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.

- CDC
- MDH
- MDH Video/translations
- MHF

MN Community Health Centers:

- Statement from Vatican

**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:

- MDH
- CDC
- CDC Standing Orders

**Community**

Create materials specific to local concerns, questions and values. Utilize various media and messengers, with consistent, clear information. Information before, during, after vaccination.

- CDC
- Utilize pictures and diagrams, consider various health literacy levels and language needs.
  - WBUR on Photos
  - The COVIDVACINE in my own words
- 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**

**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