

CORONAVIRUS DISEASE 2019 (COVID-19)

Contact Center-Provider Office Scripting for Johnson & Johnson vaccine pause



Audience: Vaccine Administrators, MGPS Leaders, Provider Office Colleagues, Contact Center Colleagues, Marketing and Communications, CMOs, CNOs

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Version: #3

COVID-19 Response Team Owner: Communications and Vaccine Operations Workgroup

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What's changed: Updated to explain Johnson & Johnson vaccine availability.

Guidance

Use this scripting when communicating with patients about the Johnson & Johnson vaccine.

Action

Channel	Scripting
<p>Inbound patient call to provider office or contact center</p>	<p>If patient asks about the Johnson & Johnson vaccine:</p> <ul style="list-style-type: none"> • <i>We are confident in all vaccines approved for emergency use in the United States by the FDA.</i> • <i>We encourage vaccination for all who are eligible.</i> • <i>We continue to offer the Johnson & Johnson vaccination for those who prefer to receive a one dose vaccination, and as supplies are provided to us.</i> • <i>The FDA updated the Johnson & Johnson fact sheet for patients and caregivers to reflect a rare complication that a small number of people experience after receiving the J&J vaccine.</i> • <i>We encourage patients to read the fact sheets and encourage everyone to speak with their doctor about vaccination to make an informed decision.</i> <p>If patient asks about the rare complication</p> <ul style="list-style-type: none"> • <i>Blood clots involving blood vessels with low levels of platelets (blood cells that help your body stop bleeding) have occurred in some people who have received the Johnson & Johnson COVID-19 vaccine. Most people who developed these blood clots and low levels of platelets were females ages 18 through 49 years and symptoms occurred about one to two weeks after vaccination. The chance of having this occur is remote.</i> <p>If patient asks if they are at risk because they received the Johnson & Johnson vaccine:</p> <ul style="list-style-type: none"> • <i>If you received the Johnson & Johnson vaccine more than three (3) weeks ago, you are not at risk for this very rare complication.</i>

	<p>If patient asks if they are at risk because they received the Pfizer or Moderna vaccine:</p> <ul style="list-style-type: none"> • <i>If you received the Pfizer or Moderna vaccine, you are not at risk for this rare complication.</i> <p>If patient states they received the J&J vaccine within the last three (3) weeks:</p> <ul style="list-style-type: none"> • <i>You may experience common side effects including mild headache, fever, chills and arm pain.</i> • <i>These commonly occur in the first 1-2 days after vaccination and usually resolve within one day. These are not symptoms of this rare event.</i> • <i>The symptoms of this rare event are shortness of breath, chest pain, leg swelling, persistent abdominal pain, severe or persistent headaches or blurred vision, easy bruising or tiny blood spots under the skin beyond the site of the injection that develop about a week after vaccination.</i> • <i>Are you experiencing any of these symptoms?</i> <p>If patient replies no:</p> <ul style="list-style-type: none"> • <i>Great.</i> • <i>If you do experience any of these symptoms, please seek medical care right away.</i> <p>If patient replies yes:</p> <ul style="list-style-type: none"> • <i>We advise you to seek medical care right away</i> • <i><Provide local information for immediate appointment, or instructions to go to nearest ER or call 9-1-1.></i>
<p>Outbound call to patient to schedule vaccine appointment</p>	<p>Schedule patient for mRNA vaccine. If patient specifically requests Johnson & Johnson vaccine or one-dose vaccine:</p> <ul style="list-style-type: none"> • <i>The Johnson & Johnson vaccination is available for those who prefer to receive a one-shot vaccination and as supplies are provided to us.</i> • <i>The FDA updated the Johnson & Johnson fact sheet for patients and caregivers to reflect the rare complication that a small number of people experience after receiving the Johnson & Johnson vaccine.</i> • <i>We encourage you to read the fact sheet available on the FDA website and speak with your primary care provider before vaccination to fully explore the risks and benefits of the COVID-19 vaccine and your specific health information.</i>