

Independent Provider Offices

COVID-19 Vaccine Scripting: Updated: 12/31/2020

Instructions: Please use this scripting to help guide patient questions and conversations

Topic	Suggested Response
Question Related to “when can I get a shot”	<p>Thank you for your interest in getting the COVID-19 vaccine. We find the vaccine to be safe and effective. We encourage you make an informed decision about the getting vaccinated.</p> <p>According to the PA Department of Health’s vaccination plan, the vaccine is being provided in three phases. Pennsylvania is currently in the first phase, which includes healthcare workers, EMS first responders, and workers maintaining core functions, like police.</p> <p>You can continue to watch the PA Department of Health’s website for updates, or consider visiting WellSpan.org – they have a dedicated COVID-19 page where they are updating information as well.</p> <p>Vaccine availability will depend on supplies and guidance provided by the state. Unfortunately, we do not have any further information on availability of timing. It is a rapidly evolving situation right now.</p>
What are the other phases?	<p><u>Phase one</u>: includes vaccinating healthcare personnel, EMS first responders, workers maintaining core functions (such as law enforcement).</p> <p><u>Phase two</u>: (expanded supply) includes expanded vaccination efforts for vulnerable populations and those with high risk health conditions.</p> <p><u>Phase three</u>: (full population supply) includes providing access to a safe and effective vaccine for the entire population.</p>
Question Related to “Can I sign up for shot”	<p>At this time, we do not have a list or sign up for community members to get the vaccine.</p> <p>You can follow along which phase Pennsylvania is in by following the Department of Health. Also, WellSpan.org has a dedicated COVID-19 vaccine webpage with great information and answers to many questions about the vaccine.</p>
Question Related to Safety and Efficacy	<p>Yes, the vaccine has been through a rigorous process before being authorized as safe and effective for emergency use by the Food and Drug Administration (FDA). Additionally, WellSpan experts have carefully reviewed the available research data and find the vaccine to be safe and effective.</p>