



Talking points: Family questions COVID-19 vaccine eligibility



Rev. 3/29/2021

Topic: Gov. Tim Walz announced COVID-19 vaccine eligibility includes all people aged 16 years and over starting Tuesday, March 30.

Situation: We expect questions and call volume to increase at all points of patient contact, including call centers, triage, front desk and with clinicians. Please share these talking points with your staff in these areas.

Background:

Governor Walz announced all Minnesotans aged 16 years and over are now *eligible* for the COVID-19 vaccine. Those with highest risk for severe COVID-19 disease will continue to be prioritized by the health systems. The vaccine supply will not meet the demand and will continue to be erratic in the coming weeks. While eligible, people 16 and older may still need to wait. Health systems will contact their patients. Patients should NOT call for an appointment. Families with kids 16 and older may be confused and disappointed because the demand for vaccine exceeds supply.

Talking points

<p>I'd like to schedule a vaccination for my child.</p> <p>I heard Governor Tim Walz <u>announced</u> that everyone over the age of 16 is eligible to get the COVID-19 vaccine beginning March 30, 2021.</p>	<p>While all Minnesotans age 16 and over are eligible for the vaccine, some people will still need to wait for the vaccine. There is not enough vaccine to vaccinate everyone 16 and older at this time.</p> <p>Children's Minnesota is vaccinating patients with highest risk for severe COVID-19 disease first.</p> <p>We will notify you when it is time to schedule your child's vaccination.</p> <p>Please look at the Children's Minnesota website for updates at www.childrensmn.org.</p> <p>Thank you for your patience. Can I answer any questions for you? (see <i>FAQ below</i>)</p>
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Q: Why doesn't Children's Minnesota have enough vaccine for all patients?	Children's Minnesota is waiting to get more vaccine from the state of Minnesota, just like other healthcare systems.
Q: When will Children's Minnesota be getting more vaccine?	We don't know when we will have enough vaccine for all of our patients. We will notify you when you can get your child scheduled at Children's Minnesota.
Q: Is there another place I can go to get my child vaccinated?	You can sign up through the state of Minnesota Vaccine Connector to get on the list and to find where vaccine may be available.
Where can I find more information about the COVID-19 vaccine.	<ul style="list-style-type: none">• childrensmn.org/covid19• COVID-19 resources guide• Minnesota Department of Health hotline: Call 1-833-431-2053 Mon.-Fri.: 9 a.m. to 7 p.m.
What type of COVID-19 vaccine does Children's Minnesota have at this time? What is the difference between the vaccines	<p>Children's Minnesota is offering the Pfizer-BioNTech COVID-19 vaccination to eligible people with scheduled appointments.</p> <p>According to the Minnesota Department of Health website: At this point, the data between the COVID-19 vaccines look very similar. There are not recommendations for certain populations (e.g., older people or people with immune disorders, etc.) to get one vaccine over the other. Currently, most vaccination sites and health care providers in Minnesota only have one COVID-19 vaccine product, so people will probably not have a choice of which vaccine they get. You can refuse to get vaccinated, but another vaccine appointment cannot be guaranteed right now while vaccine supply remains low.</p>