At Sanofi Pasteur, our commitment is simple—empowering our partners to focus on quality care, while we provide support to help simplify the business of vaccines. Together, we can maximize vaccination impact and achieve practice success.

With the emergence of COVID-19 and a “new normal” we must adapt and rethink how patients receive routine care, including CDC-recommended vaccinations. It is important patients go to their medical home to ensure that they receive other preventive or psychosocial services that may have been deferred during the COVID-19 pandemic. This is why we’ve developed this Adaptive Vaccination Solutions guidebook. Because helping to protect patients from vaccine-preventable disease is now more important than ever.
ADAPTIVE VACCINATION SOLUTIONS

Clinic Considerations

Here are some important considerations for choosing the appropriate alternative vaccination solution for you and your office:

1. **Appointments vs Allowing Walk-Ins**
   - Appointments allow you to better control the patient flow, but may be different than what your patients are accustomed to, especially for an in-office walk-thru clinic.
   - If you are thinking about running a drive-thru clinic, consider separate lanes for those with appointments and those without if you decide to offer both options.
   - Appointments also allow you to review patients’ vaccination records beforehand, inform them of any CDC-recommended vaccines they are due for on this visit, and encourage them to get vaccinated all in one visit. Walk-ins still allow you to check records, and time should be set aside for the vaccination discussion, though follow-up appointments may become necessary.

2. **Inventory Management**
   - If you have multiple vaccines on hand for different patient types, ensure that inventory aligns with your appointment flow.
   - If using the Vaccines for Children (VFC) program, remember to review your inventory and order more vaccines if necessary. Should patients’ insurance status change, remember to communicate additional vaccine options available with the VFC program.
   - Work with your sales representatives to coordinate shipping and make sure you are receiving the appropriate quantity needed in a timely fashion.
   - If holding a drive-thru clinic, ensure you are able to properly set up refrigerator, cooler, and cold chain units to store and handle vaccines; consider generators and electrical outlet locations.

3. **Staffing Needs**
   - Holding alternative immunization clinics may draw more patients than your practice is accustomed to seeing in a single day; ensure you not only have enough staff on hand, but that they are comfortable interfacing with a high volume of patients.
   - Ensure that your practice has the recommended personal protective equipment available to accommodate all of your employees.
   - If holding several clinics on different days, either drive-thru or walk-thru, consider reducing the burden by alternating staff to give everyone a well-deserved rest.

4. **Drive-Thru Logistics**
   - If your office’s parking lot is not large enough to hold a drive-thru clinic, consider partnerships with other offices or organizations (e.g., sports teams with large stadiums).
   - Check with your insurance company or payer to ensure the location you choose does not pose any problems with reimbursement.
   - Review and discuss your practice’s liability coverage and other applicable policies to identify potential hazards and help ensure employee safety.

5. **Billing and Reimbursement**
   - If you are considering running an alternative immunization clinic, it’s important to make sure you have the right tools to process payment and billing, especially if doing a drive-thru clinic.
Click the buttons below to access modules designed to provide tailored guidance and useful resources to help you confidently adapt and implement different ways of immunization administration in this new environment.

Adaptive Immunization That Empowers Us All

Helping to protect patients is now more important than ever. The emergence of COVID-19 has brought uncertainty and a “new normal” that requires adaptation and rethinking of how patients receive routine care. As the worldwide leader devoted entirely to human vaccines, we’re here to deliver a comprehensive clinic kit that empowers you to focus on helping to protect your patients through alternative and adaptive immunization approaches.

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SANOFI PASTEUR
You may find that you and your staff face barriers to traditional immunization methods, including logistical flow and patient concerns around unnecessary exposure to COVID-19. Holding a one-way walk-thru immunization clinic empowers you to provide patients the opportunity to get CDC-recommended vaccinations while adhering to the recommended physical distancing and congregation guidelines. It’s important to remind patients to adhere to the CDC immunization schedule for their age group to help protect against a variety of vaccine-preventable diseases, by getting vaccinated. This module is split into 3 key platforms: PLAN, PREPARE, and PERFORM. Each covers a different aspect of running a one-way foot traffic vaccination clinic: clinic guidance and logistical flow, patient outreach, and office preparation and signage. Together, they form a comprehensive plan that will enable you to run a successful clinic.

To print the One-Stop Shot Walk-Thru Immunization Clinic section, PRINT PAGES 6–28, or either VISIT VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.
ONE-STOP SHOT WALK-THRU IMMUNIZATION CLINIC

PLAN

The first step is to prepare your office and staff for running the clinic, with logistical guidance and protocol training. The clinic guidance document provides step-by-step instructions for appointment setting dialogue, preappointment preparation, and during/after immunization protocol. We’ve developed a logistical roadmap outlining how to set up each station and a proposed flow patients should follow to help minimize time in office and exposure to other patients and office staff.

1 Clinic Guidance and Logistical Blueprint

Examples

To print the Clinic Guidance and Logistical Blueprint, PRINT PAGES 7–9, or either VISIT VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.
With the ongoing COVID-19 pandemic, it’s more important than ever to help protect patients against diseases that we currently have vaccines for. It’s important to remind them that they should adhere to the CDC immunization schedule for their age group, as vaccination is one of the best ways to help protect themselves. In these uncertain times, patients may have hesitations around in-office visits, but immunization is paramount.

SOLUTION: Hold a walk-thru immunization clinic so you can provide patients with the opportunity to get CDC-recommended vaccinations while adhering to the recommended physical distancing and congregation guidelines, ensuring separation between sick and healthy patients, and helping to limit traffic flow through your office.

Here you will find general planning tips, logistical considerations, and a clinic site blueprint and patient flow map.

We’ve broken it down into step-by-step instructions for 3 phases:

1. PLAN Making the Appointment
2. PREPARE Getting Ready for the Appointment
3. PERFORM During the Appointment

**Planning Tips**

<table>
<thead>
<tr>
<th>Know the Flow</th>
<th>Have a plan in place to maintain traffic flow, from entrance to exit</th>
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<tbody>
<tr>
<td>Have the Right Tools</td>
<td>Use the materials checklist provided as a starting point to ensure you have all the items needed to run the clinic</td>
</tr>
<tr>
<td>Patient Proof</td>
<td>Provide documentation of vaccine administration to all recipients at time of vaccination</td>
</tr>
<tr>
<td>Have a Backup Plan</td>
<td>Ensure backup plans are in place in case of late arrivals or delays</td>
</tr>
</tbody>
</table>
One-Stop Shot
Walk-Thru Immunization Clinic

1. PLAN: Making the Appointment

Verify Patient Insurance Status
- Ask patient to email or fax a copy of their insurance card, if not on record previously, and let them know about any contactless checkout procedures your office has instituted

Review Patient Immunization Records and Identify CDC-recommended Upcoming or Missed Vaccinations
- Take full advantage of available state immunization registry and ensure the patient’s information is updated in the system
- Discuss the risks and benefits and review contraindications with patient
- Inform patient of all vaccinations they are due for, and the importance of adhering to the CDC immunization schedule
- Reinforce the message that it’s now more important than ever to help protect themselves against diseases that we currently have vaccines for, and one of the best ways to do that is to get vaccinated

Communicate necessary day of considerations
- If administering vaccines to pediatric/adolescent patients, ensure you ask the parent or caregiver to dress the child in clothes that allow easy access to legs and/or arms to make certain vaccines easier to administer

Review Office Safety Protocols
- Inform patients of the measures taken to help ensure their safety, and remind them to wear appropriate personal protective equipment and to remain in their vehicle, or at a safe distance from others outside the facility upon arrival, and until their appointment time to avoid unnecessary crowds

Set Appointment Time and Provide Directions to the Clinic Site

2. PREPARE: Getting Ready for the Appointment

Before the Patient Arrives
- Pull the Vaccine Information Statement (VIS) sheet
- Review CDC guidelines for proper handling and storage methods: https://www.cdc.gov/vaccines/hcp/admin/storage/index.html
- Prepare the appropriate vaccine(s) and all needed immunization supplies
  - Bandages (spot or rectangular)
  - Sharps container
  - Alcohol wipes and sanitizing products
  - Paper towels
  - Cotton balls or sterile gauze pad
  - Thermometer
- Create an encounter in your EHR/state registry or paper chart to document immunization
- Put on appropriate personal protective equipment

PERFORM: During the Appointment

Confirm Patient Information
- Provide the VIS sheet and explain how patients should navigate the clinic, along with a reminder of how your office is running contactless checkout if you’ve instituted such a procedure

Administer the Vaccine
- If the Patient Is Driving
  - Ask them to remain in the parking lot for 15 minutes and recheck prior to discharge

Document Vaccinations According to Standard Procedures
One-Stop Shot
Walk-Thru Immunization Clinic Logistical Flow

This blueprint offers guidance for how to set up the clinic site, including station descriptions and the proposed patient flow. Depending on your office setup, you can utilize exam rooms, nurses stations, and staff desks for different stations.

Intake Station 1
Verify patient appointment and encourage entrance only at the scheduled appointment time

Patient Queue
Ensure proper distancing during intake

Intake Station 2
Verify patient information and communicate with immunization station to prepare vaccine(s). Use this opportunity to check the patients’ record and recommend additional vaccines that have been missed or are due

Immunization Station
Administer vaccine(s)

Holding Station
If immunized patient is driving, consider holding them for 15 minutes of observation before discharge. Depending on the setup of your office or clinic, you can set aside a separate exam room as a holding station or hold them where they receive the immunization

Straight to Exit
If immunized patient is not driving, they may proceed straight to the exit
ONE-STOP SHOT WALK-THRU IMMUNIZATION CLINIC

PREPARE

This platform serves to help you and your staff with patient outreach.Personally connecting with your patients is key in reinforcing trust and vaccine acceptance, ultimately setting your clinic up for success. We’ve provided you with messages to use in multiple channels, including telephone, email, EHR/health portal, and text/social media. You can use your own recall system or WellConnect, Sanofi Pasteur’s recall system. These messages cover 4 topics: a one-way walk-thru clinic announcement, office preparation and adaptation protocol, reassurance of the importance of well and sick visits, and both pediatric/adolescent and adult vaccination importance reminders, including adherence to the CDC immunization schedule for their age group.

1. Telephone Patient Outreach Communications
2. Email Patient Outreach Communications
3. EHR/Health Portal Patient Outreach Communications
4. Text/Social Media Patient Outreach Communications

Examples

To print the Patient Outreach Communications, PRINT PAGES 11–26, or either VISIT VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.
Hello, this is (Name).

I’m calling to let you know that (Office Name) will be holding a one-way walk-thru immunization clinic on (Date) at (Location). We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it’s now more important than ever to adhere to the CDC immunization schedule for your age group to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated, and we want you to feel comfortable doing so.

The one-way walk-thru immunization clinic provides you the opportunity to receive CDC-recommended vaccinations quickly and ensures you have minimal contact with other patients and staff. Staff will wear personal protective equipment and follow all CDC guidelines, especially cleaning safeguards, to help ensure safety for both you and our staff.

To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record. Call us back at (Office Number) between the hours of (Office Hours) to schedule your appointment or if you have any additional questions.

Thank you! Goodbye.
## Office Preparation and Adjustments

Hello, this is [Name].

I’m calling from [Office Name] and wanted to reach out to let you know that our practice’s number 1 priority is your safety, well-being, and peace of mind.

You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, focusing on strict sanitation and safety methods for all staff and visiting patients. We also have instituted new hours of [Days/Hours] and have reserved [Days/Hours] for our older and at-risk patients to minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office back at [Office Number] between the hours of [Office Hours].

Thank you!

## General Reassurance of Importance of Visits and Vaccinations

Hello, this is [Name] from [Office Name].

I wanted to reach out and reassure you that our practice’s number 1 priority is your safety, well-being, and peace of mind. To minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. It’s now more important than ever to adhere to the CDC immunization schedule for your age group to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don’t put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines or would like to schedule an appointment, including vaccinations, please call our office back at [Office Number] between the hours of [Office Hours].

Thank you!
Hello, this is [Name] from [Office Name].

I am calling to remind you that during these unprecedented times, it’s very important to do what you can to help protect yourself against vaccine-preventable diseases for which we have vaccines, and that means making sure you’re up-to-date with all vaccinations.

For older patients, it’s critical that you receive all vaccinations according to the CDC immunization schedule for your age group. Helping to protect yourself is now more important than ever, and one of the best ways to do that is to get vaccinated. We will be holding a one-way walk-thru immunization clinic on [Date] at [Location], so you have the opportunity to get CDC-recommended vaccinations quickly and ensure you have minimal contact with other patients and staff. Your safety is our number 1 priority, so we also have instituted new hours of [Days/Hours] and have reserved [Days/Hours] for our older and at-risk patients to minimize exposure.

Call us back at [Office Number] to schedule your one-way walk-thru immunization clinic appointment, an office visit, or if you have any questions.

Thank you!

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Pediatric/Adolescent Vaccination Importance Reminder

Hello, this is [Name] from [Office Name].

I am calling to remind you that during these unprecedented times, it’s very important to do what you can to help protect yourself and your [child/children] against vaccine-preventable diseases for which we have vaccines, and that means making sure they’re up-to-date with all vaccinations.

It’s important to make sure your children are vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule and adhering to that schedule is critical for your [child’s/children’s] health. We will be holding a one-way walk-thru immunization clinic on [Date] at [Location], so you and your family have the opportunity to get CDC-recommended vaccinations quickly and ensure you have minimal contact with other patients and staff.

Call us back at [Office Number] to schedule your one-way walk-thru immunization clinic appointment, an office visit, or if you have any questions.

Thank you!
Subject Line:
We’re holding a one-way walk-thru immunization clinic—schedule your appointment now.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself against diseases that we currently have vaccines for, and that means making sure you’re up-to-date with all vaccinations. We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it’s now more important than ever to adhere to the CDC immunization schedule for you age group to help protect against a variety of vaccine-preventable diseases for which we have vaccines. One of the best ways to do that is to get vaccinated, and we want you to feel comfortable doing so.

This is why we will be holding a one-way walk-thru immunization clinic on (Date) at (Location). We want to provide you the opportunity to get CDC-recommended vaccinations quickly and ensure you have minimal contact with other patients and staff. Our staff will of course be wearing personal protective equipment, and following CDC guidelines to ensure your safety and ours.

Call us at (Office Number) to schedule your appointment now. To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record.

If you have any questions or if you would like to schedule your one-way walk-thru immunization clinic appointment, please give us a call at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line: Your safety is our number 1 priority.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice’s number 1 priority is your safety, well-being, and peace of mind. While many might be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, we encourage you to make an appointment. Your health cannot be taken for granted, and we are taking any and all necessary steps to ensure our office is ready for you.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients.

(List new guidelines such as all surfaces are wiped down after every patient use, separated seating in waiting room, or patients being escorted directly into exam rooms, etc.)

We have a stock of personal protective equipment, and all staff is required to wear masks and gloves at all times. In addition, we have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for older patients (65+) to further minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)
(Practice Name)
Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice’s number 1 priority is your safety, well-being, and peace of mind. Many have put off well visits or have been reluctant to come in with new or recurring ailments to minimize exposure to the COVID-19 virus and to not overload the health system.

We understand and we want to reassure you that we are here for you, your family, your safety, and, of course, your health. It’s now more important than ever to adhere to the CDC immunization schedule for your age group to help protect against a variety of vaccine-preventable diseases for which we have vaccines. One of the best ways to do that is to get vaccinated. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients. We are fully staffed and ready for you. Health is of the utmost importance, especially now, and we encourage you to call and make an appointment, either for a well visit and CDC-recommended vaccinations or for new or recurring ailments.

If you have any questions about any of the new guidelines or would like to schedule an appointment, including vaccinations, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line: Getting CDC-recommended vaccinations is now more important than ever.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself against diseases for which we currently have vaccines, and that means getting CDC-recommended vaccinations. For older patients it’s critical that you receive all vaccinations according to the CDC immunization schedule for your age group. Helping to protect yourself is now more important than ever and one of the best ways to do that is to get vaccinated.

We are here for you during these uncertain times to provide you the care and service you’ve always trusted. We will be holding a one-way walk-thru immunization clinic on [Date] at [Location] so you have the opportunity to get routine vaccinations quickly and ensure you have minimal contact with other patients and staff. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at [Office Number] to schedule your one-way walk-thru immunization clinic appointment or an office visit. We have instituted new hours of [Days/Hours] and have reserved [Days/Hours] for older patients (65+) to further minimize exposure.

We look forward to seeing you; if you have any questions, please don’t hesitate to call our office.

Sincerely,

[HCP/Office Staff]
(Practice Name)
**Subject Line:** Make sure to help protect your family against vaccine-preventable diseases.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself and your (child/children) against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations. It’s important to make sure your children are vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule and adhering to that schedule is critical for your (child’s/children’s) health.

We are here for you and your family during these uncertain times to provide the care and service you’ve always trusted. We will be holding a one-way walk-thru immunization clinic on (Date) at (Location) so you and your family have the opportunity to get your routine vaccinations quickly and ensure you have minimal contact with other patients and staff. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at (Office Number) to schedule your one-way walk-thru immunization clinic appointment or an office visit. We have instituted new hours of (Days/Hours).

We look forward to seeing you and your family; if you have any questions, please don’t hesitate to call our office.

Sincerely,

(HCP/Office Staff)
(Practice Name)
One-Way Walk-Thru Clinic Information

Subject Line:
We're holding a one-way walk-thru immunization clinic—schedule your appointment now.

Hello,

We will be holding a one-way walk-thru immunization clinic on [Date] at [Location]—allowing you to get CDC-recommended vaccinations quickly and ensure you have minimal contact with other patients and staff. Although you may not be comfortable coming into the office for vaccination during these uncertain times, it’s now more important than ever to adhere to the CDC immunization schedule for your age group in order to help protect against a variety of vaccine-preventable diseases for which we have vaccines. One of the best ways to do that is to get vaccinated, and we want you to feel comfortable doing so.

Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

Please email or fax a copy of your insurance card to us before the appointment, if not already on record, to ensure minimal contact and smooth operation. If you have any questions, or if you would like to schedule your one-way walk-thru immunization clinic appointment, please give us a call at [Office Number] between the hours of [Office Hours].

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line: Your safety is our number 1 priority.

Hello,

We wanted to reach out to let you know that our practice’s number 1 priority is your safety, well-being, and peace of mind. You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, with a focus on strict sanitation and safety methods.

New guidelines include:

- Wiping down all surfaces after each patient
- Separating waiting room seating, ensuring adequate stock of personal protective equipment
- Requiring staff to wear masks and gloves at all times
- New office hours of (Days/Hours)
- Reserved (Days/Hours) for our older and at-risk patients to minimize exposure

If you have any questions about any of the new guidelines, or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line: Don’t put off your health. Come in for a visit.

Hello,

We wanted to reach out and reassure you that the practice’s number 1 priority is your safety, well-being, and peace of mind. To minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. It’s now more important than ever to adhere to the CDC immunization schedule for your age group in order to help protect against a variety of vaccine-preventable diseases for which we have vaccines. One of the best ways to do that is to get vaccinated. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don’t put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines, or would like to schedule an appointment, including CDC-recommended vaccinations, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)
(Practice Name)
Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations.

For older patients, it’s critical to get all vaccinations according to the CDC immunization schedule for your age group. Helping to protect yourself is now more important than ever and one of the best ways to do that is to get vaccinated. We will be holding a one-way walk-thru immunization clinic on [Date] at [Location] so you have the opportunity to get routine vaccinations quickly and ensure you have minimal contact with other patients and staff. Your safety is our number 1 priority, so we also have instituted new hours of [Days/Hours] and have reserved [Days/Hours] for our older and at-risk patients to minimize exposure.

Call us at [Office Number] to schedule your one-way walk-thru immunization clinic appointment, an office visit, or if you have any questions. Thank you!

Sincerely,

[HCP/Office Staff]
(Practice Name)
Subject Line: Make sure to help protect your family against vaccine-preventable diseases.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself and your child/children against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations.

It’s important to make sure your children are vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule, and adhering to that schedule is critical for your child’s/children’s health. We will be holding a one-way walk-thru immunization clinic on [Date] at [Location] so you and your family have the opportunity to get routine vaccinations quickly and ensure you have minimal contact with other patients and staff.

Call us at [Office Number] to schedule your one-way walk-thru immunization clinic appointment, an office visit, or if you have any questions. Thank you.

Sincerely,
(HCP/Office Staff)
(Practice Name)
HELP PROTECT YOURSELF.
GET YOUR NECESSARY VACCINATIONS.
We want you to feel comfortable getting your CDC-recommended vaccinations according to your age group’s CDC immunization schedule. So we will be holding a one-way walk-thru immunization clinic on [Date]. Contact us for more information.

GET YOUR NECESSARY VACCINATIONS AT THE ONE-WAY WALK-THRU CLINIC.
We will be holding a one-way walk-thru immunization clinic on [Date] so you can get your CDC-recommended vaccinations quickly and ensure you have minimal contact with other patients and staff. Contact us for more information.

YOUR NECESSARY VACCINATIONS ARE AROUND THE CORNER.
A new one-way walk-thru immunization clinic is opening near you. So you can get your CDC-recommended vaccinations according to your age group’s CDC immunization schedule quickly and ensure you have minimal contact with other patients and staff. Call to make an appointment.
Office Preparation and Adjustments

CHECK YOUR HEALTH. KEEP YOUR PEACE OF MIND.

We have now instituted new guidelines for all staff and visiting patients, with strict surface sanitation and all staff wearing personal protective equipment. Make an appointment today.

WE WANT TO SEE YOU SAFE.

Our practice’s number 1 priority is your health and your safety, so we have taken strict sanitation measures and new guidelines for our staff to be ready to see you in the office soon.

SAFETY FIRST.

With every protective and sanitary measure in place, we encourage you to make an appointment for a well visit or, more importantly, for new or existing ailments.

BE CERTAIN IN UNCERTAIN TIMES.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients so you can safely come in for a visit.

General Reassurance of Importance of Visits and Vaccinations

YOUR HEALTH IS WORTH A VISIT.

During these unprecedented times, it’s now more important than ever to adhere to the CDC immunization schedule for your age group. Help protect yourself against a variety of vaccine-preventable diseases—get vaccinated. Call us today. (Phone Number)

YOUR HEALTH IS WORTH A CALL.

We are here for you and your family during these uncertain times to provide the care and service you’ve always trusted. Call or come in for a visit. We’re expecting you.

YOUR HEALTH CAN’T WAIT.

We are here for you and your family during these uncertain times to provide the care and service you’ve always trusted. Don’t wait. Make an appointment today.

DON’T LET CONCERN ABOUT COVID-19 COMPROMISE YOUR HEALTH.

We understand, and we want to reassure you that our office has now instituted new guidelines for all staff and visiting patients so you can safely come in. Make an appointment today.
**Adult Vaccination Importance Reminder**

**VACCINATION IS IN YOUR CONTROL.**

Don’t wait. During these unprecedented times, it’s now more important than ever to adhere to the CDC immunization schedule for your age group. Help protect yourself against a variety of vaccine-preventable diseases—get vaccinated. **Make an appointment today.**

**KEEPING THE FOCUS ON YOU.**

It’s critical that you receive all CDC-recommended vaccines to help protect against a variety of vaccine-preventable diseases. **Call to make an appointment.**

**IT’S TIME FOR PREVENTATIVE VACCINES**

During these unprecedented times, it’s now more important than ever to adhere to the CDC immunization schedule for your age group. Help protect yourself against a variety of vaccine-preventable diseases—get vaccinated.

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**Pediatric/Adolescent Vaccination Importance Reminder**

**BACK TO SCHOOL— OR LEARNING FROM HOME**

During these unprecedented times, it’s now more important than ever to help protect your children. Make sure they’re vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule, and adhering to that schedule is critical for your (child’s/children’s) health. **Make an appointment today.**

**YOUR CHILD’S CDC-RECOMMENDED VACCINATION IS AROUND THE CORNER.**

We will be holding a one-way walk-thru immunizations clinic on [Date] at [Location] so your child can get CDC-recommended vaccinations quickly and ensure you have minimal contact with other patients and staff. **Call for information.**

**HELP PROTECT YOUR CHILDREN AGAINST VACCINE-PREVENTABLE DISEASES**

Make sure they’re vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule and adhering to that schedule is critical for your (child’s/children’s) health. **Make your appointment today.**
The appointments are scheduled and the patients are arriving. Time to prepare your office for your patients’ necessary preventative vaccinations. We’ve included a collection of helpful office signage, including a poster with information on symptoms, waiting room signs, traffic flow directions, and a variety of protocol reminders. Also included is a link to download patient education materials highlighting statistics around pertussis and meningococcal disease.

Logistical Signage

- **SICK VISITS THIS WAY**
- **WELL VISIT Waiting Area Only**
- **DIRECTIONAL ARROWS**
- **CONTACTLESS CHECKOUT INFO**
- **PERSONAL PROTECTIVE EQUIPMENT REMINDER**
- **PHYSICAL DISTANCING REMINDER**

**WELL VISIT Sign for Waiting Room**

Proper vaccination helps protect you and those around you.

**Contactless Checkout Info**

In order to better protect our patients and staff, contactless checkout is now available. To use, please follow the instructions below:

1. Have all waivers, paperwork, and your insurance card ready for checkout. In case they are needed.
2. Only credit cards and payment methods on file will be accepted.
3. A receipt will be sent to your email on file if requested.

Thank you for your understanding as we navigate these uncertain times together.

**Personal Protective Equipment Reminder**

A face mask or covering must be worn at all times.

Thank you for your understanding as we navigate these uncertain times together.

**Physical Distancing Reminder**

Please stay 6 feet away from other patients during your visit.

Our physical distancing measures have been implemented to help best protect you, all visiting patients, and our staff.

Thank you for your understanding as we navigate these uncertain times together.
HIGHLIGHTING RECOMMENDED IMMUNIZATIONS AT 16 YEARS OF AGE

1st dose
Tdap

1st dose
1st dose
1st dose
1st dose
1st dose

See Notes*

Is Tdap vaccination right for you?

Brought to you as a public health service by Sanofi Pasteur.

16-YEAR-OLD MAGNETIC IMMUNIZATION SCHEDULE

BACK TO SCHOOL PATIENT BROCHURE

SHARE2PROTECTTEENS.COM

PATIENT EDUCATION MATERIALS—PEDIATRIC

PATIENT EDUCATION MATERIALS—ADOLESCENT

PATIENT EDUCATION MATERIALS—ADULT

Download the collection of LOGISTICAL SIGNAGE or request printed materials by contacting your Sanofi Pasteur Representative or visit VACCINESHOPPE.COM®.
ONE-STOP SHOT
DRIVE-THRU IMMUNIZATION CLINIC

In these uncertain times, patients may not be comfortable coming into the office, but immunization is paramount, and more important than ever. Putting on a drive-thru immunization clinic can empower you to provide patients the opportunity to get CDC-recommended vaccinations without leaving the comfort and safety of their vehicle. Remember to remind patients about the importance of adhering to the CDC immunization schedule for their age group to help protect against a variety of vaccine-preventable diseases, while reinforcing that vaccination is one of the best solutions. This module is split into 3 key platforms: 

**PLAN, PREPARE, and PERFORM.** Each covers a different aspect of running a drive-thru immunization clinic: clinic guidance and logistical flow, patient outreach, and clinic location preparation and signage. Together, they form a comprehensive plan that will enable you to run a successful clinic.

To print the entire One-Stop Shot Drive-Thru Immunization Clinic section, PRINT PAGES 30-52, or either visit VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.
The first step is to prepare your office and staff for running the clinic, with logistical guidance and protocol training. The clinic guidance document provides step-by-step instructions for appointment setting dialogue, preparing materials for each drive-up immunization, and during/after immunization protocol. We’ve developed a logistical roadmap outlining how to set up each station and a proposed flow that vehicles should follow to ensure everyone knows their role, patients have minimal contact and spend the least amount of time waiting, and general smooth operation.

Clinic Guidance and Logistical Blueprint

Examples

To print the Clinic Guidance and Logistical Blueprint, PRINT PAGES 31-33, or either visit VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.
With the ongoing COVID-19 pandemic, it’s more important than ever to help protect patients against diseases that we currently have vaccines for. It’s crucial to remind them that they should adhere to their age group’s CDC immunization schedule, as vaccination is one of the best ways to help protect themselves. In these uncertain times, patients may not be comfortable coming into the office, but immunization is paramount.

**SOLUTION:** Hold a drive-thru clinic so you can provide patients with the opportunity to get CDC-recommended vaccinations without leaving the comfort and safety of their vehicle, ensuring separation between sick and healthy patients, and helping to limit traffic flow through your office.

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**Planning Tips**

1. **Know the Flow**
   - Have a plan in place to maintain traffic flow, from entrance to exit

2. **Have the Right Tools**
   - Use the materials checklist provided as a starting point to ensure you have all the items needed to run the clinic

3. **Patient Proof**
   - Provide documentation of vaccine administration to all recipients at time of vaccination

4. **Have a Backup Plan**
   - Ensure backup plans are in place in case of late arrivals or delays
PLAN: Making the Appointment

Verify Insurance Status of Patient
- Ask patient to email or fax a copy of their insurance card, if not on record previously

Review Patient Immunization Records
- Take full advantage of available state immunization registry and ensure the patient’s information is updated in the system
- Discuss the risks and benefits and review contraindications with patient
- Inform patient of all vaccinations they are due for, and the importance of adhering to the CDC immunization schedule
- Reinforce the message that it’s now more important than ever to help protect themselves against vaccine-preventable diseases for which we have vaccines, and one of the best ways to do that is to get vaccinated
- Suggest having multiple vaccinations scheduled in a single visit in order to save time and keep their immunization schedule current

Communicate necessary day-of considerations
- If administering vaccines to pediatric/adolescent patients, ensure you ask the parent or caregiver to dress the child in clothes that allow easy access to legs and/or arms to make certain vaccines easier to administer

If the Patient Getting Vaccinated Is Driving
- Tell the patient they will be asked to wait 15 minutes before leaving the parking lot

Set Appointment Time and Provide Directions to the Clinic Site

PREPARE: Getting Ready for the Appointment

Before the Patient Drives Up
- Pull the Vaccine Information Statement (VIS) sheet
- Review CDC guidelines for proper handling and storage methods: https://www.cdc.gov/vaccines/hcp/admin/storage/index.html
- Prepare the appropriate vaccine(s) and all needed immunization supplies:
  - Bandages (spot or rectangular)
  - Sharps container
  - Alcohol wipes and sanitizing products
  - Paper towels
  - Cotton balls or sterile gauze pad
  - Thermometer
- Create an encounter in your EHR/state registry or paper chart to document immunization
- Put on appropriate personal protective equipment

PERFORM: During the Appointment

Confirm Patient Information
- Provide the VIS sheet and explain how patients should navigate the clinic

Administer the Vaccine

If the Patient Is Driving
- Ask them to remain in the parking lot for 15 minutes and recheck prior to discharge

Document Vaccinations According to Standard Procedures
One-Stop Shot Drive-Thru Immunization Clinic Logistical Flow

This blueprint offers guidance on how to set up the clinic site, including station descriptions and the proposed patient flow.

Patient Vehicle Queue
Ensure you choose a location with sufficient space for traffic.

Intake Station 1
Verify patient appointment.

Intake Station 2
Verify patient information and communicate with immunization station to prepare vaccine(s). Use this opportunity to check the patients’ record and encourage additional vaccinations if due.

Note: Confirm pediatric/adolescent patients are wearing appropriate clothes that provide easy access to legs and/or arms for administration of certain vaccines and advise to the parent or guardian that any child in a car seat must not be removed during the vaccination.

Immunization Station
Administer vaccine(s).

Holding Station
If immunized patient is driving, hold them here for 15 minutes of observation before discharge.

Straight to Exit
If immunized patient is not driving, they may proceed straight to the exit.
ONE-STOP SHOT DRIVE-THRU IMMUNIZATION CLINIC

PREPARE

This platform serves to help you and your staff with patient outreach. Personally connecting with your patients is key in reinforcing trust and vaccine acceptance, ultimately setting your clinic up for success. We’ve provided you with messages to use in multiple channels, including telephone, email, EHR/health portal, and text/social media. You can use your own recall system or WellConnect, Sanofi Pasteur’s recall system. These messages cover 4 topics: a drive-thru clinic announcement, office preparation and adaptation protocol, reassurance of the importance of well and sick visits and vaccinations, and both pediatric/adolescent and adult vaccination importance reminders, including adherence to the CDC immunization schedule for their age group.

1. Telephone Patient Outreach Communications
2. Email Patient Outreach Communications
3. EHR/Health Portal Patient Outreach Communications
4. Text/Social Media Patient Outreach Communications

Examples

To print the Patient Outreach Communications, PRINT PAGES 35–50, or either VISIT VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.
Drive-Thru Clinic Information

Hello, this is [Name]. I’m calling to let you know that [Office Name] will be holding a drive-thru immunization clinic on [Date] at [Location]. We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it’s now more important than ever to adhere to the CDC immunization schedule for your age group to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated, and we want you to feel comfortable doing so.

The drive-thru immunization clinic provides you the opportunity to get CDC-recommended vaccinations without leaving your vehicle. Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record. Call us back at [Office Number] between the hours of [Office Hours] to schedule your appointment or if you have any additional questions.

Thank you! Goodbye.
Hello, this is [Name].

I’m calling from [Office Name] and wanted to reach out to let you know that our practice’s number 1 priority is your safety, well-being, and peace of mind.

You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, focusing on strict sanitation and safety methods for all staff and visiting patients. We also have instituted new hours of [Days/Hours] and have reserved [Days/Hours] for our older and at-risk patients to minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office back at [Office Number] between the hours of [Office Hours].

Thank you!
Hello, this is (Name) from (Office Name). I am calling to remind you that during these unprecedented times, it’s very important to do what you can to help protect yourself against vaccine-preventable diseases for which we have vaccines, and that means making sure you’re up-to-date with all vaccinations.

For older patients, it’s critical that you receive all vaccinations according to the CDC immunization schedule for your age group. Helping to protect yourself is now more important than ever, and one of the best ways to do that is to get vaccinated. We will be holding a drive-thru immunization clinic on (Date) at (Location) so you have the opportunity to get CDC-recommended vaccinations without leaving your vehicle. Your safety is our number 1 priority, so we also have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for our older and at-risk patients to minimize exposure.

Call us back at (Office Number) to schedule your drive-thru immunization clinic appointment, an office visit, or if you have any questions.

Thank you!

Hello, this is (Name) from (Office Name). I am calling to remind you that during these unprecedented times, it’s very important to do what you can to help protect yourself and your (child/children) against vaccine-preventable diseases for which we have vaccines, and that means making sure they’re up-to-date with all vaccinations.

It’s important to make sure your children are vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule, and adhering to that schedule is critical for your (child’s/children’s) health. We will be holding a drive-thru immunization clinic on (Date) at (Location) so you and your family have the opportunity to get CDC-recommended vaccinations without leaving your vehicle.

Call us back at (Office Number) to schedule your drive-thru immunization clinic appointment, an office visit, or if you have any questions.

Thank you!
Subject Line: We’re holding a drive-thru immunization clinic—schedule your appointment now.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself against diseases that we currently have vaccines for, and that means making sure you’re up-to-date with all vaccinations. We also know that these are uncertain times and recognize you may not be comfortable coming into the office at this time for that vaccination, but it’s now more important than ever to adhere to the CDC immunization schedule for your age group to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated.

This is why we will be holding a drive-thru immunization clinic on (Date) at (Location). We want to provide you the opportunity to get CDC-recommended vaccinations without leaving the comfort and safety of your vehicle. Our staff will of course be wearing personal protective equipment and following CDC guidelines to ensure your safety and ours.

Call us at (Office Number) to schedule your appointment now. To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record.

If you have any questions or if you would like to schedule your drive-thru immunization clinic appointment, please give us a call at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)
(Practice Name)
Office Preparation and Adjustments

Subject Line: Your safety is our number 1 priority.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice’s number 1 priority is your safety, well-being, and peace of mind. While many might be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, we encourage you to make an appointment. Your health cannot be taken for granted, and we are taking any and all necessary steps to ensure our office is ready for you.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients. (List new guidelines such as all surfaces are wiped down after every patient use, separated seating in waiting room, or patients being escorted directly into exam rooms, etc.)

We have a stock of personal protective equipment, and all staff is required to wear masks and gloves at all times. In addition, we have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for older patients (65+) to further minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)
(Practice Name)
General Reassurance of Importance of Visits and Vaccinations

Subject Line: Don’t put off your health. Come in for a visit.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice’s number 1 priority is your safety, well-being, and peace of mind. Many have put off well visits or have been reluctant to come in with new or recurring ailments to minimize exposure to the COVID-19 virus and to not overload the health system.

We understand and we want to reassure you that we are here for you, your family, your safety, and, of course, your health. It’s now more important than ever to adhere to the CDC immunization schedule for your age group in order to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients. We are fully staffed and ready for you. Health is of the utmost importance, especially now, and we encourage you to call and make an appointment, either for a well visit and CDC-recommended vaccinations or for new or recurring ailments.

If you have any questions about any of the new guidelines or would like to schedule an appointment, including vaccinations, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line: Getting CDC-recommended vaccinations is now more important than ever.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations. For older patients, it’s critical that you receive all vaccinations according to the CDC immunization schedule for your age group. Helping to protect yourself is now more important than ever, and one of the best ways to do that is to get vaccinated.

We are here for you during these uncertain times to provide you the care and service you’ve always trusted. We will be holding a drive-thru immunization clinic on (Date) at (Location) so you have the opportunity to get routine vaccinations without leaving the comfort and safety of your vehicle. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at (Office Number) to schedule your drive-thru immunization clinic appointment or an office visit. We have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for older patients (65+) to further minimize exposure.

We look forward to seeing you; if you have any questions, please don’t hesitate to call our office.

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line: Make sure to help protect your family against vaccine-preventable diseases.

Hello,

During these unprecedented times, it’s more important than ever to do what you can to help protect yourself and your (child/children) against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations. It’s important to make sure your children are vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule and adhering to that schedule is critical for your (child’s/children’s) health.

We are here for you and your family during these uncertain times to provide the care and service you’ve always trusted. We will be holding a drive-thru immunization clinic on [Date] at [Location] so you and your family have the opportunity to get your routine vaccinations without leaving the comfort and safety of your vehicle. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at [Office Number] to schedule your drive-thru immunization clinic appointment or an office visit. We have instituted new hours of [Days/Hours].

We look forward to seeing you and your family; if you have any questions, please don’t hesitate to call our office.

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line:
We’re holding a drive-thru immunization clinic—schedule your appointment now.

Hello,

We will be holding a drive-thru immunization clinic on [Date] at [Location]—allowing you to get your CDC-recommended vaccinations without leaving your vehicle. Although you may not be comfortable coming into the office for vaccination during these uncertain times, it’s now more important than ever to adhere to the CDC immunization schedule for your age group to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated.

Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

Please email or fax a copy of your insurance card to us before the appointment, if not already on record, to ensure minimal contact and smooth operation. If you have any questions, or if you would like to schedule your drive-thru immunization clinic appointment, please give us a call at [Office Number] between the hours of [Office Hours].

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line: Your safety is our number 1 priority.

Hello,

We wanted to reach out to let you know that our practice’s number 1 priority is your safety, well-being, and peace of mind. You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, with a focus on strict sanitation and safety methods.

New guidelines include:

• Wiping down all surfaces after each patient use
• Separating waiting room seating, ensuring adequate stock of personal protective equipment
• Requiring staff to wear masks and gloves at all times
• New office hours of (Days/Hours)
• Reserved (Days/Hours) for our older and at-risk patients to minimize exposure

If you have any questions about any of the new guidelines, or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line: Don’t put off your health. Come in for a visit.

Hello,

We wanted to reach out and reassure you that the practice’s number 1 priority is your safety, well-being, and peace of mind. To minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. It’s now more important than ever to adhere to the CDC immunization schedule for your age group in order to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don’t put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines, or would like to schedule an appointment, including CDC-recommended vaccinations, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line: Getting CDC-recommended vaccinations is now more important than ever.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations.

For older patients, it’s critical to get all vaccinations according to the CDC immunization schedule for your age group. Helping to protect yourself is now more important than ever and one of the best ways to do that is to get vaccinated. We will be holding a drive-thru immunization clinic on (Date) at (Location) so you have the opportunity to get routine vaccinations without leaving your vehicle. Your safety is our number 1 priority, so we also have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for our older and at-risk patients to minimize exposure.

Call us at (Office Number) to schedule your drive-thru immunization clinic appointment, an office visit, or if you have any questions. Thank you!

Sincerely,

(HCP/Office Staff)
(Practice Name)
Subject Line: Make sure to help protect your family against vaccine-preventable diseases.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself and your children against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations.

It’s important to make sure your children are vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule and adhering to that schedule is critical for your children’s health. We will be holding a drive-thru immunization clinic on [Date] at [Location] so you and your family have the opportunity to get routine vaccinations without leaving your vehicle.

Call us at [Office Number] to schedule your drive-thru immunization clinic appointment, an office visit, or if you have any questions. Thank you.

Sincerely,

[HCP/Office Staff]
[Practice Name]
Drive-Thru Clinic Information

HELP PROTECT YOURSELF.
GET YOUR NECESSARY VACCINATIONS.
You may not be comfortable coming into the office for your necessary vaccinations. So, we will be holding a drive-thru immunization clinic on [Date]. Contact us for more information.

GET YOUR NECESSARY VACCINATIONS AT THE DRIVE-THRU.
We will be holding a drive-thru immunization clinic on [Date] so you can get your CDC-recommended vaccinations without leaving the comfort or safety of your vehicle. Contact us for more information.

YOUR NECESSARY VACCINATIONS ARE AROUND THE CORNER.
A new drive-thru immunization clinic is opening near you. So you can get your CDC-recommended vaccinations according to your age group’s CDC immunization schedule without leaving the comfort and safety of your vehicle. Call to make an appointment.
Office Preparation and Adjustments

CHECK YOUR HEALTH.
KEEP YOUR PEACE OF MIND.

We have now instituted new guidelines for all staff and visiting patients with strict surface sanitation and all staff wearing personal protective equipment. Make an appointment today.

WE WANT TO SEE YOU SAFE.

Our practice’s number 1 priority is your health and your safety, so we have taken strict sanitation measures and new guidelines for our staff to be ready to see you in the office soon.

SAFETY FIRST.

With every protective and sanitary measure in place, we encourage you to make an appointment for a well visit or, more importantly, for new or existing ailments.

BE CERTAIN IN UNCERTAIN TIMES.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients so you can safely come in for a visit.

General Reassurance of Importance of Visits and Vaccinations

YOUR HEALTH IS WORTH A VISIT.

During these unprecedented times, it’s now more important than ever to adhere to the CDC immunization schedule for your age group. Help protect yourself against a variety of vaccine-preventable diseases—get vaccinated. Call us today. (Phone Number)

YOUR HEALTH IS WORTH A CALL.

We are here for you and your family during these uncertain times to provide the care and service you’ve always trusted. Call or come in for a visit. We’re expecting you.

YOUR HEALTH CAN’T WAIT.

We are here for you and your family during these uncertain times to provide the care and service you’ve always trusted. Don’t wait. Make an appointment today.

DON’T LET CONCERN ABOUT COVID-19 COMPROMISE YOUR HEALTH.

We understand, and we want to reassure you that our office has now instituted new guidelines for all staff and visiting patients so you can safely come in. Make an appointment today.
Adult Vaccination Importance Reminder

VACCINATION IS IN YOUR CONTROL.
During these unprecedented times, it’s now more important than ever to adhere to the CDC immunization schedule for your age group. Help protect yourself against a variety of vaccine-preventable diseases—get vaccinated. Make an appointment today.

KEEPING THE FOCUS ON YOU.
It’s critical that you receive all CDC-recommended vaccines to help protect against a variety of vaccine—preventable diseases. Call to make an appointment.

IT’S TIME FOR PREVENTATIVE VACCINES.
During these unprecedented times, it’s now more important than ever to adhere to the CDC immunization schedule for your age group. Help protect yourself against a variety of vaccine-preventable diseases—get vaccinated.

Pediatric/Adolescent Vaccination Importance Reminder

BACK TO SCHOOL—OR LEARNING FROM HOME
During these unprecedented times, it’s now more important than ever to help protect your children. Make sure they’re vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule, and adhering to that schedule is critical for your (child’s/children’s) health. Make an appointment today.

YOUR CHILD’S CDC-RECOMMENDED VACCINATION IS AROUND THE CORNER.
We will be holding a drive-thru immunization clinic on (Date) at (Location) so your child can get their CDC-recommended vaccinations without leaving the comfort and safety of your vehicle. Call for information.

HELP PROTECT YOUR CHILDREN AGAINST VACCINE-PREVENTABLE DISEASES.
Make sure they’re vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule, and adhering to that schedule is critical for your (child’s/children’s) health. Make your appointment today.
The day of the clinic has arrived. The cars are starting to roll in. Time to shift immunization into gear. We’ve also included a collection of helpful signage to promote smooth operation, including a poster with information on symptoms, directional signs, and protocol instructions and reminders. Also included is a link to download patient education materials highlighting statistics around vaccine-preventable diseases.

Signage
ONE-STOP SHOT DRIVE-THRU IMMUNIZATION CLINIC

PERFORM

Patient Education Materials—Pediatric

16-YEAR-OLD MAGNETIC IMMUNIZATION SCHEDULE

VAXRATESBYSTATE.COM

Patient Education Materials—Adolescent

BACK TO SCHOOL PATIENT BROCHURE

SHARE2PROTECTTEENS.COM

Patient Education Materials—Adult

PERTUSSIS DISCUSSION GUIDE

PERTUSSIS/FLU POSTER

Download the collection of LOGISTICAL SIGNAGE or request printed materials by contacting your Sanofi Pasteur Representative or visit VACCINESHOPPE.COM®.
CLINIC CHECKLIST AND GOAL TRACKER

To help you and your staff adapt to the new normal, and keep your patients up-to-date with their immunizations. It’s important to take a step back and start with a game plan. Use these resources to set goals, identify challenges, and identify what areas you and your office can focus on to increase vaccine acceptance and implement alternative immunization administration methods.
Clinic Checklist

Make sure you’re prepared for the day of your vaccination clinic by looking over the steps below. Check them off once completed to keep the day running smoothly.

Drive-Thru Immunization Clinics

☐ Patient insurance information has been received by the office or is already on record
  • There are no reimbursement issues with insurance if using a location other than the office

☐ Safety procedures have been instituted and communicated, such as wearing a face mask and physical distancing or staying in their vehicle before the appointment

☐ Review and discuss your practice’s liability coverage and other applicable policies to identify potential hazards and help ensure employee safety

☐ Patients with appointments were encouraged to schedule upcoming preventative vaccines into one visit
  • For walk-ins, patient records have been checked and time set aside during the appointment to discuss additional preventative vaccinations, and if needed, a follow-up appointment has been scheduled

☐ If implemented, separate lanes have been established for those with appointments and those without

☐ Appropriate signage has been set up to communicate how to navigate the clinic

☐ Intake and immunization stations are staffed and easily identifiable

☐ Ensure that you are able to properly set up refrigerator, cooler, and cold chain units to store and handle vaccines according to FDA-approved package inserts and CDC guidelines; consider generator and electrical outlet locations
  • Review CDC guidelines: https://www.cdc.gov/vaccines/hcp/admin/storage/index.html

☐ Parents and caregivers have been notified to dress children in clothes with easy access to legs and/or arms to make certain vaccinations are easier to administer and to keep children in car seats if applicable
Clinic Checklist cont’d

Walk-Thru Immunization Clinics

☐ Patient insurance information has been received by the office or is already on record
☐ Signage has been put up to assist patients with navigating the clinic
☐ If implemented, contactless checkout procedures have been communicated to patients
☐ Safety procedures have been instituted, such as wearing a face mask and physical distancing or staying in their vehicle before the appointment
☐ Parents and caregivers have been notified to dress children in clothes with easy access to the access to legs and/or arms to make certain vaccinations easier to administer

Inventory Management

☐ Vaccine inventory aligns with appointment flow and all patient types are accounted for
☐ Ensure that you are able to properly set up refrigerator, cooler, and cold chain units to store and handle vaccines according to FDA-approved package inserts and CDC guidelines; consider generator and electrical outlet locations
  • Review CDC guidelines: https://www.cdc.gov/vaccines/hcp/admin/storage/index.html
☐ If allowing walk-ins, extra vaccines are available to ensure enough supply
☐ If using the Vaccines for Children (VFC) program, remember to review your inventory and order more vaccines if necessary. Should patients’ insurance status change, remember to communicate additional vaccine options available with the VFC program
☐ Shipping has been coordinated with your sales representative to make sure supplies are provided in a timely manner for this and any upcoming clinics

Staffing Needs

☐ Enough staff has been secured to handle any potential surges in patient volume
☐ Staff is comfortable interacting with a larger number of patients than usual
☐ If applicable, staff is alternated between multiple clinics to avoid burnout
☐ Tools and resources have been established to process payment and billing
Together, we can
Empower Immunization Success

We can make a difference in the lives of our patients and help protect them from vaccine-preventable diseases.

Let’s support the commitment to our immunization goals by continuing to emphasize the importance of CDC-recommended vaccination.

OUR IMMUNIZATION GOAL:

REMEMBER:
Every dose administered helps protect another patient.
TELEHEALTH: Navigating the Vaccination Discussion During COVID-19

With the ongoing COVID-19 pandemic, many of your patients who normally come into the office may now be using telehealth to connect with you and your staff. Communicating the need for necessary vaccinations according to the CDC immunization schedule is now more critical than ever to help protect patients. Telehealth appointments offer you the opportunity to foster trust and acceptance by emphasizing the importance of getting CDC-recommended vaccinations, which then opens the door to get patients on the schedule for immunization. This module provides you with best practices and guidance for turning video appointments into successful vaccinations.

To print the Telehealth Guide, PRINT PAGES 58-59, or either VISIT VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.
FOR TELEHEALTH USE:
Navigating the Vaccination Discussion During COVID-19

With the ongoing COVID-19 pandemic, it is essential that patients are protected against diseases that we have vaccines for. During these uncertain times, the usual in-office visit may transition to telehealth appointments, so communicating the need for CDC-recommended vaccinations is more important than ever before.

SOLUTION: During their next telehealth appointment, help protect your patients as they navigate a new normal by emphasizing the importance of getting routine vaccinations.

Planning Tips

- **Know the Flow**: Keep the appointment structured so there is enough time to go into detail about your patient’s vaccination plans
- **Have the Right Tools**: Make sure your workspace is ready for telemedicine appointments to ensure clear communication with the patient
- **Help Patients Stress Less**: Alleviate any concerns about in-office visits and explain that changes have been made to allow for strict sanitation and safety methods
- **Follow Through**: If the patient did not make a vaccination appointment during the telehealth call, the office should reach out to patients after their appointment to confirm when they will be coming in for their vaccination

Here you will find general planning tips on how to best guide your virtual vaccination discussion before, during, and after the appointment:

We’ve broken it down into step-by-step instructions for 3 phases:

1. **Preappointment Prep**
2. **During the Appointment**
3. **After the Appointment**
How to Navigate the Vaccination Discussion
Guidelines for Each Step of Your Telehealth Appointment

1. Preappointment Prep

Review Patient Immunization Records
- When setting an appointment, review a patient’s medical record to help prepare notes and important discussion points for their scheduled call
- Use factors such as age or pre-existing health conditions to help guide your discussion
- Telehealth appointments also allow you to review patients’ vaccination records beforehand, inform them of any CDC-recommended vaccines they are due and schedule a vaccination appointment during your call. Walk-ins still allow you to check records, and time should be set aside for the vaccination discussion, though follow-up appointments may become necessary

Give Yourself Enough Time
- Make sure your appointment is structured so that you can discuss your patient’s vaccination plans and answer any questions they may have

Connection Is Key
- Technical issues are an inevitable reality for telehealth appointments. Making sure your digital workspace is ready will prevent misunderstandings or lost information due to audio issues

2. During the Appointment

Stress the Importance of Annual Preventative Vaccination
- Advise that it is important to adhere to the recommended vaccination schedules for a patient’s age group

Educate on Additional Preventative Measures
- Explain how basic hygiene methods, like washing hands frequently, along with physical distancing and wearing a mask or face covering, may help protect against disease, reinforcing that one of the best ways to help prevent disease is by getting vaccinated

Alleviate Concerns for In-office Vaccination
- Reassure patients that the office is still open and that all efforts are being made to allow for strict sanitation and safety methods

Set Up the Next Steps
- Encourage patients to schedule an appointment for CDC-recommended vaccinations during the appointment, and if they choose not to do it then, remind them that they can call the office at any time to schedule

3. After the Appointment

Send a Vaccination Appointment Confirmation or Scheduling Reminder
- If the patient did not make a vaccination appointment during the telehealth call, the office should reach out to schedule their vaccination appointment. The importance of vaccination during these uncertain times should be reemphasized if there is still reluctance, and you should advise the patient to visit a retail location for vaccinations as a final attempt
Resource Links

Below, you’ll find a variety of helpful resources that provide guidance and suggestions on alternative immunization administration.

**CDC: Vaccination Guidance During a Pandemic**
Federal guidance resources for vaccine planning during the COVID-19 pandemic
https://www.cdc.gov/vaccines/pandemic-guidance/index.html

**Repository of Resources for Maintaining Immunization During the COVID-19 Pandemic**
Immunization Coalitions Network links for vaccination support
https://www.immunizationcoalitions.org/resource-repository/

**CDC: Framework for Healthcare Systems Providing Non-COVID-19 Clinical Care During the COVID-19 Pandemic**
CDC guidance and suggestions for practices offering care

**Simulation and Optimization Modeling for Drive–Through Mass Vaccination—A Generalized Approach**
An analysis of drive-thru models with findings and directions
https://commons.erau.edu/cgi/viewcontent.cgi?article=1000&context=ww-management-science

**American Academy of Pediatrics #SafePedsHealthyKids Resource Toolkit**
A comprehensive kit with materials and operational plans focused on protecting pediatric patients

**Indiana State Department of Health Guide for Hosting Mass Vaccination Clinics**
Operational considerations and step-by-step instructions for every phase of running a mass vaccination clinic
https://www.in.gov/isdh/files/LHDGuideforHostingaMassVaccinationClinic.pdf

**Connecticut Immunization Program**
State guidance around immunization efforts
https://portal.ct.gov/DPH/Immunizations/CONNECTICUT-IMMUNIZATION--PROGRAM

**WellConnect**
Sanofi Pasteur’s recall system that can help improve patient health and make your office more efficient. Log in to your account on VaccineShoppe.com® in order to learn more about this system and access sample patient recall scripts
https://www.vaccineshoppe.com/
ADAPTIVE VACCINATION SOLUTIONS

VISIT VACCINESHOPPE.COM® OR CONTACT YOUR SANOFI PASTEUR REPRESENTATIVE TO ORDER ADDITIONAL PATIENT EDUCATION MATERIALS FOR YOUR OFFICE.