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ALERT: COVID-19

Communications support for managing patient questions about AstraZeneca vaccine

We know that many of you are receiving a large volume of phone calls from patients seeking information about how and when they can receive the AstraZeneca vaccine and that, in some cases, it's preventing sick patients from reaching you quickly.

The OMA is taking the following steps in response:

- We have asked the government if they plan further communications to clarify who is eligible for which vaccine and where patients can get the latest information.
- We will issue a statement on Twitter and Facebook advising patients their doctors will reach out to them when they have information and appealing to them to leave phones open for those who need to reach their doctors for immediate health needs.
- We recommend you consider sending a similar message to your patients, either in a mass email, phone message and/or notice on your website.

Here is a sample message you could adapt for your practice, including linking to the website of your local public health unit if you are in a region covered by the pilot project:

Dear patients

We know you are hoping to get your COVID-19 vaccine as soon as possible and are seeking the latest information. Here is what we know now (March 12, 2021).

AstraZeneca Vaccine

We (have/have not) received the AstraZeneca COVID vaccine in our clinic. The Astra Zeneca vaccine is being offered only to people ages 60-64 (if you

are 60-64 as of the day of vaccination, or if you will be or have been 60-64 in 2021). It is available in pharmacies and some family doctors' offices in certain health regions. We will let you know as soon as possible when the vaccine becomes available to us. Please do not call us to try to book an appointment. We need to keep our phone lines free for patients with immediate medical needs.

Vaccines for patients over 80 (born in 1941 or earlier):

If you are 80 or older and do not live in a care home, [your local public health unit](#) will have details about vaccinations in your area.

Provincial online system

Eligible residents can now register for appointments starting on March 17.

For more information about COVID vaccines visit the Ministry of Health website: <https://covid-19.ontario.ca/covid-19-vaccines-ontario>

Please be assured that we will let you know if we have any vaccine and if you are eligible to receive it from us. Please take the first vaccine offered to you.

Regards

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