

Elements for good counselling

Create a confidential atmosphere

Start the conversation convincingly and explain about the vaccines to be given and what happens at the reception. "We're going to give two live vaccines today. Is that o.k.?"

Have a dialogue

Show respect: do not judge or criticize, do not show anxiety or fear

Act quickly (but do not hurry too much)

You can recommend vaccinations, but the person will make a decision on her / his vaccinations

Respond to concerns, understand different views (including divergent opinions), answer questions, encourage decision-making, relieve worries and fears, calm anxious people

Provide information (pay attention to the situation and the individual):

- Correct incorrect information and perceptions
- Avoid confusing people with excessive information
- Guide to sources of reliable information
- Tell about the benefits and disadvantages of vaccines
- Provide reliable research data, ensure vaccine safety, prevent diseases, give vaccination recommendations, describe the risks, discuss the current disease status, give knowledge about vaccines (ingredients etc.), immunity and vaccine-preventable diseases
- Keep the amount of information reasonable /limited.

Effective vaccination counselling for more than 15 minutes

Vaccination of the vaccinator's own children can be used as a recommendation

Book a new appointment if necessary = additional visit
You can book the next appointment immediately
(based on behavioral sciences), it is called "nudging"

Hand out written material