Assess the COVID-19 vaccination status of eligible patients during every clinical encounter.

- 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
  - 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

Recommend COVID-19 vaccination to all eligible, unvaccinated patients and their caregivers.

- Provide a strong recommendation for COVID-19 vaccination to eligible patients and their caregivers
  - 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
  - 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

Administer or refer COVID-19 vaccines.

- 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
  - To find templates for each COVID-19 vaccine, visit cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html for adolescents
- Coadminister with other vaccines
- Recipients and Caregivers before Administration (FDA) Fact Sheet for COVID-19 vaccines.
- Give patients the Food and Drug Administration (FDA) Fact Sheet for Receipts 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

Document COVID-19 vaccination in the Citywide Immunization Registry (CIR).

- 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
  - 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:
  - 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

COVID-19 Vaccines: Use Every Opportunity in Ambulatory Settings
### Tips for Managing COVID-19 Vaccine Supply in Health Care Settings

- 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
- 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

### Helpful Resources:

**Patient-facing and educational resources:**
- [nyc.gov/covidvaccine](http://nyc.gov/covidvaccine) (available in multiple languages)

**Resources for building vaccine confidence and talking to patients:**
- Speaking With Parents About COVID-19 Adolescent Vaccination (visit [on.nyc.gov/adolescent-vaccination](http://on.nyc.gov/adolescent-vaccination))

**Provider education resources**
- COVID-19 Vaccines: Frequently Asked Questions for Providers (visit [on.nyc.gov/faq-providers](http://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](http://ama-assn.org/delivering-care/health-equity/health-literacy-resources-inequities-non-english-speakers))

**Administration and reporting resources**
- NYC CIR Quick Facts Palm Card (visit [nyc.gov/health](http://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)