



# How to Talk to Your Patients about COVID-19 Vaccines



## Step 1: Lead with empathy

When you convey genuine interest in your patient's point of view, your patient will feel understood and be more receptive to your recommendations.



## Step 2: Ask to discuss vaccines

Be compassionate, curious, and supportive of your patient's feelings around getting vaccinated.



## Step 3: Use motivational interviewing

Motivational interviewing can help move patients to vaccine acceptance. Follow the **OARS** acronym:

**O**pen-ended questions: Ask questions that cannot be answered with "yes" or "no" to promote conversation.

**A**ffirmations: Make statements and gestures that recognize the patient's strengths and help build confidence in their ability to take action—in this case, agreeing to get vaccinated against COVID-19.

**R**eflective listening: Rephrase a statement made by the patient to make them feel heard.

**S**ummaries: Recap the conversation to help ensure there is clear communication between the speaker and listener.



## Step 4: Answer questions thoughtfully

Use scientifically based, culturally appropriate, plain language answers to fill in your patient's knowledge gaps.

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