# Communicate with Confidence

**Talking with Patients about Vaccines**



 **VACCINE CONVERSATIONS**

[**CDC**: *Talking with Parent Who Refuse HPV Vaccine*](https://urldefense.com/v3/__https%3A//www.bing.com/videos/riverview/relatedvideo?q=cdc*20vaccine*20refusal&mid=3D1B1F1DD66E2D8189A53D1B1F1DD66E2D8189A5&ajaxhist=0__;JSU!!CPANwP4y!TucLTq8NwPJ8fww3D8UgEIbnoSh6DR3LZNBMoW1pV2LYf93O8FEyBZ5TViFsuzOSKUP1Gc8pTwcUuHERACQEw9-F3CmiTA$) **-** A Nurse Practitioner shares how to talk to parents who refuse HPV Vaccine.

[**CDC**: *Talking with Parents about Vaccines*](https://www.cdc.gov/vaccines-children/hcp/conversation-tips/?CDC_AAref_Val=https://www.cdc.gov/vaccines/hcp/conversations/conv-materials.html)Conversational techniques for discussions with parents.

[***Vaccinate Your Family****: How to Debunk Misinformation and Bolster Vaccine Confidence*](https://urldefense.com/v3/__https%3A//vaccinate.thinkific.com/courses/confidence-misinfo__;!!CPANwP4y!TucLTq8NwPJ8fww3D8UgEIbnoSh6DR3LZNBMoW1pV2LYf93O8FEyBZ5TViFsuzOSKUP1Gc8pTwcUuHERACQEw9_8KesUHA$) *-* In this free 2-hour course, community health workers will learn how to bolster vaccine confidence and address misinformation in person and online.

[**CDC TRAIN**: *Immunization and Effective Communication*](https://www.train.org/main/training_plan/4098) *-* Webinars on effective communication techniques - how to make strong vaccine recommendations and referrals and address common questions (register for a free account to access the webinars).

[**CDC**: *Preparing for questions from parents about vaccines*](https://www.cdc.gov/vaccines-children/hcp/conversation-tips/questions-parents-may-ask.html?CDC_AAref_Val=https://www.cdc.gov/vaccines/hcp/conversations/preparing-for-parent-vaccine-questions.html)[Answering common questions on the vaccine schedule,](https://www.cdc.gov/vaccines/hcp/conversations/preparing-for-parent-vaccine-questions.html) [safety, and potential side effects.](https://www.cdc.gov/vaccines/hcp/conversations/preparing-for-parent-vaccine-questions.html)

[**AAP:** *Communicating with Families and Promoting Vaccine Confidence*](https://urldefense.com/v3/__https%3A//www.aap.org/en/patient-care/immunizations/communicating-with-families-and-promoting-vaccine-confidence/?srsltid=AfmBOoovzaFPzBjNrKtUBvhpgpH6AAPrS2jIHSXoIPqAyg5ZfonhYMUK__;!!CPANwP4y!TucLTq8NwPJ8fww3D8UgEIbnoSh6DR3LZNBMoW1pV2LYf93O8FEyBZ5TViFsuzOSKUP1Gc8pTwcUuHERACQEw99EvfdbNQ$)provider resources for communicating with families about vaccines.

[**AAP**: *Communicating with vaccine hesitant families*](https://www.aap.org/en/patient-care/immunizations/communicating-with-families-and-promoting-vaccine-confidence/talking-with-vaccine-hesitant-parents/#:~:text=Make%20sure%20the%20parent%20understands%20the%20information.%20Clarify) [Evidence-based strategies on communicating about vaccine](https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/immunizations/Pages/vaccine-hesitant-parents.aspx) hesitancy.

[**Immunize.org:** *Responding to parent’s questions about vaccines*](https://www.immunize.org/talking-about-vaccines/responding-to-parents.asp)- Videos and PPTs to guide discussions with patients and parents (from IAC, CDC, Vaccine Education Center, and AAP).

[**Harvard School of Public Health***: Trust in Vaccines*](https://www.youtube.com/watch?v=rbnxvinrGdA) – Why it matters video.

### [WithinReach: *Talking about Vaccines*](https://immunitycommunitywa.org/talking-about-vaccines/) - How to have vaccine conversations, including keystone statements, effective messaging, and the HEART and [*Ask Advise Acknowledge method*](https://immunitycommunitywa.org/wp-content/uploads/2017/08/a-guide-to-conversations-about-immunization.pdf) Al Jazeera: the [*“cure” for vaccine skepticism*](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DA9wqFuHX6c0&data=04%7C01%7Ccmcreynolds%40mms.org%7C7cb10d90cfbc45dc47e808d9665650e7%7C458a53272e354039ab37680f1f49c047%7C0%7C0%7C637653343944704602%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=pq2L6nRqnjvbUeBLuuSLSbRABluo8pPJHmpl9AXDt1U%3D&reserved=0) A 25-minute video on the spread of vaccine misinformation and how to combat it.

  [**ARTICLES**](https://immunitycommunitywa.org/wp-content/uploads/2017/08/a-guide-to-conversations-about-immunization.pdf)

[*Communicating with parents about vaccination*](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3480952/) [- An examination of common parental perceptions of vaccination and an evidence-based framework to help providers communicate with parents.](https://immunitycommunitywa.org/wp-content/uploads/2017/08/a-guide-to-conversations-about-immunization.pdf)

[This](https://immunitycommunitywa.org/wp-content/uploads/2017/08/a-guide-to-conversations-about-immunization.pdf) [*American Sociological Association article*](https://journals.sagepub.com/doi/pdf/10.1177/1536504218792524) [provides context into vaccination decisions among common vaccine- hesitant populations.](https://immunitycommunitywa.org/wp-content/uploads/2017/08/a-guide-to-conversations-about-immunization.pdf) [*Confidence about Vaccines in the United States*](https://www.healthaffairs.org/doi/10.1377/hlthaff.2011.0396)[-Parent perceptions regarding vaccines and commonly reported vaccine concerns.](https://immunitycommunitywa.org/wp-content/uploads/2017/08/a-guide-to-conversations-about-immunization.pdf)

[*Addressing Parental Vaccine Hesitancy towards Childhood Vaccines in the United States: A Systematic Literature Review of Communication Interventions and Strategies*](https://urldefense.com/v3/__https%3A/www.mdpi.com/2076-393X/8/4/590__;!!CPANwP4y!TAsVSsRHkmUt3C_CEEhYsREplCigLXbAz85GNbVTjkeeF37ncoGD8lnhF2534oHyLMgGd9rBD0OqkiRZD5tA21goCF1wva0$)

 **VACCINE SAFETY**

 [**CDC**](https://www.cdc.gov/vaccine-safety/?CDC_AAref_Val=https://www.cdc.gov/vaccinesafety/index.html)

[**Children's Hospital of Philadelphia (CHOP)**](https://www.chop.edu/centers-programs/vaccine-education-center/vaccine-safety)

 [**Immunize.org**](https://www.immunize.org/safety/)

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 **COVID-19 VACCINES**

[**MDPH:** *COVID-19 Vaccine Equity Initiative: Communications*](https://www.mass.gov/info-details/covid-19-vaccine-equity-initiative-communications-materials)

[*materials*](https://www.mass.gov/info-details/covid-19-vaccine-equity-initiative-communications-materials)

[**MDPH:** *COVID-19 Vaccine Equity Initiative Weekly Highlights*](https://www.mass.gov/info-details/covid-19-vaccine-equity-initiative-highlights)

[**CDC:** *Vaccinate with Confidence – Strategy to Reinforce*](https://www.cdc.gov/vaccines/covid-19/vaccinate-with-confidence.html)

[*Confidence in COVID-91 Vaccines.*](https://www.cdc.gov/vaccines/covid-19/vaccinate-with-confidence.html)

[**CDC**: *Talking to Recipients about COVID-19 Vaccination*](https://www.cdc.gov/vaccines/covid-19/hcp/index.html)

Making A Strong Recommendation, Answering Questions,

Understanding and Explaining the mRNA COVID-19 Vaccines.

 **SPECIFIC POPULATIONS**

[**CDC** *Immigrant, Refugee and Migrant Health*](https://www.cdc.gov/immigrant-refugee-health/communication-resources/?CDC_AAref_Val=https://www.cdc.gov/immigrantrefugeehealth/resources/index.html) Health education and Communication tools discussing COVID-19, Flu, Measles, Polio and other VPD’s.  Available in multiple languages. Also included is a [*COVID-19 booklet*](https://urldefense.com/v3/__https%3A/nrcrim.org/covid-19/covid-19-information-newcomers__;!!CPANwP4y!TAsVSsRHkmUt3C_CEEhYsREplCigLXbAz85GNbVTjkeeF37ncoGD8lnhF2534oHyLMgGd9rBD0OqkiRZD5tA21goN6WvrrI$) highlighting the most important information about COVID-19 information for new arrivals to the United States. This booklet is available in 19 different languages.

[*Community Health Workers (CHW) Training*](https://massvaccineconfidenceproject.org/community-health-workers-navigators/)*-* This project recognizes the key role of CHW in vaccine education and provides additional information and skills to support CHWs in their work.



##  HANDOUTS FOR PATIENTS/STAFF

[**CHOP**: *What You Should Know Series*](https://www.chop.edu/centers-programs/vaccine-education-center/resources/vaccine-and-vaccine-safety-related-qa-sheets) *-*These resources address common questions and misperceptions, including vaccine ingredients, autism, thimerosal, aluminum, vaccine schedules, and more.

[**AAP**: *Immunization Information for Parents*](https://www.aap.org/en/patient-care/immunizations/resources-for-families/#:~:text=View%20family-friendly%20vaccine%20schedules%20for%20young%20children%20and) - Includes frequently asked questions and personal stories from pediatricians regarding the impact of immunizations.

[**Immunize.org:** *resources and handouts*](https://www.immunize.org/handouts/vaccine-confidence.asp)

(including [*VIS)*](https://www.immunize.org/vis/) [*translated*](https://www.immunize.org/handouts/vaccine-confidence.asp) into Arabic, Chinese, Haitian Creole, Korean, Portuguese, Russian, Spanish, Turkish, and Vietnamese.

###  SOCIAL MEDIA

[**YouTube:** *The Vaccine Confidence UK* Project](https://www.youtube.com/%40VaccineTrust/featured) positively influencing the design of vaccine delivery, policy, communication and engagement strategies around the world

[*“The Anti-Anti-Vaxx Toolkit”*](https://static1.squarespace.com/static/5cc216f2c2ff6132d9d57816/t/5d88f048c1b2d2788b4726c6/1569255512703/Kids%2BPlus%2BAAV%2BToolkit.pdf) A strategy guide to prepare for, defend against, and clean up after a Facebook Anti- Vaxx attack, by Kids Plus Pediatrics.

 **APPS**

[**Immunize.org:** *Immunization apps*](https://www.immunize.org/resources/apps.asp) for healthcare providers and their patients. CDC mobile app, CDC Vaccine Schedules, Medscape, Red Book app and more.