



Scripts to communicate with patients in your office/clinic

This document provides information for doctors and their staff to help address questions from patients about the COVID-19 vaccine.

A new voicemail script, email and web message, and signage information have been added below regarding the vaccine roll-out for “clinically extremely vulnerable” patients.

Detailed information regarding ‘Clinically extremely vulnerable’ patients for doctors can be found in the [BC government news release](#), and in a [Q and A](#) on our Doctors of BC COVID-19 support web page (please scroll down past the vaccine information icons).

This document includes:

- A voicemail script
- Email & website messages
- Information for signs
- A link to an online FAQ for your patients

Please feel free to adapt the products to meet your needs.

We will update this document regularly over the next weeks and months. If there is something your practice would find valuable that you can't find here, please e-mail us with your suggestions at communications@doctorsofbc.ca.

Voicemail: Doctors office/clinic

NEW! Voicemail script re vaccine for 'clinically extremely vulnerable'

- People aged 16-74 who are ‘clinically extremely vulnerable’ will be able to get vaccinated sooner than their age group. This will ensure that those most at risk are protected sooner.
- Please check the web site of the BC Center for Disease Control for information on which conditions are classified as extremely vulnerable. The list is very specific and cannot be changed.
- A letter with information on how to register for the vaccine will be sent to those identified in this group. It is expected that everyone will receive their letter by April 15.

- If you meet the criteria but have not received your letter by April 15, **your first step will be to call the vaccine booking system to see if you are on the list.**
- If you are not on the list, please call this office so we can confirm your eligibility with the provincial government.
- We respectfully ask that you do not contact this office **before** April 15 as it is important our phone lines are free for those needing immediate medical care. And remember to call the booking system first before you call this office.
- Our vaccine program is ahead of schedule and all British Columbians are now expected to receive their first dose of their vaccine by the end of June.

General voicemail script – now includes a message on CEV patients and vaccines.

- If you're calling about the COVID-19 vaccine, please be advised that the general public will start receiving vaccines in April.
- Vaccines will be delivered by age group, starting with those aged 75 and older.
- Our vaccine program is ahead of schedule and all British Columbians are now expected to receive the first dose of their vaccine by the end of June.
- Watch for information on how to register coming to you soon from the health authority.
- For details on timing and eligibility, visit the BC Centre for Disease Control or BC Government websites.
- **Also check these sites to see if you are included in the group designated “clinically extremely vulnerable” – as this group will be contacted by the Provincial Health Officer with a letter advising how to register for an earlier vaccine.**
- **Please do not contact this office until after April 15; then contact us only after calling the booking system to see if you are eligible for the vaccine. Again, please look to see if you are on the list first to see if you are eligible for fast-tracking.**
- During this time, please continue to do all you can to prevent spread of the virus, and to keep you and your loved ones safe.
- Thank you for your patience.

Email message re 'clinically extremely vulnerable' patients

COVID-19 vaccine update

Dear

Important information for 'clinically extremely vulnerable' patients

It was announced this week that **people aged 16 to 74 who are 'clinically extremely vulnerable' (CEV)** will be able to get their vaccinations earlier than their age group. This ensures that those most at risk are protected sooner.

Over the next two weeks the BC government **will be sending a letter to those identified as CEV** with information on how they can register for their vaccine.

Please note that the **criteria for the 'clinically extremely vulnerable' is very specific and cannot be changed**. Most people with common conditions such as diabetes (unless on insulin) and asthma are ***not* considered CEV** and will be vaccinated shortly as part of their age group.

Our vaccine program is ahead of schedule and all British Columbians are now expected to receive their first dose of the vaccine by the end of June.

If you are **unsure whether you meet the CEV criteria**, please visit www.gov.bc.ca/cevCOVID.

All eligible patients are expected to receive their letter by April 15. Once you have received your letter you can book a vaccine appointment for yourself or have a family member or friend call for you.

If you believe **you should be on the list, but have not received a letter by April 15, your first step is to call the vaccine booking system to see if you're on the list.**

If you are not on the list, please call this office so we can confirm your eligibility with the provincial government.

We respectfully request that you do not contact our office before April 15. It is important that our phone lines are open for those requiring immediate medical care.

For **more information on this process, or If you are unsure whether you meet the criteria** for a 'clinically extremely vulnerable' person, please visit:

[Vaccines for people who are clinically extremely vulnerable - Province of British Columbia \(gov.bc.ca\)](http://www.gov.bc.ca/cevCOVID)

Website: Doctors office/clinic

COVID-19 vaccine update

Vaccinations are now underway in BC, and currently ahead of schedule. The general public will receive their vaccines in stages, starting in April. Please be patient and watch for updated information on timing for your age group.

NEW! Web copy re vaccine for 'clinically extremely vulnerable'

- Over the next two weeks, the BC government will be sending letters to people aged 16-74 who are 'clinically extremely vulnerable' with information on how they can register for their vaccine.
- This means that 'clinically extremely vulnerable' patients will be able to get their vaccinations earlier than their age group, ensuring that those most at risk are protected sooner.
- It is expected that everyone will receive their letter by April 15.
- Please note that the criteria for the 'clinically extremely vulnerable' is very specific and cannot be changed.
- Most people with common conditions such as diabetes (unless on insulin) and asthma are *not* considered 'clinically extremely vulnerable' and will be vaccinated shortly as part of their age group.
- Please visit www.gov.bc.ca/cevCOVID if you are unsure if you meet the criteria.
- If you have not received your letter by April 15, your first step will be to call the vaccine booking system to see if you are on the list.
- If you are not on the list, please call this office **after April 15** so we can confirm your eligibility with the provincial government.
- We respectfully ask that you do not contact this office **before** April 15 as it is important our phone lines are free for those needing immediate medical care.
- For more information on this process, or If you are unsure whether you meet the criteria for a 'clinically extremely vulnerable' person, please visit:

[Vaccines for people who are clinically extremely vulnerable - Province of British Columbia \(gov.bc.ca\)](http://www.gov.bc.ca/cevCOVID)
- Our vaccine program is ahead of schedule and all British Columbians are now expected to receive the first dose of their vaccine by the end of June.

General Web Copy – includes information on CEV patients

- Seniors aged 80 and older, and Indigenous seniors aged 65 and older have now almost all been vaccinated. If you are in this age group, and you need to book your appointment, visit the BC Government website [here](#).
- The general public will start receiving vaccines in April. Vaccines will be delivered by age group, starting with those aged 75 and older.
- Currently the Immunization Plan is ahead of schedule and everyone should have received their first dose of the vaccine by the end of June.
- Health authorities will shortly be reaching out to all British Columbians with information on how to register to get the vaccine.
- For information on the four phases of the immunization campaign, and to understand when you will be eligible, please go to the BC Centre for Disease Control website [here](#).
- If you want to know whether you are on the list of clinically extremely vulnerable patients, who are being fast-tracked to receive the vaccine earlier than their age group, check this link: [Vaccines for people who are clinically extremely vulnerable - Province of British Columbia \(gov.bc.ca\)](#). It also provides you with direction regarding next steps.
- Please do not contact this office until after April 15; then contact us only after calling the booking system to see if you are eligible for the vaccine. Again, please look to see if you are on the list first to see if you are eligible for fast-tracking.
- Thank you for your patience, and please continue to do all you can to prevent spread of the virus, and to keep you and your loved ones safe.
- This means wearing a mask when you're out, staying six feet from others, and washing your hands frequently.

Signage/notice: Doctors office/clinic

COVID-19 Vaccine

NEW! Signage for 'clinically extremely vulnerable'

- People who are aged 16-74 'clinically extremely vulnerable' will be able to get vaccinated sooner than their age group. This will ensure that those most at risk are protected sooner.
- If you are in this group you will receive a letter with information on how to register for the vaccine. It is expected that everyone will receive their letter by April 15.
- If you have not received your letter by April 15, your first step will be to call the vaccine booking system to see if you are on the list.

- If you are not on the list, please let us know so we can check your eligibility with the provincial government.
- The criteria for the 'clinically extremely vulnerable' is very specific and cannot be changed. Please visit www.gov.bc.ca/cevCOVID if you are unsure if you meet the criteria.
- Currently the Immunization Plan is ahead of schedule and everyone should have received their first dose of the vaccine by the end of June.
- If you have not received your letter by April 15, your first step will be to call the vaccine booking system to see if you are on the list.
- If you are not on the list, please let us know so we can check your eligibility with the provincial government.
- We respectfully ask that you do not contact this office **before** April 15 as it is important our phone lines are free for those needing immediate medical care.

General Signage

- The general public will start receiving their vaccines in April, starting with those 75 or older.
- Currently the Immunization Plan is ahead of schedule and everyone should have received their first dose of the vaccine by the end of June.
- Watch for information on how to register coming to you soon from the health authority.
- Seniors aged 80 and older, and Indigenous seniors aged 65 and older have now almost all been vaccinated. If you are in this age group, and need to book your appointment, visit the BC Government's 'Vaccine Appointments for Seniors' web page for details.
- Visit bccdc.ca for more information and for your eligibility to get the vaccine.
- Remember to continue to wear your mask and to physically distance.

FAQ for patients

Add to your website

An FAQ for patients on the COVID-19 vaccine has been posted on the Doctors of BC COVID-19 website for you to share with your patients or add to your office/clinic web page here: [FAQ for Patients](#)

Printable FAQs, fact sheets, posters, useful links for doctors and patients

You can also find materials to download and print for your patients on our [Vaccine Office Toolkit web page](#). Check back often, as new information is being added regularly.

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