

May 31, 2021

Dear Family Physicians, Nurse Practitioners and Home Clinic staff

We are asking for additional help from you and your primary care colleagues as we aim to achieve high levels of COVID-19 immunization.

Starting June 3, 2021 all registered Primary Care Home Clinics will have access to weekly reports in the Home Clinic Portal that lists all enrolled patients who have not yet received or scheduled their first COVID-19 immunization.

We hope you and your Home Clinic can use this list to contact patients who may have encountered challenges accessing vaccination, or who have questions or concerns that need to be addressed by somebody they trust before they get vaccinated against COVID-19.

Family physicians, Nurse Practitioners and Home Clinic staff can use this list to follow up with patients in several ways, such as:

- Contacting patients via secure message or email, letting them know you recommend the vaccines and inviting patients to contact you to discuss any concerns or hesitations they have about the vaccines;
- Reaching out to patients individually by phone, possibly starting with the oldest, recognizing that they have likely been eligible the longest (virtual and in-person visits responding to vaccine hesitancy are billable); and/or
- Cross-referencing the list with your upcoming appointments to ensure you raise vaccination with patients who have not yet been immunized.

While over 60% of adults in Manitoba have now received their first immunization, research commissioned by Doctors Manitoba found that about a quarter of adults are hesitant about the COVID-19 vaccines. Many of these patients responded they want more information about potential side effects, may be concerned the vaccines were rushed or may not perceive COVID-19 as a threat to their personal health.

The trusted, empathetic relationship doctors have with their patients is a powerful resource as patients consider these new vaccines for a new disease. By listening to your patients concerns and responding to them with facts, reassurance, and a clear recommendation, many patients will become more confident about the vaccine and choose to protect themselves against COVID-19.

The patient list in this new report will be based on enrolment information from your Home Clinic as recorded in the Home Clinic Portal, matched with vaccination information in the Public Health Information Management System (PHIMS) and the supersite & pop-up clinic vaccination appointment system (PetalMD). Please note it is currently possible to look up individual patient's immunization status in eChart provided the patient has a PHIN.



An email will be sent to Home Clinic contacts as soon as the patient list is available in the Home Clinic Portal, planned for **June 3, 2021**. If you have any questions about this report, support is available from your Home Clinic Liaison: 204-926-6010, 1-866-926-6010 or email [homeclinic@sharedhealthmb.ca](mailto:homeclinic@sharedhealthmb.ca).

We have compiled several resources to support your outreach, including information you can provide to patients on how to book a vaccine appointment, tips on responding to vaccine hesitancy and remuneration guidance for in-person or virtual patient visits regarding the vaccine:

- 1) Accessing Vaccination Appointments – Vaccine Finder Link:  
<https://www.manitobavaccine.ca/clinics/>
- 2) Addressing Hesitancy - Primary Care COVID-19 Immunization Toolkit and Doctors Manitoba guide:  
<https://covidtoolkit.ca/home/vaccine-hesitancy/>  
<https://doctorsmanitoba.ca/managing-your-practice/covid-19/vaccine-resource-centre/guide-to-responding-to-vaccine-hesitancy>
- 3) Family Physician COVID-19 Immunization Community of Practice Q&A Workshop:  
[Webinar Link for June 7, 2021 at 6:00pm, co-hosted by Joanna Lynch and Alex Singer.](#)
- 4) Information on remuneration for performing and discussing vaccination:  
<https://doctorsmanitoba.ca/managing-your-practice/covid-19/vaccine-resource-centre/guidance-on-billing-and-remuneration>
- 5) COVID – 19 Vaccine Tool Kit <https://covidtoolkit.ca/home/covid-info/>

This initiative is being made possible through the collaboration of The University of Manitoba, Department of Family Medicine (Office of Research and Quality Improvement), Manitoba College of Family Physicians, Doctors Manitoba, Shared Health and Manitoba Health. We all want to thank you for your ongoing efforts in the fight against COVID-19, we could not do this without you!

We invite your feedback about how this new tool, as well as your experience with responding to vaccine access and hesitancy. Contact us at [covid19@doctorsmanitoba.ca](mailto:covid19@doctorsmanitoba.ca).

Sincerely,

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