Scripts to communicate with patients in your office/clinic

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

It includes:

- A voicemail script
- Messages for your websites
- 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

If you're calling about the COVID-19 vaccine, please be advised that, although BC is getting closer to providing vaccines to the general public, the vaccine is not available for everyone at this time.

Seniors aged 80 and older will start receiving their vaccines in March. To find out when and how to book your appointment, go to the BC government website at gov.bc.ca and enter “Vaccines for Seniors” into the search area.

The general public will start receiving vaccines in April. They will be delivered by age group, starting with those aged 75 and older.

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.

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.
Website: Doctors office/clinic

COVID-19 vaccine update

Vaccinations are now underway in BC. People will receive their vaccines in stages, starting in April. Please be patient and watch for updated information on timing for your age group.

**Seniors aged 80 and older, and Indigenous seniors aged 65 and older** will start receiving their vaccines in March. If you are in this age group, watch for information on how to register for your appointment to get the vaccine. Information will be shared in your communities in multiple ways or you can visit the BC Government website here.

**The general public is expected to start receiving vaccines in April.** Vaccines will be delivered by age group, starting with those aged 75 and older. Everyone should have received the first dose of the vaccine by the end of July.

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.

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, limiting contact to those living in your household, and washing your hands frequently.

Signage/notice: Doctors office/clinic

COVID-19 Vaccine

- COVID-19 vaccinations are starting for the general public, in a phased approach between now and September.

- **Seniors aged 80 and older, and Indigenous seniors aged 65 and older**, will start receiving their vaccines in March. If you are in these age groups, watch for information on how to register for your appointment to get the vaccine. or you can visit the BC Government’s ‘Vaccine Appointments for Seniors’ web page for details.

- **The general public** is expected to start receiving vaccines in April, starting with those 75 or older. Everyone should have received their first dose of the vaccine by the end of July.

- Watch for information on how to register coming to you soon from the health authority.

- Visit [bccdc.ca](http://bccdc.ca) for more details and for your eligibility to get the vaccine.

- Remember to wear your mask and to socially 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.