



# IMPROVING THE VACCINATION EXPERIENCE

Planning checklist for health-care providers

In Canada, about 1 in 4 adults report they are afraid of needles and about 1 in 10 report that concerns about needle pain influence their decision to get vaccinated.

**The CARD system (Comfort, Ask, Relax, Distract)** was developed to reduce stress during vaccination. It provides four categories of evidence-based activities that health-care providers and patients can **play to have a better vaccination experience**. See the checklist below for things you can do when setting up a vaccination site to improve the vaccination experience for patients.

You can also review and download the [Improving the vaccination experience: A guide for health-care providers](#) to see how you can use the CARD system with patients when they come for their vaccinations to improve their experience. To learn more about CARD go to [AboutKidsHealth.ca/CARD](http://AboutKidsHealth.ca/CARD).

## VACCINATION CLINIC SET-UP

- Make the vaccination area esthetically pleasing and free of hazards.
- Set up separate areas for waiting, vaccination and post-vaccination, and have chairs available.
- Arrange seating at clinic tables so that patients do not face each other or equipment. Obscure frightening equipment by, for example, using a towel or table-top poster.
- Ensure safety measures are in place to prevent transmission of infectious diseases (e.g., sanitization items, face coverings).
- Have control over the room temperature.
- Have enough room to accommodate equipment and supplies.
- Have comfortable seating for the patient with the ability for them to lie down.
- Have space that allows for privacy (e.g., physical barriers).
- Have a setup that allows for no interruptions.
- Have a set up that allows for the ability to accommodate a support person and have seating available for them.
- Provide distraction aids or comfort items. If items are provided, consider pipe cleaners that can be given away without requiring sanitation; otherwise, you can use squishy balls or spinners that can be wiped between uses.

## EDUCATION OF PATIENTS AND CAREGIVERS

- Disseminate CARD pamphlets ahead of time. Include information about what to expect and what to bring to the clinic.
- Post CARD posters to assist with coping.
- Post signage that tells people what will happen.

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