

COVID-19 Vaccines: Use Every Opportunity in Ambulatory Settings

- Use every opportunity to assess, recommend and administer COVID-19 vaccine to all eligible patients. Providers and their staff are trusted sources that patients want to hear from.
- Open a new vial, even to vaccinate only one patient. While efforts should be made to avoid waste, there is no penalty for discarding unused vaccine.
- Coadminister COVID-19 vaccine with routine immunizations to adults and adolescents. Incorporate COVID-19 vaccination into back-to-school and flu vaccination visits.
 - For immunization schedules, visit [cdc.gov/vaccines/schedules/hcp/imz/adult.html](https://www.cdc.gov/vaccines/schedules/hcp/imz/adult.html) for adults and [cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html](https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html) for adolescents.

Assess the COVID-19 vaccination status of eligible patients during every clinical encounter.	Recommend COVID-19 vaccination to all eligible, unvaccinated patients and their caregivers.	Administer or refer COVID-19 vaccines.	Document COVID-19 vaccination in the Citywide Immunization Registry (CIR).
<ul style="list-style-type: none"> ✓ Check if patients are vaccinated when scheduling appointments and during check-in or triage ✓ Check COVID-19 vaccination status during back-to-school and flu vaccination assessments ✓ Post reminders for staff to check patients' COVID-19 vaccination statuses where routine and flu vaccines are stored ✓ Use electronic medical record (EMR) tools, such as registries, clinical decision supports and templates <ul style="list-style-type: none"> ○ Add prompts for each visit ○ Add COVID-19 vaccination to existing prompts for routine immunizations, such as flu and adolescent Tdap ○ Create standardized EMR protocols to document vaccination status, counseling and referrals 	<ul style="list-style-type: none"> ✓ Provide a strong recommendation for COVID-19 vaccination to eligible patients and their caregivers <ul style="list-style-type: none"> ○ Teach staff how to make a strong recommendation ○ Recommend at the same time as back-to-school, routine adult and flu vaccinations ✓ Share accurate information, and engage patients in the decision-making process <ul style="list-style-type: none"> ○ Support informed decisions, and provide realistic and honest answers to questions in plain language ○ Highlight positive vaccination stories ○ Acknowledge concerns and hesitations. Start with empathy and cultural humility, followed by facts. ○ Remind patients that vaccines protect them, their loved ones and their communities ○ Explain the potential COVID-19 risks and complications, and how we know the vaccines are safe and effective ✓ Have educational materials and trusted resources in multiple languages on hand for patients to explore ✓ If a patient declines COVID-19 vaccination, recommend vaccination at future visits 	<ul style="list-style-type: none"> ✓ Offer COVID-19 vaccination during visits, and avoid delaying it to future visits or specified vaccination days ✓ Open a new COVID-19 vaccine vial for just one eligible person, if necessary ✓ Create standing orders so registered nurses can administer COVID-19 vaccines on their own <ul style="list-style-type: none"> ○ To find templates for each COVID-19 vaccine, visit cdc.gov and search for Standing Orders for Administering Vaccine to Persons 12 Years of Age and Older. ✓ Give patients the Food and Drug Administration (FDA) Fact Sheet for Recipients and Caregivers before administering vaccine ✓ Coadminister with other vaccines ✓ Allow walk-ins for vaccine-only visits ✓ Make appointments for additional doses ✓ Refer patients to other vaccine providers (at vaccinefinder.nyc.gov) if you do not offer the vaccine or they prefer to go elsewhere. 	<ul style="list-style-type: none"> ✓ Report all COVID-19 vaccinations to the CIR, as well as the EMR, within 24 hours of administration as required by the Center for Disease Control and Prevention's (CDC) COVID-19 Vaccine Program <ul style="list-style-type: none"> ○ Document patients' demographics, such as race, ethnicity and ZIP code. Include patients' cell phone numbers and email addresses so they can easily access their immunization records. ○ Enter verified and accepted COVID-19 vaccines received elsewhere (for any doses of vaccines authorized or approved by FDA; for World Health Organization-authorized vaccine, only enter if the patient completed the series) into patients' CIR records via the Online Registry if not previously documented. ✓ Report all non-COVID-19 vaccines administered to: <ul style="list-style-type: none"> ○ People age 18 and younger within two weeks of administration, as mandated by New York State Public Health Law Section and NYC Health Code ○ People age 19 and older, with their written or verbal consent

Tips for Managing COVID-19 Vaccine Supply in Health Care Settings

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| <ul style="list-style-type: none">✓ Train all staff on the vaccine management plan✓ Label vials with the date, time and beyond-use dates as soon as they are moved from one temperature to another (such as from frozen to refrigerated or from refrigerated to room temperature) or punctured✓ Utilize vials in a first-in, first-out order✓ Consider keeping a printed table with the supply that can be updated manually as vaccine vials are moved | <ul style="list-style-type: none">✓ Maintain labeled, punctured vials in a centralized location (or a few centralized locations, depending on size of your facility)✓ Always use unexpired, punctured vials first✓ Consider assigning a vaccinator or vaccinators each day to minimize the number of staff maintaining and rotating the vaccine supply |
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Helpful Resources:

Patient-facing and educational resources:

- nyc.gov/covidvaccine (available in multiple languages)
- CDC COVID-19 vaccines resources (visit cdc.gov/coronavirus/2019-ncov/vaccines/)

Resources for building vaccine confidence and talking to patients:

- CDC Building Confidence in COVID-19 Vaccines Among Your Patients (visit cdc.gov/vaccines/covid-19/vaccinate-with-confidence.html)
- CDC Digital and Print Communication Resources (visit cdc.gov/coronavirus/2019-ncov/vaccines/index.html)
- Addressing Patients' COVID-19 Vaccine Questions: A Guide for Health Care Providers (visit on.nyc.gov/vaccine-questions)
- Speaking With Parents About COVID-19 Adolescent Vaccination (visit on.nyc.gov/adolescent-vaccination)

Provider education resources

- COVID-19 Vaccines: Frequently Asked Questions for Providers (visit on.nyc.gov/faq-providers)
- American Medical Association (AMA) health literacy resources on inequities and for non-English speakers (visit ama-assn.org/delivering-care/health-equity/health-literacy-resources-inequities-non-english-speakers)
- AMA COVID-19 FAQs: Health Equity in a Pandemic (visit ama-assn.org/delivering-care/health-equity/covid-19-faqs-health-equity-pandemic)

Administration and reporting resources

- Standing Order for Administering Pfizer Vaccine (visit cdc.gov/vaccines/covid-19/info-by-product/pfizer/downloads/standing-orders.pdf)
- Standing Order for Administering Moderna Vaccine (visit cdc.gov/vaccines/covid-19/info-by-product/moderna/downloads/standing-orders.pdf)
- Standing Order for Administering Johnson & Johnson Vaccine (visit cdc.gov/vaccines/covid-19/info-by-product/janssen/downloads/Janssen-Standing-Orders.pdf)
- NYC CIR Quick Facts Palm Card (visit nyc.gov/health, search for **Citywide Immunization Registry**, find the Citywide Immunization Registry (CIR) webpage and look for **CIR Quick Facts Palm Card** under the “Confidentiality and Consent Forms” drop-down)