

# Preparing Your Patient for Their Immunization Appointment

Make sure the patient is involved in the process of choosing the appropriate vaccinating clinician. Include consideration of any preferences the patient has regarding the immunizer selected, such as:

- experience with vaccinations at this site;
- ability of the immunizer to speak the patient's preferred language;
- immunizer location, office hours, and the location's accessibility; and
- financial considerations (insurance coverage, cost of vaccine).

Make clear how the appointment is to be arranged. This information should specify:

- whether an appointment is required, or if the patient can walk in and receive their immunization;
- the person making the appointment, if an appointment is required;
- all relevant contact information, including phone number and directions if necessary; and
- a contact person in the referring practice if problems develop in completing the immunization.

Discuss any potential barriers that may interfere with the appointment and offer possible solutions. This information can include:

- transportation needs/considerations;
- financial requirements;
- insurance details; and
- the need for someone to be with the patient during/after the appointment.

Discuss any patient activities needed before, during, or after the appointment.

These might include:

- what to expect during the immunization appointment (where on the body the vaccine will be administered, length of monitoring period after immunization, etc.); and
- what to expect after the immunization is administered (normal side effects, timing for additional doses, how long it takes for immunity to build, etc.).

Consider additional suggestions that may help ensure a patient- and family-centered referral.

These may include:

- Suggesting that the immunizer address:

Having reached agreement about the referral and addressed related issues, provide this information to the patient in writing, using simple language that avoids medical jargon and abbreviations: