

Sample Phone Call Scripts

Follow-up after letter is sent:

Hi, my name is _____ from your child's school _____ and I am calling in regards to a letter I sent out about a week ago. We are required by law to ensure all students attending school are current on their immunizations. Our records indicate that your child does not have _____ which is required for school. Has your child had this/these immunizations? If not, please make an appointment with your doctor to get your child current by _____ (date). If we do not have record of your child's immunization by _____ (date) we are required by law to exclude them from school. We really appreciate your help to ensure our school and other students are protected.

Parent asks about Certificate of Exemption option:

Yes, there is a Certificate of Exemption form. However, many times kids already have the immunizations that are required to attend school. Is the immunization history we have on file accurate? (go through what you have)

If your child doesn't have what is required and you still would like to discuss a Certificate of Exemption, you are required to see your healthcare provider who will provide education on the benefits and risks of vaccination. Once the Certificate of Exemption is signed by your healthcare provider, you can provide it to the school and your child will be welcome in school. Please be aware that during an outbreak, your child may still be excluded by our public health officer for a minimum of 21 days.

If parent gives the date(s) of the missing immunizations:

Thank you for the information. Can I get your consent to add this information to your child's immunization record and to our school immunization system?