

## COVID-19 Ambulatory Update - Patient Communications about Covid-19 Vaccine

December 23, 2020, Wednesday

We understand patients are contacting practices and providers about the vaccine. Please review the below communication streams and implement as needed in your departments. These communications are meant to be informational for our patients and help minimize calls and messages to the offices and providers. We will also be sending a one page series of informational talking points for use when speaking or meeting with our patients.

- **Phone Script:**

- Here is a phone script with the latest Covid-19 screening information and answers to vaccination questions: [Covid-19 Screening & Script](#)

- **MyChart:**

- Practices can now send this MyChart message to patients using the attached instructions about bulk messaging. Remember to set the “Do Not Reply” function! **This language has been approved by Health System leadership and cannot be changed.**

- **Message Subject:** Covid-19 Vaccine Update
- **Message Content:** We understand that you have questions about the COVID-19 vaccine and we are here to provide you with up-to-date information. We have started vaccinating our front line healthcare workers and hospital staff against Covid-19 and we will be in touch as soon as the vaccine is available for our patients. At that time, we will provide instructions on how to schedule your appointment. For answers to general questions and the latest information on the vaccine, please visit [LINK](#). Check back frequently as we will update this page as new information becomes available. If you have additional questions please schedule a video or in person visit with your doctor.

- **Text Message:**

- In the next few days we will be sending this text to all patients seen in the past two years:
  - **Message Content:** We understand you have questions about the COVID-19 vaccine and we are here to provide up-to-date information. We have started vaccinating our employees against Covid-19 and we will be in touch

as soon as the vaccine is available for our patients. For answers to general questions and the latest info, please visit [LINK](#).

- **Website:**

- For more information regarding the vaccine you can visit [Mount Sinai's Covid-19 Vaccine Information Site](#)

As a reminder, patient outreach regarding vaccine availability and eligibility is being done centrally by Health System leadership and should not be done in the departments or at the practice level unless instructions are provided. If you have any suggestions and ideas for tools that would be helpful to you, please email Lauren Lipschutz ([lauren.lipschutz@mountsinai.org](mailto:lauren.lipschutz@mountsinai.org)).

All the best,

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