms.

FLU

- Fever or chills
- Cough
- Sore throat
- Body aches

As flu season approaches, be aware of the different symptoms you may experience with the common cold, flu, and COVID-19. The latter is respiratory, and other symptoms may be present. If you have any of the symptoms above, please bring it up with your doctor during the appointment. Getting an annual flu vaccine is an important preventative measure to help protect against influenza this season.

FLUency

COMMON COLD VS COVID-19 VS FLU FLASHCARD

SICK VISITS THIS WAY

PLEASE READ BEFORE ENTERING

Only proceed if you are currently experiencing fever, cough, shortness of breath, or flu-like symptoms. Help reduce the spread of disease by following these guidelines:

- Healthy visitors are advised to sit in the well visit area
- Wear a protective mask if you show symptoms of coughing or difficulty breathing
- Cover coughs and sneezes with a tissue, sleeve, or face mask
- Wash hands after coughing or sneezing

Thank you for your understanding during these uncertain times.

MM-US-2019289 | 06/20

SICK VISIT SIGN FOR WAITING ROOM

WELL VISIT

Waiting Area Only

PLEASE READ BEFORE ENTERING

Do not proceed if you have any of the following symptoms:

- Fever
- Cough
- Shortness of Breath

or have been experiencing flu-like symptoms

If you are unsure about your symptoms, please consult with office staff for guidance.

MM-US-2019282 | 06/20

WELL VISIT SIGN FOR WAITING ROOM

Contactless Checkout Info

In order to better protect our patients and staff, contactless checkout is now available.

To use, please follow the instructions below:

- Have all waivers, paperwork, and your insurance card ready for checkout, in case they are needed.
- Only credit cards and payment methods on file will be accepted.
- A receipt will be sent to your email on file if requested.

Thank you for your understanding as we navigate these uncertain times together.

MM-US-2019275 | 06/20

CONTACTLESS CHECKOUT INFO

REMINDER:

A face mask or covering must be worn at all times.

Thank you for your understanding as we navigate these uncertain times together.

MM-US-2019276 | 06/20

PERSONAL PROTECTIVE EQUIPMENT REMINDER

REMINDER:

Please stay 6 feet away from other patients during your visit.

Our social distancing measures have been implemented to help best protect you, all visiting patients, and our staff.

Thank you for your understanding as we navigate these uncertain times together.

MM-US-2019278 | 06/20

SOCIAL DISTANCING REMINDER

ONE-STOP SHOT WALK-THRU FLU CLINIC

PERFORM

Logistical Signage (continued)



6-FOOT FLOOR MARKER

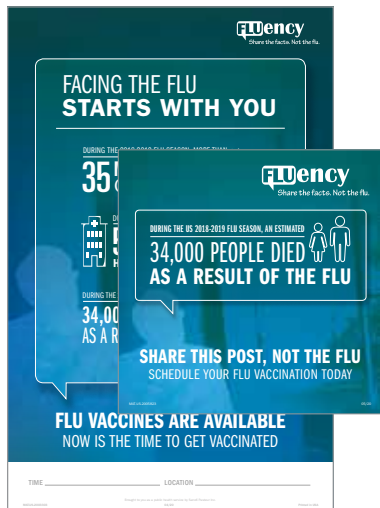


DIRECTIONAL ARROWS

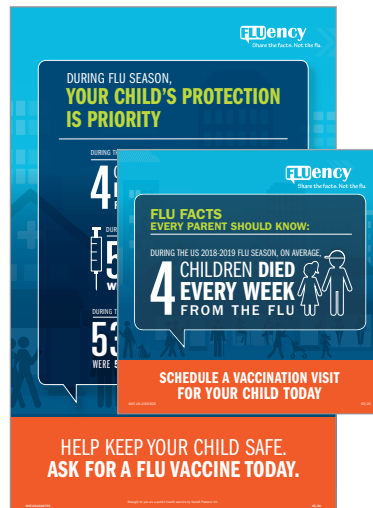


STOP HERE SIGN

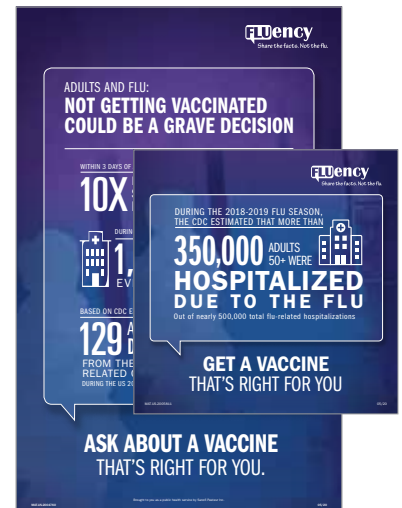
Patient Education Materials



GENERAL AUDIENCE POSTER & MEDIA POSTS



PEDIATRIC POSTER & MEDIA POSTS



OLDER ADULTS POSTER & MEDIA POSTS

Download the collection of [LOGISTICAL SIGNAGE](#) along with [FLUency PATIENT EDUCATION MATERIALS](#) or request printed materials by contacting your Sanofi Pasteur Representative or visit VACCINESHOPPE.COM[®]



ONE-STOP SHOT DRIVE-THRU FLU CLINIC

In these uncertain times, patients may not be comfortable coming into the office, but immunization is paramount, and more important than ever. Putting on a drive-thru flu clinic can empower you to provide patients the opportunity get a flu vaccination without leaving the comfort and safety of their vehicle. This module is split into 3 key platforms: **PLAN**, **PREPARE**, and **PERFORM**. Each covers a different aspect of running a drive-thru flu clinic: clinic guidance and logistical flow, patient outreach, and clinic location preparation and signage. Together, they form a comprehensive plan that will enable you to run a successful clinic.



To print the entire One-Stop Shot Drive-Thru Flu Clinic section, **PRINT PAGES 28-49**, or either **VISIT VACCINESHOPPE.COM**[®] or contact your Sanofi Pasteur Representative to request printed materials.



ONE-STOP SHOT DRIVE-THRU FLU CLINIC PLAN

The first step is to prepare your office and staff for running the clinic, with logistical guidance and protocol training. The clinic guidance document provides step-by-step instructions for appointment setting dialogue, preparing materials for each drive-up immunization, and during/after immunization protocol. We've developed a logistical roadmap outlining how to set up each station and a proposed flow that vehicles should follow to ensure everyone knows their role, patients have minimal contact and spend the least amount of time waiting, and general smooth operation.

1 Clinic Guidance and Logistical Blueprint

Examples

One-Stop Shot Drive-Thru Flu Clinic

Planning Tips

- Know the Flow:** Have a plan in place to maintain traffic flow from entrance to exit.
- Know the Staff Roles:** Assign roles to staff members to ensure smooth operation of the clinic.
- Know the Patient Flow:** Provide documentation of vaccine components to all patients at time of vaccination.
- Know the Staff Roles:** Assign roles to staff members to ensure smooth operation of the clinic.

PLAN: Making the Appointment

- Verify Insurance Status of Patient**
 - Ask patient for email or fax a copy of their insurance card.
 - Print or record promptly.
- Review Patient Immunization Records**
 - Check the site and benefits and review contraindications with patient.
- If the Patient Getting Vaccinated is Driving**
 - Ask the patient they will be asked to wait 15 minutes before leaving the parking lot.
- Set Appointment Time and Provide Directions to the Clinic Site**



To print the Clinic Guidance and Logistical Blueprint, PRINT PAGES 28-30, or either VISIT VACCINESHOPPE.COM[®] or contact your Sanofi Pasteur Representative to request printed materials.

One-Stop Shot Drive-Thru Flu Clinic

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it's more important than ever to ensure that patients are protected against influenza. In these uncertain times, patients may not be comfortable coming into the office, but immunization is paramount.

SOLUTION: Hold a drive-thru flu clinic so you can provide patients with the opportunity to get a flu vaccination without leaving the comfort and safety of their vehicle, ensuring separation between sick and healthy patients, and helping to limit traffic flow through your office.



Here you will find general planning tips, logistical considerations, and a clinic site blueprint and patient flow map.

We've broken it down into step-by-step instructions for 3 phases:

- 1 **PLAN**
Making the Appointment
- 2 **PREPARE**
Getting Ready for the Appointment
- 3 **PERFORM**
During the Appointment

Planning Tips

Know the Flow

Have a plan in place to maintain traffic flow, from entrance to exit

Have the Right Tools

Use the materials checklist provided as a starting point for ensuring you have all the items needed to run the clinic

Patient Proof

Provide documentation of vaccine administration to all recipients at time of vaccination

Have a Backup Plan

Ensure backup plans are in place in case of late arrivals or delays

See the materials checklist provided



One-Stop Shot Drive-Thru Flu Clinic

1 PLAN: Making the Appointment

Verify Insurance Status of Patient

- Ask patient to email or fax a copy of their insurance card, if not on record previously

Review Patient Immunization Records

- Discuss the risks and benefits and review contraindications with patient

If the Patient Getting Vaccinated Is Driving

- Tell the patient they will be asked to wait 15 minutes before leaving the parking lot

Set Appointment Time and Provide Directions to the Clinic Site

2 PREPARE: Getting Ready for the Appointment

Before the Patient Pulls Up

- Pull the influenza Vaccine Information Statement (VIS) sheet
- Prepare a tray with the appropriate vaccine and all needed immunization supplies:
 - *Bandages (spot or rectangular)*
 - *Alcohol wipes and sanitizing products*
 - *Cotton balls or sterile gauze pad*
 - *Sharps container*
 - *Paper towels*
 - *Thermometer*
- Create an encounter in your EHR or paper chart to document immunization
- Put on appropriate personal protective equipment

3 PERFORM: During the Appointment

Confirm Patient Information

- Provide the VIS sheet and explain how patients should navigate the clinic

Administer the Vaccine

If the Patient Is Driving

- Ask them to remain in the parking lot for 15 minutes and recheck prior to discharge

Document Vaccinations According to Standard Procedures

One-Stop Shot Drive-Thru Flu Clinic Logistical Flow

This blueprint offers guidance on how to set up the clinic site, including station descriptions and the proposed patient flow.



ONE-STOP SHOT DRIVE-THRU FLU CLINIC

PREPARE

This platform serves to help you and your staff with patient outreach. Connecting with your patients is key in reinforcing trust and vaccine acceptance, ultimately setting your clinic up for success. We've provided you with messages to use in multiple channels, covering 4 key topics: a drive-thru clinic announcement, office preparation and adaptation protocol, reassurance of the importance of well and sick visits, and both pediatric and adult vaccination importance reminders.

- 1 Telephone Patient Outreach Communications
- 2 Email Patient Outreach Communications
- 3 EHR/Health Portal Patient Outreach Communications
- 4 Text/Social Media Patient Outreach Communications

Examples

The examples show four different communication templates:

- Telephone Patient Outreach Communications:** A script for a phone call starting with "Hello, this is [Name]. Encouraging to let you know that [Office Name] will be holding a drive-thru flu clinic on [Date] at [Location]. We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it's also more important than ever to get an annual flu vaccine to help protect you against the flu." It includes a "Subject line" and a "Footer" with the Fluency logo.
- Email Patient Outreach Communications:** An email template with a "Subject line" and a "Footer" with the Fluency logo.
- EHR/Portal Patient Outreach Communications:** A subject line for an EHR/portal message and a "Footer" with the Fluency logo.
- Text/Social Media Patient Outreach Communications:** A text/social media message with a "Subject line", a "Footer" with the Fluency logo, and a "CLICK HERE" button.



To print the Patient Outreach Communications, PRINT PAGES 34-49, or either VISIT VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.

Telephone Patient Outreach Communications

1

Drive-Thru Clinic Information

Hello, this is (Name).

I'm calling to let you know that (Office Name) will be holding a drive-thru flu clinic on (Date) at (Location). We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it is also more important than ever to get an annual flu vaccine to help protect you against the flu.

The drive-thru flu clinic provides you the opportunity to get your flu vaccine without leaving your vehicle. Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record. Call us back at (Office Number) between the hours of (Office Hours) to schedule your appointment or if you have any additional questions.

Thank you! Goodbye.



Telephone Patient Outreach Communications

2

Office Preparation and Adjustments

Hello, this is (Name).

I'm calling from (Office Name) and wanted to reach out to let you know that our practice's number 1 priority is your safety, well-being, and peace of mind.

You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, focusing on strict sanitation and safety methods for all staff and visiting patients. We also have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for our older and at-risk patients to minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office back at (Office Number) between the hours of (Office Hours).

Thank you!

3

General Reassurance of Importance of Visits

Hello, this is (Name) from (Office Name).

I wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. In order to minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. Getting an annual flu vaccination is one of the best ways to help protect you against influenza. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don't put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines or would like to schedule an appointment, please call our office back at (Office Number) between the hours of (Office Hours).

Thank you!

Telephone Patient Outreach Communications

4a Adult Vaccination Importance Reminder

Hello, this is (Name) from (Office Name).

I am calling to remind you that a possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's very important to do what you can to help protect yourself against the flu, and that means getting a flu vaccination.

For older patients, the flu can be particularly dangerous, and it's critical that you receive an annual preventative vaccine that helps provide the protection you need against influenza. We will be holding a drive-thru flu clinic on (Date) at (Location) so you have the opportunity to get your flu vaccine without leaving your vehicle. Your safety is our number 1 priority so we also have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for our older and at-risk patients to minimize exposure.

Call us back at (Office Number) to schedule your drive-thru flu clinic appointment, an office visit, or if you have any questions.

Thank you!

4b Pediatric Vaccination Importance Reminder

Hello, this is (Name) from (Office Name).

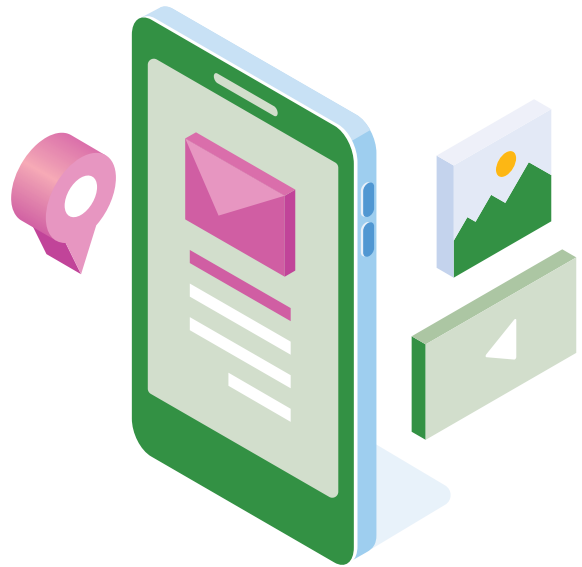
I am calling to remind you that a possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's very important to do what you can to help protect you and your (child/children) against the flu, and that means getting a flu vaccination.

When children between 6 months and 8 years of age receive their first-ever flu vaccine, they then require a second dose at least 4 weeks after the first. We will be holding a drive-thru flu clinic on (Date) at (Location) so you and your family have the opportunity to get your flu vaccine without leaving your vehicle.

Call us back at (Office Number) to schedule your drive-thru flu clinic appointment, an office visit, or if you have any questions.

Thank you!

Email Patient Outreach Communications



1

Drive-Thru Clinic Information

Subject Line:

We're holding a drive-thru flu clinic—
schedule your appointment now.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect yourself against the flu, and that means getting an annual preventative flu vaccine. We also know that these are uncertain times and recognize you may not be comfortable coming into the office at this time for that vaccination.

This is why we will be holding a drive-thru flu clinic on **(Date)** at **(Location)**. We want to provide you the opportunity to get your flu vaccination without leaving the comfort and safety of your vehicle. Our staff will of course be wearing personal protective equipment, and following CDC guidelines to ensure your safety and ours.

Call us at **(Office Number)** to schedule your appointment now. To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record.

If you have any questions or if you would like to schedule your drive-thru flu clinic appointment, please give us a call at **(Office Number)** between the hours of **(Office Hours)**.

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

2 Office Preparation and Adjustments

Subject Line: Your safety is our number 1 priority.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. While many might be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, we encourage you to make an appointment. Your health cannot be taken for granted, and we are taking any and all necessary steps to ensure our office is ready for you.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients.

(List new guidelines such as all surfaces are wiped down after every patient use, separated seating in waiting room, or patients being escorted directly into exam rooms, etc.)

We have a stock of personal protective equipment, and all staff is required to wear masks and gloves at all times. In addition, we have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for older patients (65+) to further minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

3 General Reassurance of Importance of Visits

Subject Line: Don't put off your health. Come in for a visit.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. Many have put off well visits or have been reluctant to come in with new or recurring ailments to minimize exposure to the COVID-19 virus and to not overload the health system.

We understand and we want to reassure you that we are here for you, your family, your safety, and, of course, your health. Getting an annual preventative flu vaccination is one of the best ways to help protect you. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients. We are fully staffed and ready for you. Health is of the utmost importance, especially now, and we encourage you to call and make an appointment, either for a well visit or for new or recurring ailments.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

4a Adult Vaccination Importance Reminder

Subject Line: Getting a flu vaccination is now more important than ever.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect yourself against the flu, and that means getting an annual preventative flu vaccine. For older patients the flu can be particularly dangerous, and it's critical that you receive a vaccine that helps provide the protection you need against influenza.

We are here for you during these uncertain times to provide you the care and service you've always trusted. We will be holding a drive-thru flu clinic on **(Date)** at **(Location)** so you have the opportunity to get your flu vaccination without leaving the comfort and safety of your vehicle. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at **(Office Number)** to schedule your drive-thru flu clinic appointment or an office visit. We have instituted new hours of **(Days/Hours)** and have reserved **(Days/Hours)** for older patients (65+) to further minimize exposure.

We look forward to seeing you; if you have any questions, please don't hesitate to call our office.

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

4b Pediatric Vaccination Importance Reminder

Subject Line: Make sure your family is protected this flu season.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect you and your (child/children) against the flu, and that means getting an annual preventative flu vaccine. Some children 6 months through 8 years of age require two doses of flu vaccine to help protect against influenza. Children in this age group who are getting vaccinated for the first time, and those who have only previously gotten one dose of vaccine, should get two doses of vaccine this season—spaced at least 4 weeks apart. It usually takes about two weeks after the second dose to help protect against influenza.

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. We will be holding a drive-thru flu clinic on (Date) at (Location) so you and your family have the opportunity to get your flu vaccination without leaving the comfort and safety of your vehicle. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at (Office Number) to schedule your drive-thru flu clinic appointment or an office visit. We have instituted new hours of (Days/Hours).

We look forward to seeing you and your family; if you have any questions, please don't hesitate to call our office.

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

1

Drive-Thru Clinic Information

Subject Line:

We're holding a drive-thru flu clinic—
schedule your appointment now.

Hello,

We will be holding a drive-thru flu clinic
on **(Date)** at **(Location)**—allowing you to
get your flu vaccination without leaving
your vehicle. Although you may not be
comfortable coming into the office for vaccination during these uncertain
times, it is more important than ever to help protect against the flu with an
annual flu vaccination.

Staff will wear personal protective equipment and follow all CDC guidelines
to ensure safety for both you and our staff.

Please email or fax a copy of your insurance card to us before the
appointment, if not already on record, to ensure minimal contact and smooth
operation. If you have any questions, or if you would like to schedule your
drive-thru flu clinic appointment, please give us a call at **(Office Number)**
between the hours of **(Office Hours)**.

Sincerely,

(HCP/Office Staff)

(Practice Name)



EHR/Portal Patient Outreach Communications

2 Office Preparation and Adjustments

Subject Line: Your safety is our number 1 priority.

Hello,

We wanted to reach out to let you know that our practice's number 1 priority is your safety, well-being, and peace of mind. You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, with a focus on strict sanitation and safety methods.

New guidelines include:

- Wiping down all surfaces after each patient use
- Separating waiting room seating, ensuring adequate stock of personal protective equipment
- Requiring staff to wear masks and gloves at all times
- New office hours of (Days/Hours)
- Reserved (Days/Hours) for our older and at-risk patients to minimize exposure

If you have any questions about any of the new guidelines, or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

3

General Reassurance of Importance of Visits

Subject Line: Don't put off your health. Come in for a visit.

Hello,

We wanted to reach out and reassure you that the practice's number 1 priority is your safety, well-being, and peace of mind. To minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. Getting an annual preventative flu vaccination is the best way to help protect you against influenza. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don't put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines, or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

4a Adult Vaccination Importance Reminder

Subject Line: Getting a flu vaccination is now more important than ever.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect yourself against the flu, and that means getting an annual preventative flu vaccine.

For older patients, the flu can be particularly dangerous. Getting an annual preventative flu vaccination is the best way to help protect you against influenza. We will be holding a drive-thru flu clinic on **(Date)** at **(Location)** so you have the opportunity to get your flu vaccination without leaving your vehicle. Your safety is our number 1 priority, so we also have instituted new hours of **(Days/Hours)** and have reserved **(Days/Hours)** for our older and at-risk patients to minimize exposure.

Call us at **(Office Number)** to schedule your drive-thru flu clinic appointment, an office visit, or if you have any questions. Thank you!

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

4b Pediatric Vaccination Importance Reminder

Subject Line: It's time for your family's annual flu vaccine.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect you and your (child/children) against the flu, and that means getting an annual preventative flu vaccine.

When children up to 8 years of age receive their first-ever flu vaccination, they then require a second dose at least 4 weeks after the first. We will be holding a drive-thru flu clinic on (Date) at (Location) so you and your family have the opportunity to get your flu vaccination without leaving your vehicle.

Call us at (Office Number) to schedule your drive-thru flu clinic appointment, an office visit, or if you have any questions. Thank you.

Sincerely,

(HCP/Office Staff)

(Practice Name)

Text/Social Media Patient Outreach Communications

1

Drive-Thru Clinic Information

**HELP PROTECT YOURSELF.
GET YOUR ANNUAL FLU VACCINE.**

You may not be comfortable coming into the office for your flu vaccine. So we will be holding a drive-thru flu clinic on **(Date)**. **Contact us for more information.**

**GET YOUR FLU VACCINE
AT THE DRIVE-THRU.**

We will be holding a drive-thru flu clinic on **(Date)** so you can get your annual flu vaccination without leaving the comfort or safety of your vehicle. **Contact us for more information.**

**YOUR FLU VACCINE IS
AROUND THE CORNER.**

A new drive-thru flu clinic is opening near you. So you can get your flu vaccine without leaving the comfort and safety of your vehicle. **Call to make an appointment.**



Looking for
patient education
social media posts?

[CLICK HERE](#)

Text/Social Media Patient Outreach Communications

2

Office Preparation and Adjustments

**CHECK YOUR HEALTH.
KEEP YOUR PEACE OF MIND.**

We have now instituted new guidelines for all staff and visiting patients with strict surface sanitation and all staff wearing personal protective equipment. **Make an appointment today.**

WE WANT TO SEE YOU SAFE.

Our practice's number 1 priority is your health and your safety, so we have taken strict sanitation measures and new guidelines for our staff to be ready to **see you in the office soon.**

SAFETY FIRST.

With every protective and sanitary measure in place, **we encourage you to make an appointment** for a well visit or, more importantly, for new or existing ailments.

BE CERTAIN IN UNCERTAIN TIMES.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients so you can **safely come in for a visit.**

3

General Reassurance of Importance of Visits

YOUR HEALTH IS WORTH A VISIT.

Flu season is approaching as well as the possibility of a re-emergence of COVID-19 this fall. It's more important than ever to get an annual flu vaccination to help protect you against the flu. **Call us today.** (Phone Number)

YOUR HEALTH IS WORTH A CALL.

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. **Call or come in for a visit.** We're expecting you.

YOUR HEALTH CAN'T WAIT.

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. Don't wait. **Make an appointment today.**

IS IT COVID-19, A COLD, OR THE FLU?

We can help you understand the difference based on your symptoms. If you are experiencing a cough, sneezing, headache, or fever, **call us today.** (Phone Number)

**DON'T LET COVID-19 COMPROMISE
YOUR HEALTH.**

We understand, and we want to reassure you that our office has now instituted new guidelines for all staff and visiting patients so you can safely come in. **Make an appointment today.**

Text/Social Media Patient Outreach Communications

4a

Adult Vaccination Importance Reminder

ANNUAL FLU VACCINATION IS IN YOUR CONTROL.

A possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's important to get an annual flu vaccination to help protect against the flu. **Make an appointment today.**

KEEPING THE FOCUS ON YOU.

The flu can be particularly dangerous for anyone 50 years of age and older; it's critical that you receive an annual preventative vaccine that helps protect you against flu. **Call to make an appointment.**

A GENTLE REMINDER ABOUT THE FLU.

A possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's important to **schedule your annual flu vaccination to help protect against the flu.**

4b

Pediatric Vaccination Importance Reminder

BACK TO SCHOOL— OR LEARNING FROM HOME

A possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's important that your child gets an annual flu vaccination to help protect against the flu. **Make an appointment today.**

YOUR CHILD'S FLU VACCINATION IS AROUND THE CORNER.

We will be holding a drive-thru flu clinic on **(Date)** at **(Location)** so your child can get their annual flu vaccination without leaving the comfort and safety of your vehicle. **Call for information.**

REMEMBER, IT TAKES TWO.

Just a friendly reminder that children between 6 months and 8 years of age require a second dose of the influenza vaccine at least 4 weeks after their first dose. **Make your appointment today.**

ONE-STOP SHOT DRIVE-THRU FLU CLINIC

PERFORM

The day of the clinic has arrived. The cars are starting to roll in. Time to shift immunization into gear. We've also included a collection of helpful signage to promote smooth operation, including a poster with information on symptoms, directional signs, and protocol instructions and reminders. Also included is a link to download an assortment of FLUency patient education materials highlighting statistics around influenza.

Signage

KNOW THE DIFFERENT SYMPTOMS

COMMON COLD

- Runny or stuffy nose
- Sneezing
- Sore throat
- Mild to moderate chest discomfort

COVID-19

- Fever or chills
- Cough
- New loss of taste or smell
- Shortness of breath

NOTE: Some people may be able to spread COVID-19 without showing any symptoms.

FLU

- Fever or chills
- Cough
- Sore throat
- Body aches

As flu season approaches, be aware of the different symptoms you may experience with the common cold, flu, and COVID-19. This list is not definitive, and other symptoms may be present at overlapping.

If you have any of the symptoms above, please bring it up with your doctor during the appointment.

Getting an annual flu vaccine is an important preventative measure to help protect against influenza this season.

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COMMON COLD VS COVID-19 VS FLU FLASHCARD

**STOP
HERE**

MM-US-201028 | 06/20

STOP HERE SIGN

An annual flu vaccine helps protect you and those around you

MM-US-201026 | 06/20

DIRECTIONAL ARROWS

Contactless Checkout Info

In order to better protect our patients and staff, contactless checkout is now available.

To use, please follow the instructions below:

- 1 Have all waivers, paperwork, and your insurance card ready for checkout, in case they are needed.
- 2 Only credit cards and payment methods on file will be accepted.
- 3 A receipt will be sent to your email on file if requested.

Thank you for your understanding as we navigate these uncertain times together.

MM-US-201023 | 06/20

CONTACTLESS CHECKOUT INFO

REMINDER:

A face mask or covering must be worn at all times.

Thank you for your understanding as we navigate these uncertain times together.

MM-US-201025 | 06/20

PERSONAL PROTECTIVE EQUIPMENT REMINDER

REMINDER:

Please stay 6 feet away from other patients during your visit.

Our social distancing measures have been implemented to help best protect you, all visiting patients, and our staff.

Thank you for your understanding as we navigate these uncertain times together.

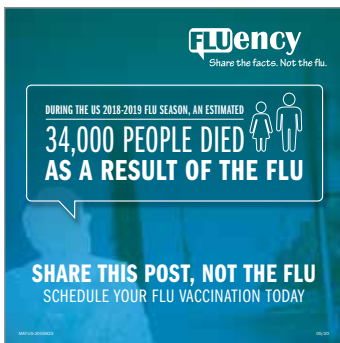
MM-US-201024 | 06/20

SOCIAL DISTANCING REMINDER

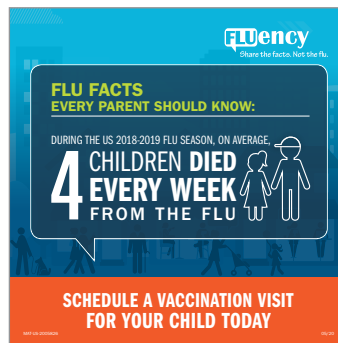
ONE-STOP SHOT DRIVE-THRU FLU CLINIC

PERFORM

Patient Education Materials



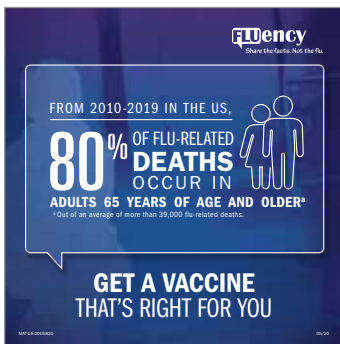
GENERAL AUDIENCE
MEDIA POSTS



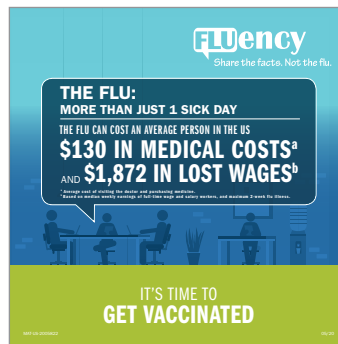
PEDIATRIC MEDIA POSTS



50+ ADULT AUDIENCE
MEDIA POSTS



65+ ADULT AUDIENCE
MEDIA POSTS



EMPLOYEE HEALTH
MEDIA POSTS

Download the collection of [LOGISTICAL SIGNAGE](#) along with [FLUency PATIENT EDUCATION MATERIALS](#) or request printed materials by contacting your Sanofi Pasteur Representative or visit VACCINESHOPPE.COM®



INFLUENZA ACTION PLAN WORKSHEET AND GOAL TRACKER

To help you and your staff adapt to the new normal, it's important to take a step back and start with a game plan. Use this worksheet to set goals, identify challenges, and identify what areas you and your office can focus on to increase vaccine acceptance and implement alternative immunization administration methods.



2020 Influenza Action Plan Worksheet

Immunization Campaign Goal: _____

Immunization Campaign Logistics	HISTORICALLY	2020-2021 SEASON	NEXT STEPS/PERSON RESPONSIBLE
When do you begin influenza immunizations?			
When do you conclude influenza immunizations?			
Do you stock different vaccines for different patients? If yes, how do you ensure that office staff know which vaccine to give each patient?			
Do you have a social distancing plan in place for in-office influenza immunization appointments? If so, what are they? When did they start?			
Are there new guidelines on sanitation and safety methods for both staff and patients? If so, what are they? When did they start?			
Do you have a drive-thru, flu clinic, planned flu season? If so, how many and when?			

Brought to you by Sanofi Pasteur Inc. MAR-US-2010256 | 06/20


Together, we can Empower Immunization Success

We can make a difference in the lives of our patients and help protect them from influenza this season.

Let's support this commitment to our immunization goals by continuing to emphasize the importance of annual influenza immunization.

OUR IMMUNIZATION GOAL: _____

REMEMBER:
Every influenza vaccine dose administered helps protect another patient.



Brought to you by Sanofi Pasteur Inc. MAR-US-2010256 | 06/20



To print the Influenza Action Plan Worksheet and Goal Tracker, PRINT PAGES 53-55, or either VISIT VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.

2020 Influenza Action Plan Worksheet



Immunization Campaign Goal: _____

Immunization Campaign Logistics

HISTORICALLY

2020-2021 SEASON

NEXT STEPS/PERSON
RESPONSIBLE

When do you begin
influenza immunizations?

When do you conclude
influenza immunizations?

Do you stock different vaccines
for different patients?
If yes, how do you ensure that
office staff knows which vaccine
to give each patient?

Do you have a social distancing
plan in place for in-office influenza
immunization appointments?
If so, what are they? When did
they start?

Are there new guidelines on
sanitation and safety methods
for both staff and patients?
If so, what are they? When did
they start?

Do you have a drive-thru flu clinic
planned this season? If so, how
many and when?

2020 Influenza Action Plan Worksheet



Immunization Campaign Goal: _____

Patient Engagement

HISTORICALLY

2020-2021 SEASON

NEXT STEPS/PERSON
RESPONSIBLE

Do you mention scheduling influenza immunization appointments during telehealth appointments?

Do you send out influenza immunization appointment reminders via email, phone, text messages, or online health portals?
If so, how and when?

Have you utilized technology such as email, phone, or your online health portal to advertise when the influenza vaccine is available?
If so, how and when?

Are patients being encouraged to get their influenza immunizations during both telehealth and in-office appointments?
Do the main points of discussion differ between locations?

How do you respond to questions around influenza and COVID-19?

When the influenza vaccine is unavailable, what do you tell patients to ensure they get vaccinated?

Together, we can Empower Immunization Success

We can make a difference
in the lives of our patients
and help protect them
from influenza this season.

Let's support the commitment to our
immunization goals by continuing to
emphasize the importance of annual
influenza immunization.

OUR IMMUNIZATION GOAL:



REMEMBER:
Every influenza
vaccine dose
administered
helps protect
another patient.

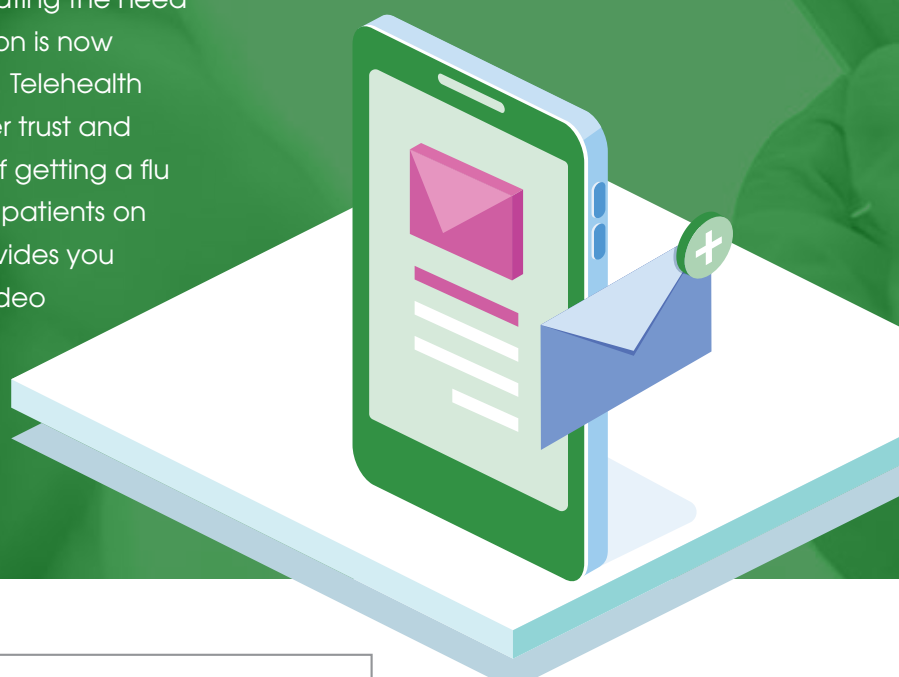
FLUencyXD





TELEHEALTH: Navigating the Influenza Vaccination Discussion During COVID-19

With the emergence of COVID-19, many of your patients who normally come into the office may now be using telehealth to connect with you and your staff. Communicating the need for a seasonal preventative influenza vaccination is now more critical than ever to help protect patients. Telehealth appointments offer you the opportunity to foster trust and acceptance by emphasizing the importance of getting a flu vaccination, which then opens the door to get patients on the schedule for immunization. This module provides you with best practices and guidance for turning video appointments into successful vaccinations.



FOR TELEHEALTH USE:
Navigating the Influenza Vaccination Discussion During COVID-19

With the possibility of a re-emergence of COVID-19 in the fall alongside flu season, it is essential that patients are protected against the threat of influenza to protect against flu and prevent a possible unnecessary evaluation for COVID-19. During these uncertain times, the usual in-office visit may transition to telehealth appointments, so communicating the need for influenza vaccination is more important than ever before.

SOLUTION: During their next telehealth appointment, help keep your patients protected as they navigate a new normal this season by emphasizing the importance of getting a flu vaccination.

Need you will find general planning tips on how to best guide your virtual vaccination discussion before, during, and after the appointment. We've broken it down into step-by-step instructions for 30 days.

Preappointment Prep

During the Appointment

After the Appointment

FLUencyXD

FOR TELEHEALTH USE:
Navigating the Influenza Vaccination Discussion During COVID-19

Planning Tips

Know the Flow
Keep the appointment structured so there is enough time to go into detail about your patient's vaccination plans.

Have the Right Tools
Make sure your workspace is ready for telemedicine appointments in order to ensure clear communication with the patient.

Help Patients Stress Less
Alleviate any concerns about in-office visits and explain that changes have been made to allow for strict sanitation and safety methods.

Follow Through
If the patient did not make a vaccination appointment during the telehealth call, the office should reach out to patients after their appointment to confirm when they will be coming in for their flu vaccination.

How to Navigate the Influenza Vaccination Discussion This Coming Flu Season

Guidelines for Each Step of Your Telehealth Appointment

1 Preappointment Prep

Review Patient Immunization Records

- Use factors such as age or pre-existing health conditions to help guide your discussion.

Give Yourself Enough Time

- Make sure your appointment is structured so that you can discuss your patient's vaccination plans and answer any questions they may have.

Connection is Key

- Technical issues are an inevitable reality for telehealth appointments. Making sure your digital workspace is ready will prevent misunderstandings or lost information due to audio issues.

2 During the Appointment

Stress the Importance of Annual Preventative Vaccination

- Advise that the CDC recommends all persons aged 65 months receive an annual flu vaccine in order to help prevent flu and possible unnecessary evaluation for COVID-19.

Educate on Additional Preventative Measures

- Explain how basic hygiene methods, like washing hands frequently, along with social distancing and wearing a mask or face covering, can help protect against influenza and COVID-19, reinforcing that the best way to help prevent influenza is by getting an annual vaccination.

Alleviate Concerns for In-Office Vaccination

- Reassure patients that the office is still open and that all efforts are being made to allow for strict sanitation and safety methods.

Set Up the Next Steps

- Encourage patients to schedule an appointment for a flu vaccine during the appointment, and if they choose not to do it then, remind them that they can call the office at any time to schedule.

3 After the Appointment

Send a Vaccination Appointment Confirmation or Scheduling Reminder

- If the patient did not make a vaccination appointment during the telehealth call, the office should reach out to schedule their flu vaccination appointment. The importance of flu vaccination during these uncertain times should be emphasized if there is still reluctance, and you should advise the patient to visit a retail location for a vaccination as a final attempt.



To print the Telehealth Guide, **PRINT PAGES 57-58**, or either **VISIT VACCINESHOPPE.COM**® or contact your Sanofi Pasteur Representative to request printed materials.

FOR TELEHEALTH USE:

Navigating the Influenza Vaccination Discussion During COVID-19

With the possibility of a re-emergence of COVID-19 in the fall alongside flu season, it is essential that patients are protected against the threat of influenza to protect against flu and prevent a possible unnecessary evaluation for COVID-19. During these uncertain times, the usual in-office visit may transition to telehealth appointments, so communicating the need for influenza vaccination is more important than ever before.

SOLUTION: During their next telehealth appointment, help keep your patients protected as they navigate a new normal this season by emphasizing the importance of getting a flu vaccination.



Here you will find general planning tips on how to best guide your virtual vaccination discussion before, during, and after the appointment:

We've broken it down into step-by-step instructions for 3 phases:

- 1 **Preappointment Prep**
- 2 **During the Appointment**
- 3 **After the Appointment**

Planning Tips

Know the Flow

Keep the appointment structured so there is enough time to go into detail about your patient's vaccination plans

Have the Right Tools

Make sure your workspace is ready for telemedicine appointments in order to ensure clear communication with the patient

Help Patients Stress Less

Alleviate any concerns about in-office visits and explain that changes have been made to allow for strict sanitation and safety methods

Follow Through

If the patient did not make a vaccination appointment during the telehealth call, the office should reach out to patients after their appointment to confirm when they will be coming in for their flu vaccination

How to Navigate the Influenza Vaccination Discussion This Coming Flu Season

Guidelines for Each Step of Your Telehealth Appointment

1 Preappointment Prep

Review Patient Immunization Records

- Use factors such as age or pre-existing health conditions to help guide your discussion

Give Yourself Enough Time

- Make sure your appointment is structured so that you can discuss your patient's vaccination plans and answer any questions they may have

Connection Is Key

- Technical issues are an inevitable reality for telehealth appointments. Making sure your digital workspace is ready will prevent misunderstandings or lost information due to audio issues

2 During the Appointment

Stress the Importance of Annual Preventative Vaccination

- Advise that the CDC recommends all persons aged ≥ 6 months receive an annual flu vaccine in order to help prevent flu and possible unnecessary evaluation for COVID-19

Educate on Additional Preventative Measures

- Explain how basic hygiene methods, like washing hands frequently, along with social distancing and wearing a mask or face covering, can help protect against influenza and COVID-19, reinforcing that the best way to help prevent influenza is by getting an annual vaccination

Alleviate Concerns for In-office Vaccination

- Reassure patients that the office is still open and that all efforts are being made to allow for strict sanitation and safety methods

Set Up the Next Steps

- Encourage patients to schedule an appointment for a flu vaccine during the appointment, and if they choose not to do it then, remind them that they can call the office at any time to schedule

3 After the Appointment

Send a Vaccination Appointment Confirmation or Scheduling Reminder

- If the patient did not make a vaccination appointment during the telehealth call, the office should reach out to schedule their flu vaccination appointment. The importance of flu vaccination during these uncertain times should be reemphasized if there is still reluctance, and you should advise the patient to visit a retail location for a vaccination as a final attempt

Resource Links

Below, you'll find a variety of helpful resources that provide guidance and suggestions on alternative immunization administration.

CDC: Framework for Healthcare Systems Providing Non-COVID-19 Clinical Care During the COVID-19 Pandemic

CDC guidance and suggestions for practices offering care.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/framework-non-COVID-care.html>

**Simulation and Optimization Modeling for Drive-Through Mass Vaccination—
A Generalized Approach**

A an analysis of drive-thru models with findings and directions.

<https://commons.erau.edu/cgi/viewcontent.cgi?article=1000&context=ww-management-science>

American Academy of Pediatrics #SafePedsHealthyKids Resource Toolkit

A comprehensive kit with materials and operational plans focused on protecting pediatric patients.

<http://ohioaap.org/wp-content/uploads/2020/05/SafePedsHealthyKids-Toolkit.pdf>

National Adult and Influenza Immunization Summit Tools to Assist Satellite, Temporary, and Off-Site Vaccination Clinics

A collection of checklists, FAQs, and guidance documents focused on best practices for remote clinics.

<https://www.izsummitpartners.org/naiis-workgroups/influenza-workgroup/off-site-clinic-resources/>

Indiana State Department of Health Guide for Hosting Mass Vaccination Clinics

Operational considerations and step-by-step instructions for every phase of running a mass clinic.

<https://www.in.gov/isdh/files/LHDGuideforHostingaMassVaccinationClinic.pdf>

ADAPTIVE VACCINATION SOLUTIONS



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TO ORDER ADDITIONAL PATIENT EDUCATION
MATERIALS FOR YOUR OFFICE