



Australian Government



COVID-19 Vaccine Provider Communication Kit

Updated: 5 July 2021

The purpose of this kit is to assist general practices to communicate about the COVID-19 Vaccination Program to their patients.

Use of these resources is voluntary. The content and resources provided in this kit will help you comply with the Therapeutic Goods Administration's (TGA's) regulatory [*guidelines for advertising therapeutic goods*](#).

Information to support practices and patients – pre-vaccination

For EDM/Newsletter articles

Having a safe and effective COVID-19 vaccine is one way we can protect our community against coronavirus.

The two COVID-19 vaccines approved for use in Australia are extremely effective at preventing serious illness and death from COVID-19, and are free for everyone in Australia.

[Provider Practice/Clinic name] is pleased to advise that we are an approved vaccination provider of the [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccine[s]. We are happy to help increase protection levels for our local area and the wider community through COVID-19 vaccines.

Vaccine rollout

COVID-19 vaccines are being rolled out to people in phases.

To find out if you are eligible to receive the vaccine now, visit health.gov.au/eligibility-checker and answer the questions to check if you can get a COVID-19 vaccination now. You can also find out where to get the vaccine and book an appointment. You can do this for yourself or another person.

If you are not yet eligible, you will be able to register your interest so you can be notified when you are able to book an appointment.

Following the recent announcement made by the Prime Minister of Australia, access to the AstraZeneca vaccine is being expanded to adults under 40, provided they give informed consent to their vaccination provider.

If you are aged 18 to 59 years of age, you can make an informed choice to receive the AstraZeneca vaccine:

- following an appropriate assessment of suitability by a qualified health professional, and
- if you provide verbal or written consent.

Updated advice on the AstraZeneca COVID-19 vaccine

There has been a link established between the AstraZeneca vaccine and a syndrome called thrombosis with thrombocytopenia (TTS). This is an extremely rare, but serious, blood-clotting syndrome.

There appears to be a small risk of TTS in people 60 years and over. This risk appears to be more common, although still rare, among younger people.

On 17 June 2021, the Australian Technical Advisory group on Immunisation (ATAGI) reviewed its advice on the AstraZeneca COVID-19 vaccine. Its updated advice recommends Pfizer be the preferred vaccine for people aged under 60 years.

In people aged 60 years and over, the benefit of vaccination with AstraZeneca outweighs the risks associated with vaccination.

Pfizer is also recommended for anyone with a past history of:

- cerebral venous sinus thrombosis (a type of brain clot)
- heparin induced thrombocytopenia (a rare reaction to heparin treatment)
- idiopathic splanchnic vein thrombosis (blood clots in the abdominal veins)
- antiphospholipid syndrome with thrombosis.

You can find helpful information on TTS in the following factsheet developed by the Department of Health at: [health.gov.au/tts](https://www.health.gov.au/tts)

Translated information on AstraZeneca is available at: [health.gov.au/astrazeneca-translations](https://www.health.gov.au/astrazeneca-translations)

If you have any questions, please book an appointment to talk to your doctor.

Booking your COVID-19 vaccination appointment

COVID-19 vaccinations are voluntary and free.

When it is your turn to get vaccinated, you can make a booking by completing the COVID-19 Vaccine Eligibility Checker: [health.gov.au/eligibility-checker](https://www.health.gov.au/eligibility-checker)

Alternatively, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.

You can also book online [link to practice/clinic website] or come into the [practice/clinic].

Make sure you book appointments for both your first and second doses. Please give us a call if you need to confirm what the timing should be between the appointments.

If you need phone or on-site interpreting, call the Translating and Interpreting Service on 131 450.

Preparing for your vaccination

Before your vaccination appointment, you should make sure your details are up to date with Medicare.

If you don't have your account set up, you can:

- [enrol in Medicare](#), if you're not already enrolled
- [set up your Medicare online account](#) if you're enrolled in Medicare, but don't have Medicare linked to myGov, or
- [get an Individual Health Identifier \(IHI\)](#) if you're not eligible for Medicare.

You can also read this patient factsheet developed by the Australian Government Department of Health: [health.gov.au/preparing-for-vaccination](https://www.health.gov.au/preparing-for-vaccination)

Please note, if you don't have a Medicare card, or are not eligible for Medicare, you can get your vaccination for free at a Commonwealth Vaccination Clinic or a state or territory vaccination clinic. [More information](#) is available on the Department of Health website.

Please do not come to your vaccination appointment:

- if you are feeling unwell with fever, have a cough or runny nose or other symptoms that could be from COVID-19
- if you are waiting for COVID-19 test results, or have tested positive for COVID-19
- if you are a close contact of someone with COVID-19
- if you are in isolation or quarantine.

If you have had another vaccine, for example the flu vaccination, in the seven days before your COVID-19 vaccine appointment, please let us know as we may need to reschedule your appointment.

To keep you and your community safe, before and after vaccination, it is important that you continue to:

- Stay 1.5 metres away from other people and avoid handshakes and contact with people outside your household.
- Stay home if you feel unwell and get tested for COVID-19. You must stay at home until your results come back.
- Wash your hands regularly with soap and water or use hand sanitiser.
- Always cough or sneeze into your arm or a tissue and put the tissue in the bin straight away.

Information on preparing for COVID-19 vaccination is available in other languages at: [*health.gov.au/preparing-for-vaccination-translated*](https://www.health.gov.au/preparing-for-vaccination-translated)

To learn more about COVID-19 vaccines, visit: [health.gov.au](https://www.health.gov.au)

Answers to commonly asked questions about COVID-19 vaccines are available in other languages at: [*health.gov.au/common-questions-translated*](https://www.health.gov.au/common-questions-translated)

Web content

We are a COVID-19 vaccination provider

[Provider Practice/Clinic name] is an approved vaccination provider for the [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccine[s]. We are happy to help provide COVID-19 immunisation for our local area and wider community.

Website banner:



Checking when you can receive your COVID-19 vaccine

To find out if you are eligible to receive the vaccine now, visit health.gov.au/eligibility-checker and answer the questions to check if you can get a COVID-19 vaccination now. You can also find out where to get the vaccine and book an appointment. You can do this for yourself or another person.

Booking your COVID-19 vaccination appointment

When it is your turn to get vaccinated, you can make a booking by completing the COVID-19 Vaccine Eligibility Checker: health.gov.au/eligibility-checker

Alternatively, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.

You can also book online [link to practice/clinic website] or come in to the [practice/clinic].

Make sure you book appointments for both your first and second doses. Please call if you need to confirm the timing of these appointments.

If you need phone or on-site interpreting, call the Translating and Interpreting Service on 131 450.

Getting ready for your appointment

Please do not come to your vaccination appointment:

- if you are feeling unwell with fever, or have a cough or runny nose or other symptoms that could be from COVID-19
- if you are waiting for COVID-19 test results, or have tested positive for COVID-19
- if you are a close contact of someone with COVID-19
- if you are in isolation or quarantine.

If you have had another vaccine in the seven days before your COVID-19 vaccine appointment, please let us know as we may need to reschedule your appointment.


If you cannot make it to your vaccination appointment, please contact us to arrange a new appointment.



You can also read this patient factsheet developed by the Australian Government Department of Health: [health.gov.au/preparing-for-vaccination](https://www.health.gov.au/preparing-for-vaccination)


Social posts and tiles

A [collection of social media tiles](#) has been developed for Commonwealth Vaccination Clinics and general practices providing answers to common questions about COVID-19 vaccines.

The social media tiles in the table below are available to download at:
health.gov.au/social-media-tiles

| Topic | Post | Tile |
|----------------------|--|---|
| Vaccination provider | <p>We are an approved vaccination provider for the [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccine[s], and we are helping to provide COVID-19 vaccination for our local area and wider community.</p> <p>When it is your turn to get vaccinated, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.</p> <p>To find out when you can receive the vaccine, visit: health.gov.au/eligibility-checker</p> |  |

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| <p>Eligibility checker</p> | <p>To check your eligibility for a COVID-19 vaccine, visit the COVID-19 Vaccine Eligibility Checker: health.gov.au/eligibility-checker</p> <p>If you're eligible for vaccination, you will also be able to book your appointment.</p> <p>Please also stay up to date with information from our local [state/territory] department of health.</p> |  |
| <p>Booking appointments</p> | <p>When it is your turn to get a COVID-19 vaccine, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.</p> <p>You can also book on our website online, come in to the [practice/clinic], or book through the COVID-19 Vaccine Eligibility Checker: health.gov.au/eligibility-checker</p> |  |

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| <p>Preparing for vaccination</p> | <p>There are things you can do ahead of your COVID-19 vaccination to get ready and stay safe.</p> <ul style="list-style-type: none"> • Make sure your Medicare details are correct. • Continue practising good hygiene, physical distancing and adhere to local restrictions. • Understand how to isolate if you need to. • Check your eligibility. <p>For more information, visit: health.gov.au/before-covid-vaccine</p> |  |
|----------------------------------|---|--|

Pre-vaccination resources

Pre-vaccination resources for vaccination providers and their patients include:

- [Eligibility declaration form for COVID-19 vaccination](#)
- Provider resource – [Weighing up the potential benefits against risk of harm from AstraZeneca COVID-19 vaccine](#)
- Provider resource – [Talking points about vaccine hesitancy](#)
- Patient resource – [Information on COVID-19 AstraZeneca vaccine](#)
- Patient resource – [Information about the COMINARTY \(Pfizer\) vaccine](#)
- Patient resource – [Preparing for COVID-19 vaccination](#)
- Patient resource – [Information on thrombosis with thrombocytopenia \(TTS\)](#)

Pre-vaccination resources in other languages include:

- Patient resource - [Information on COVID-19 Pfizer vaccine](#)
- Patient resource - [Information on COVID-19 AstraZeneca vaccine](#)
- Patient resource - [Preparing for COVID-19 vaccination](#)
- Patient resource - [After your Pfizer vaccine](#)

- Patient resource - **After your AstraZeneca vaccine**
- Patient resource – **COVID-19 vaccine information in your language** (includes social media tiles)

Pre-vaccination booking SMS and emails – 1st dose

Booking confirmation SMS

Your appointment at [Provider Practice/Clinic name] for your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination is booked for [appointment date] at [appointment time]. Please contact us on [contact number] if you need to reschedule.

Booking confirmation email

Subject line: Confirming your COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This email is to confirm your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination appointment with us on [appointment date] at [appointment time].

If you're unable to make it to your appointment, please let us know as soon as possible by calling [contact number].

Find out more about what you can do to prepare for your appointment at:
[health.gov.au/before-covid-vaccine](https://www.health.gov.au/before-covid-vaccine)

Kind regards,

[Provider Practice/Clinic name]

Appointment reminder SMS

This is a reminder that your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination appointment is scheduled for [appointment date] at [appointment time]. Please contact us on [contact number] if you need to reschedule.

If you need phone or on-site interpreting, call the Translating and Interpreting Service on 131 450.

Appointment reminder email

Subject line: Your COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This is a quick reminder that your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination appointment is scheduled for [appointment date] at [appointment time].

Information about how to prepare for your appointment is available on the Department of Health website: [health.gov.au/preparing-for-vaccination](https://www.health.gov.au/preparing-for-vaccination)

If you need to reschedule your appointment, please contact us on [contact number].

If you need phone or on-site interpreting, call the Translating and Interpreting Service on 131 450.

Kind regards,

[Provider Practice/Clinic name]

Vaccination day resources

Resources for vaccination providers and their patients include:

- [Immunisation provider guide to obtaining informed consent for COVID-19 vaccine](#)
- [Consent form for COVID-19 vaccination](#)
- [Eligibility declaration form for COVID-19 vaccination](#)
- Provider resource – [Weighing up the potential benefits against risk of harm from AstraZeneca COVID-19 vaccine](#)
- Provider resource – [Second vaccination dose flyer](#)
- Patient resource – [Information on COVID-19 AstraZeneca vaccine](#)
- Patient resource – [Preparing for COVID-19 vaccination](#)
- Patient resource – [After your COVID-19 \(AstraZeneca\) vaccination](#)
- Patient resource – [After your COMINARTY \(Pfizer\) vaccination](#)
- Patient resource – [Information on thrombosis with thrombocytopenia \(TTS\)](#)

If required by patients, [translated versions](#) of these resources are available as well [as Easy Read versions](#).

Vaccination clinic resources include:

- [Vaccination clinic poster for AstraZeneca](#)
- [Vaccination clinic poster for Pfizer](#)
- [Vaccination clinic poster for AstraZeneca and Pfizer](#)

Additional clinical guidance and information for COVID-19 vaccination providers is available on the Department of Health website: [health.gov.au/vaccination-providers](https://www.health.gov.au/vaccination-providers)

Post vaccination content

EDM/Newsletter article

After receiving any vaccine, you may experience minor side effects. Most side effects are mild and last no more than a few days.

Common reactions to COVID-19 vaccinations include:

- a sore arm
- headache
- muscle pain
- fever and chills
- feeling unwell
- nausea
- tiredness
- joint pain.

Some people will have more significant flu-like symptoms from this vaccination compared to other vaccines and may require time away from normal activities. These symptoms are more common after the first dose of AstraZeneca vaccine than the second dose.

People should seek medical attention immediately if they experience these symptoms:

- a severe persistent headache with additional features
 - appears at least four days after vaccination
 - does not improve with simple painkillers
 - may be worse when lying down or accompanied by nausea and vomiting
- neurological symptoms such as:
 - blurred vision
 - difficulty with speech
 - drowsiness
 - seizures
- shortness of breath or chest pain
- a swollen leg
- persistent abdominal (belly) pain

- tiny blood spots under the skin away from the site of injection together with symptoms above.

You can use the [COVID-19 vaccine side effects symptom checker](#) if you have concerns about any symptoms after your vaccine. The checker is also available through the National Coronavirus Helpline, [1800 020 080](#), 24 hours a day.

Who to contact

You can ask your doctor for specific advice about side effects. Please call us if you would like to book an appointment.

If you think a COVID-19 vaccine has caused a side effect, you can report it. Reports of suspected side effects help the Therapeutic Goods Administration monitor COVID-19 vaccine safety.

Our [\[practice/clinic\]](#) can report side effects to the TGA on your behalf, or you can report your side effects yourself. Visit the [TGA website](#) to find out how.

Post vaccination resources

The Department of Health has developed resources in English and other languages about what you can expect after your vaccination. You can access these resources here:

- Patient resource – [After your COVID-19 \(AstraZeneca\) vaccination](#)
- Patient resource – [After your COMINARTY \(Pfizer\) vaccination](#)

For more COVID-19 vaccine related resources, visit the [Department of Health website](#).

More information

After your COVID-19 vaccination, it is important that you continue to protect those around you by:

- washing your hands regularly with soap and water
- keeping 1.5m from others
- staying informed about local restrictions.

Post-vaccination booking SMS and emails – 2nd dose

SMS reminder to book second appointment, if not already booked

Don't forget to book your appointment for your 2nd COVID-19 vaccination. Maximum protection against COVID-19 will not occur until after your second dose – when you are fully immunised.

Please contact us on [\[contact number\]](#) to book.

For Translating and Interpreting Service call 131 450.

Email reminder to book second appointment, if not already booked

Subject line: Don't forget to book your second COVID-19 vaccination appointment

Body:

Dear [Patient name],

Maximum protection against COVID-19 will not occur until after your second dose.

You are not considered to be fully immunised until you receive your second dose so it is important to make sure you are booked in to receive your second dose.

Please contact us on [contact number] to book your second appointment.

If you need phone or on-site interpreting, call the Translating and Interpreting Service on 131 450.

Booking confirmation SMS

Your appointment at [Provider Practice/Clinic name] for the 2nd dose of your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination is booked for [appointment date] at [appointment time].

Please contact us on [contact number] if you need to reschedule.

For Translating and Interpreting Service call 131 450.

Booking confirmation email

Subject line: Confirming your second COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This email is to confirm your appointment for the second dose of your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination appointment on [appointment date] at [appointment time].

If you're unable to make it to your appointment, please let us know as soon as possible by calling [contact number].

If you need phone or on-site interpreting, call the Translating and Interpreting Service on 131 450.

Kind regards,

[Provider Practice/Clinic name]

Appointment reminder SMS

This is a reminder that your appointment for the 2nd dose of your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination is scheduled for [appointment date] at [appointment time].

Please contact us on [contact number] if you need to reschedule.

For Translating and Interpreting Service call 131 450.

Appointment reminder email

Subject line: Your second COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This is a reminder that your appointment for your second dose of your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination is scheduled for [appointment date] at [appointment time].


Information about how to prepare for your appointment is available on the Department of Health website: [health.gov.au/preparing-for-vaccination](https://www.health.gov.au/preparing-for-vaccination)


If you need to reschedule your appointment, please contact us on [contact number].


Kind regards,

[Provider Practice/Clinic name]

Social posts and tiles

| Topic | Post | Tile |
|--|---|---|
| <p>Continue COVIDSafe behaviour post vaccination</p> | <p>COVID-19 vaccines are one way of protecting people against COVID-19.</p> <p>Even after vaccination, it is important that you continue to:</p> <ul style="list-style-type: none"> • Wash your hands regularly with soap and water • Keep 1.5m from others • Make sure the COVIDSafe app is active on your phone • Stay informed about local restrictions <p>For more information on how to protect yourself and others, visit: health.gov.au/protect-yourself</p> |  |

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| <p>Show your support</p> | <p>Facebook</p> <p>Have you received a COVID-19 vaccine? Show your support by adding a Facebook frame to your profile picture today.</p> <p>Simply search 'I got vaccinated #1' to find the frame created by the Australian Department of Health.</p> |  A cartoon illustration of a man with dark hair, wearing a blue t-shirt, smiling. He is holding a small blue and white vaccine bottle in his right hand and a white sign with a blue border in his left hand. The sign features a small vaccine bottle icon, the text 'I GOT VACCINATED', and a large orange checkmark. The background is a simple landscape with green hills and a blue sky with clouds. |
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| <p>Who to contact</p> | <p>Some people may experience side effects after getting a COVID-19 vaccine.</p> <p>Most side effects are mild and don't last for long.</p> <p>If you are experiencing a side effect that worries you, please call us to book an appointment with your doctor.</p> <p>You can also use the COVID-19 Symptom Checker to see if you need to seek medical help: health.gov.au/covid-symptom-checker</p> | <p>Post-vaccination concerns?</p>  |
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