

QUICK GUIDE

FOR USE WITH ADULTS



Talking with patients who have questions



MORE INFO

For more resources, see skai.org.au/healthcare-professionals.

<p>1</p> <p>Elicit</p> <p>Elicit your patient's questions and concerns about vaccination. Use active listening.</p> <p><i>Do you have some questions?</i></p>	<p>2</p> <p>Acknowledge</p> <p>Validate your patient by acknowledging their concerns. Be empathetic and thank your patient for being open.</p> <p><i>Thank you for sharing. It sounds like you're worried that...</i></p>	<p>3</p> <p>Set the agenda</p> <p>Summarise your patient's concerns by working them into a list or agenda.</p> <p><i>We'll prioritise two of your most pressing questions. Will that be okay?</i></p>	<p>4</p> <p>Share knowledge</p> <p>Share knowledge about vaccination. Tailor the information to your patient's concerns.</p> <p><i>I have some information about your concerns. Can I share it with you?</i></p>	<p>5</p> <p>Recommend vaccination</p> <p>Make a recommendation to have the vaccine. Positively reinforce their decision to get vaccinated.</p> <p><i>I recommend that you have the COVID-19 vaccine today. It will help protect you and your family.</i></p>	<p>6</p> <p>Close</p> <p>Keep the conversation going. Rebook another appointment if needed.</p> <p><i>I understand you may need some time to consider all of this. Should we book another appointment?</i></p>
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