# Tips for communication with parents who are hesitant about vaccines



# #1. Ask open ended questions

"Can I ask you what you're worried about?"

# #2. Affirm their strengths (stress the positives)

"It's good that you've been thinking about the vaccines."

### #3. Validate their concerns

"It can be worrying when you read about things like that online."

### #4. Reflect

"You've read that you shouldn't give so many vaccines in one go, so that worries you and that's why you haven't had your baby vaccinated yet."

# #5. Ask and provide information

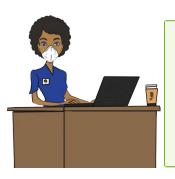
"Could I share with you some information about the vaccines, and why we give the vaccines together?"

# **#6.** Verify how they feel

"How do you feel now about the vaccines, now we've had a chance to talk about it?"

# **#7.** Describe the action plan

"Ok, you'd like to read some of the information I've given you, and you are going to come back in a week to talk to me about it some more."



) DOs

Remember to recommend the vaccines You can share your own experience if you are someone the person can identify with (e.g. getting your baby vaccinated)  $(\mathbf{X})$ 

Don't enter into a debate Don't give a long list of data and statistics - it can be counterproductive

#### Adapted from World Health Organization resources:

Conversations to build trust in vaccination. A training module for health workers: https://bit.ly/WHOTrainingModule If you are a health professional and have questions, please email immunisation@hse.ie

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