

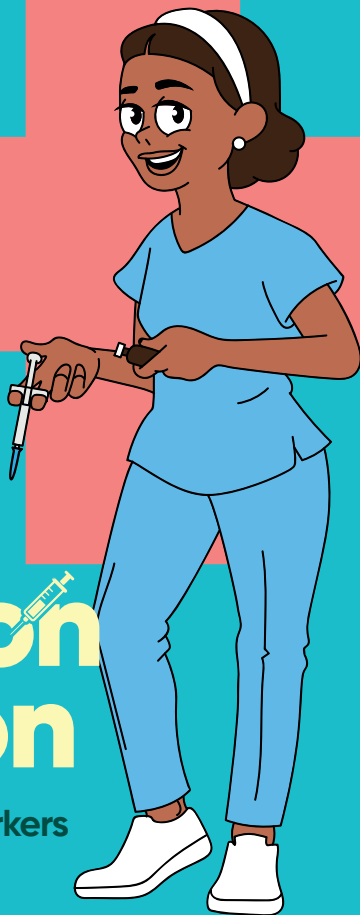
PAHO



In partnership with
Canada

The vaccination companion

A quick guide for healthcare workers



Over the years there has been a steady decline in vaccination rates in the Caribbean.

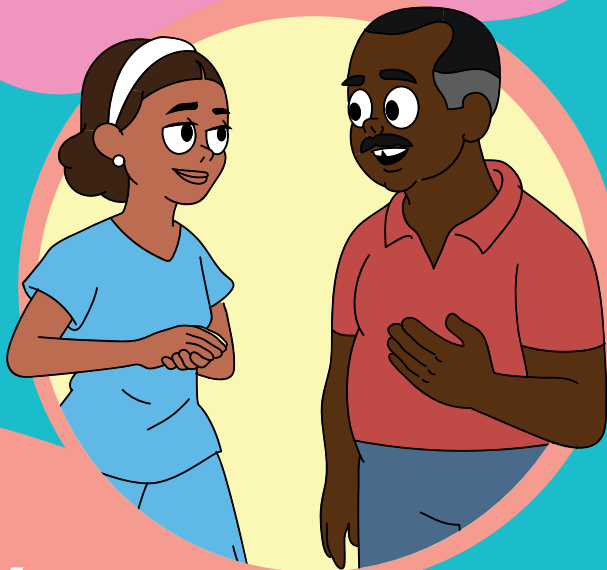
To help reverse this trend the Pan American Health Organization developed a series of initiatives to combat vaccine hesitancy, one of them being the provision of additional support to healthcare professionals engaged in vaccination discussions with members of the public. As trusted members of the community, healthcare workers are in an ideal position to remind persons that vaccines remain a safe and trusted way to stay protected against vaccine-preventable diseases.

Helpful conversation techniques and phrases you should avoid)

A brief chat can save a life. When discussing vaccines with patients try to remember:

L.A.S.E

(Listen, Ask, Share and Explore)



Listen with empathy

Acknowledge how they're feeling, without necessarily agreeing. For example, "It's okay to have questions or want more information before getting a vaccine". Don't dismiss them.

**Try saying this: "I hear you. It's natural to want to know more."
Avoid saying this: "Why are you asking so many questions?"**



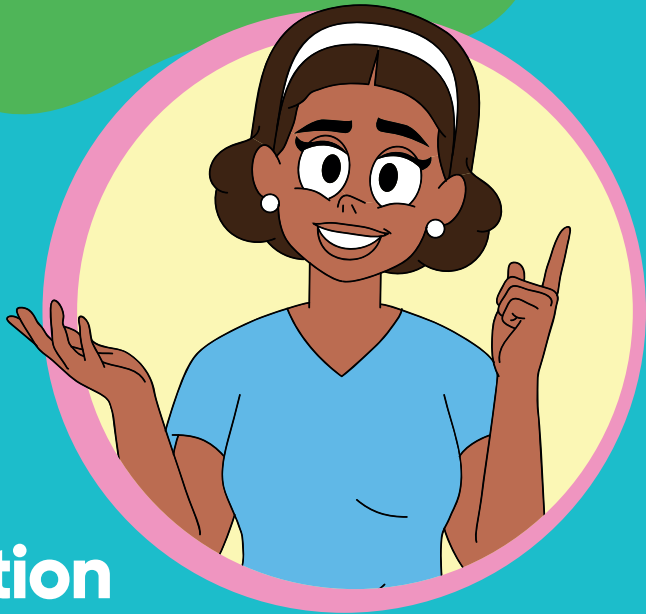
Ask open-ended questions

Questions like: "What have you heard about vaccines?" or "Why do you feel that way?" elicit a response other than "yes" or "no" and can help you better understand their concerns and might also assist the other person in working through their thoughts.

Try saying this: "Interesting. Why do you feel that way?"

Avoid saying this: "Do you want to get vaccinated or not?"

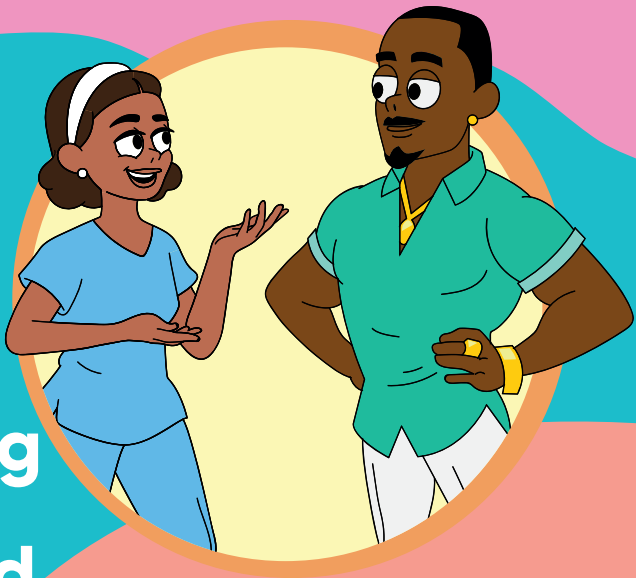
Share trusted information



When you don't know the answer or if you're unsure about how to address their concern, offer to help look for information. Furthermore, asking for their permission might make them more willing to listen to you rather than feeling like you're pushing unwanted information on them.

Try saying this: "Let me ask my colleague. I will get back to you."
Avoid saying this: "Sorry, I don't think I can help you."

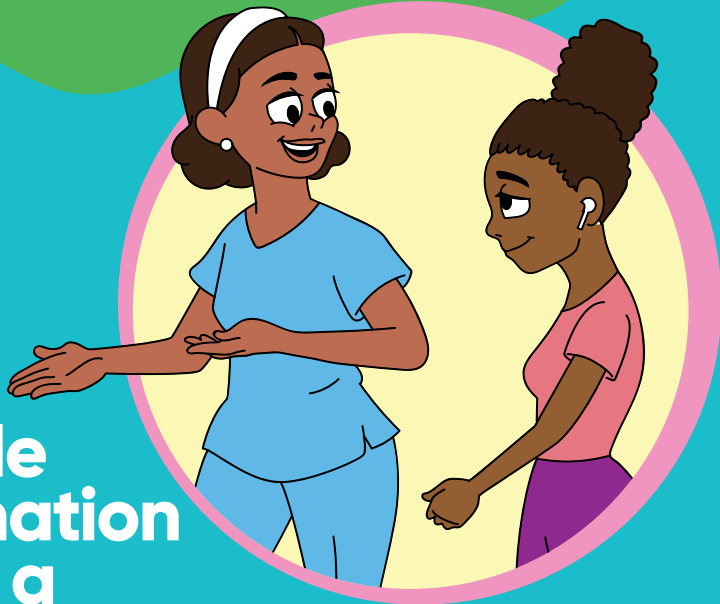
Explore reasons for wanting to get vaccinated



When discussing vaccination, nothing works as well as getting personal. If applicable, share your own reasons for wanting to have your child vaccinated. If you previously had concerns that you worked through, and ended up having your child vaccinated, explain what helped reassure you.

Try saying this: "I also thought about the effects but they were mild and manageable."

Avoid saying this: "There's absolutely nothing to worry about."



Provide information to get a vaccine locally

Follow through with practical advice on when and where to get vaccinated.

**Try saying this: "I can actually get you in right now if that works for you."
Avoid saying this: "Sorry, come back some other time."**

Frequently Asked Questions



1 Why is it important to reach kids who've missed their vaccines?

Vaccines protect against more than 20 diseases – like measles, diphtheria, HPV and polio – that can affect anyone, regardless of age, so rapidly reaching the millions who have missed out is a high priority. Every child should have access to essential vaccinations.

Important to Remember:

- It is recommended that children receive ALL doses of childhood vaccines (Polio, Measles, Mumps and Rubella)
- Babies should receive their Birth Dose (within 24 hours) of the Hepatitis B vaccine
- HPV vaccines are recommended for all genders

2 Can vaccines cause harmful side effects?

Vaccines are very safe. Most side effects from vaccines are minor and temporary, such as a sore arm or mild fever. Serious adverse events or death are VERY rare (eg, 1 per million doses) for most vaccines.

3 How do we know vaccines are safe?

Every vaccine needs to go through extensive and rigorous testing before it can be introduced in a country. Once they are in use, they must be continuously monitored to make sure they are safe for the people who receive them.

4 Do vaccines provide better immunity than natural infection?

Vaccines stimulate the immune system to develop protection similar to that produced by the natural infection, but do not cause the disease or put the immunized person at risk of its potential complications. Natural infection comes with the risk of serious complications related to that infection.

**For more information
visit www.paho.org**

PAHO/CRB/23-0001

© Pan American Health Organization, 2024. Some rights reserved.
This work is available under license CC BY-NC-SA 3.0 IGO.