

# Here are the steps to follow during the motivational interview:



## 1. Start with a statement that assumes acceptance of the vaccine

"Do you know you can arrange for a COVID-19 vaccine appointment today?"



#### 2. Listen to their answer

If the person responds with uncertainty about the vaccine, but shows no signs of rejection, the person is undecided.



#### 3. Ask open questions

"I understand you're worried. Tell me, what have you heard about vaccine development that concerns you?"



4. Repeat the information to validate and acknowledge doubts

";If I understood correctly, you're worried that it is a new vaccine and was developed quickly."



#### 5. Affirm and provide encouragement

"I understand your concern. I think it is important that you state your concerns regarding the safety of the vaccine."



#### 6. Share evidence-based information

"There could be side effects such as arm pain, headache, fatigue, muscle pain, fever, and chills and these usually last 24 to 48 hours. Consult a health care professional for more information about side effects and symptoms."



#### 7. Summarize the discussion and establish an action plan

"After our conversation on vaccine safety, what do you want to do?"





# Motivational Interview

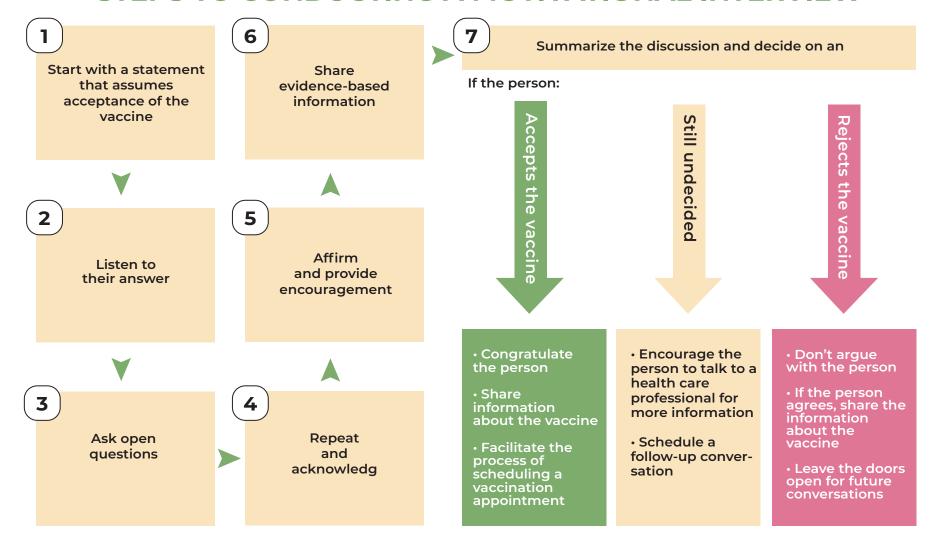


Motivational interviewing is an individual-focused communication style used in a healthcare setting. This communication guideline has the following features that lead the individual toward change:

- It's about listening attentively
- Empowering the individual

- Provides guidance or advice
- Facilitates change in a respectful way

### STEPS TO CONDUCTING A MOTIVATIONAL INTERVIEW



Translated from: World Health Organization. Regional Office for Europe. (2021). Communicating with patients about COVID-19 vaccination: evidence-based guidance for effective conversations to promote COVID-19 vaccine uptake. World Health Organization.

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Gagneur A, Gosselin V, Dubé È. Motivational interviewing: A promising tool to address vaccine hesitancy. Vaccine. 2018 Oct 22;36(44):6553-6555. doi: 10.1016/j.vaccine.2017.10.049. Epub 2018 Jul 26. PMID: 30301523.