



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.

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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