Supporting COVID-19 Vaccination Information, Access, and Understanding

Societal
- Consider RESOURCES available through major, trusted organizations, including WHO, CDC, MDH, UMN, Health Systems, religious bodies.
- Recall historical actions contributing to distrust in medicine and healthcare.
- Create policies to increase access to vaccine:
  - Low barrier sign up, timely/effective notification, accessible locations and hours, transportation childcare support, language support, efficient process, explicitly state costs/ patient information/identification needed
  - Establish clear, simple protocols, standing orders, language support, notes/documentation for return to work

Community
- Create materials specific to local concerns, questions and values. Utilize various media and messengers, with consistent, clear information. Information before, during, after vaccination.
  - Utilize pictures and diagrams, consider various health literacy levels and language needs.
  - Use trusted sources, community and faith leaders, primary care providers
- Consider both common and critical (value based) questions, time for consideration and reflection

Relationship
- Trusted, patient, non-judgmental, knowledgable messenger, safe space
- Local healthcare providers: Nurses/Medical Assistants, CHW, interpreters, cultural liaisons, PCP, pharmacist, dentist, public health/school nurse, teachers, community or religious leader

- Materials for trusted source:
  - Vaccine background, side effects, timeline, components, questions and concerns
  - Structured Conversations: Presumptive Yes Technique, CASE Technique

**Individual**

- The final decision is always up to the patient. Encourage patients to share their experiences/stories in their own circles. Point of care tools for healthcare staff

- TRUST, HONESTY, PATIENCE, SAFETY, ACCEPTANCE OF ANY/ALL DECISIONS

- Understand types of decision makers: Acceptors/followers Interviewers (who seek out different perspectives and alternative opinions, Reliers, Exhaustive researchers, objective debaters