### TALK FLU: A PATIENT COMMUNICATION GUIDE



Seasonal flu kills hundreds of thousands of people worldwide each year. Upto **20% of the population is infected** with seasonal flu each year. Flu season usually starts at the onset of winter, except in tropical countries where it varies throughout the year.



Influenza infections can acutely worsen chronic medical conditions, including cardiovascular diseases. The risk of having a heart attack is up to 6 times higher following an influenza infection.



Flu vaccines can reduce the risk of influenza triggered heart attacks and secondary cardiac events by upto 45%.

# AS HEALTHCARE PROVIDERS, YOU ARE BEST PLACED TO ENCOURAGE PATIENTS AND THEIR FAMILIES TO TAKE THE FLU VACCINE.

The 5As is a widely used delivery model to support patient understanding of a health topic within 3-5 minutes.

#### **ASK**



- Ask all your patients if they have had the flu vaccine and document it in your notes.
- Keep the questions simple and friendly (E.g. "Do you know about the flu vaccine" "Have you already had the flu vaccine?"

#### **ASSESS**



- Detemine what is stopping your patient from getting the flu vaccine.
- Build on that answer and provide details of the issue raised.

#### **ADVISE**



- Explain to the patient the increased risk of complications following an infection, including cardiovascular diseases.
- Explain who vulnerable groups are and how the flu vaccine is important to protect the patient and their loved ones.

## ASSIST



- Explain how the flu is transmitted and how vaccines protect us and those around us.
- Explain about the good hygiene practices, including hand washing, staying home when unwell and avoiding contact with sick people.

#### **ARRANGE**



- Once the patient has all the information to make an informed decision, help them arrange the best way to get vaccinated.
  - E.g. A vaccination centre appointment, offer to administer it during the appointment, refer to another healthcare provider.