

CONFIGURING DOCUMENTATION OF VACCINE HESITANCY REASONS

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01. Overview

This guide is intended to help health systems document patients' reason(s) for hesitating to receive a recommended vaccine. Current vaccine documentation practices are focused on the administration, declining, or postponing of vaccines, but don't prompt for a patient's reason for hesitation to accept a recommended vaccine.

The suggested EHR configuration in this guide also includes example messages that a provider can share with a patient verbally. These messages provide an opportunity to educate the patient on the benefits of recommended vaccines.

Lastly, the guide includes instructions for creating a custom report to quantify the hesitancy reasons for each recommended vaccination across the health system's patient population. Insights from this report can be helpful to support programs for improving vaccination rates.

02. Background

Vaccine hesitancy is an increasing concern due to its association with higher rates of vaccine preventable diseases in children and adolescents. Multiple studies have explored reasons for vaccine hesitancy and have found that they tend to be associated with the following key areas of concern: religious reasons, personal or philosophical reasons, safety concerns, and a desire for additional education.¹

The Oracle Health EHR system provides an opportunity to address vaccine hesitancy during and beyond clinical encounters. To address underlying concerns in a systemic fashion, it is important for the health system to document patients' hesitancy reason(s) in the patient chart. The configuration of this feature is currently lacking in most health systems' EHR systems. Once properly identified, the hesitancy reason(s) may be addressed with the patient and/or their caregivers. And finally, hesitancy reasons for vaccines across a health system can be visualized in a report.

03. Technical Instructions for Configuring Vaccine Hesitancy Reason Capture

The following section provides health systems with instructions to capture and store patients' reason(s) for hesitating or declining a recommended vaccine. When a provider discontinues a Health Maintenance Reminder for a vaccine due to reasons of hesitancy, the specific hesitancy reason can be documented in the EHR.

To configure a reason for editing a Health Maintenance Satisfier, follow the steps below:

1. **Open the HM Expectations tool** by navigating to healthexptool.exe.
2. **Select the desired Schedule** in the left panel.
3. **Select the desired Expectation** from the Schedule.
4. **Navigate to the Satisfier section of the Expectation.**
5. **Right-click on the step** and **select Add Satisfier.**
6. **Add the below vaccine hesitation categories to the list:**
 - a. "Safety concerns and fear of side effects"
 - b. "Misinformation and media influence"
 - c. "Low perceived risk of disease"
 - d. "Preference for natural immunity or alternative approaches"
 - e. "Religious, moral, or personal beliefs"
 - f. "Distrust in institutions and the healthcare system"
 - g. "Desire for more information and time"
7. **Save the records** and **cycle the servers.**

04. Suggested Copy for HCP Counseling¹⁻⁵

Once the hesitancy reasons are documented in the EHR, counseling for providers can be added to provide specific information to address the hesitancy reasons. This healthcare provider (HCP) content can then be leveraged in the Visit Summary document. Suggested copy provided below can be created as an AutoText and subsequently added to the Visit Summary.

Safety concerns and fear of side effects¹⁻⁵

Example Patient-Ready HCP Messaging:

- “Vaccines are among the most carefully studied medical products we use, and serious side effects are extremely rare compared with the diseases they prevent.”
- “Based on large studies in both children and adults, vaccines have not been shown to be associated with autism, infertility, or long-term health problems.”
- “Most people experience only mild, short-term side effects, which are signs that the immune system is responding. Some patients may experience more serious side effects.”

Misinformation and media influence^{1,3}

Example Patient-Ready HCP Messaging:

- “There is a lot of vaccine information online, and not all of it is accurate or complete.”
- “I’m happy to go through anything you’ve seen and explain what we know from large, well-designed studies.”
- “My role is to help you separate credible medical evidence from misinformation.”

Low perceived risk of disease^{1,3}

Example Patient-Ready HCP Messaging:

- “These diseases seem rare today largely because vaccines have worked so well.”
- “When vaccination rates drop, we often see these illnesses return and cause serious complications.”
- “Vaccination can help protect you and, in some instances, those around you before exposure ever happens.”

Preference for natural immunity or alternative approaches^{1,3}

Example Patient-Ready HCP Messaging:

- “Vaccines essentially train the immune system safely without requiring you to get the disease itself.”
- “Natural infection can lead to unpredictable and sometimes serious complications.”
- “Vaccination helps provide protection while avoiding the risks that come with illness.”

04. Suggested Copy for HCP Counseling¹⁻⁵ (continued)

Religious, moral, or personal beliefs³

Example Patient-Ready HCP Messaging:

- “Faith-based organizations can address religious concerns.”
- “If specific ingredients or beliefs are a concern, we can talk through those in detail.”
- “My goal is to respect your values while making sure you have accurate medical information.”

Distrust in institutions and the healthcare system³

Example Patient-Ready HCP Messaging:

- “You don’t need to make a decision today—I’m here to provide honest, transparent information.”
- “I recommend vaccines because I’ve seen how they protect patients across all ages.”
- “We can revisit this conversation over time if that’s helpful.”

Desire for more information and time³

Example Patient-Ready HCP Messaging:

- “It’s completely okay to have questions—many people do.”
- “We can talk through the benefits and risks at your pace.”
- “You’re always welcome to revisit this decision as new questions come up.”

Creating an AutoText With Suggested Copy for HCP Counseling

1. **Open a patient note** and **access a text editing field**, for example a clinic or visit note.
2. **Click on the Manage Auto Text icon** (usually the last icon in the menu toolbar of the note). Alternatively, **click the AutoText Utility icon in the toolbar**. A new window with the My AutoText library will display.
3. In the new window, **click the plus sign (Add New Phrase)** to create the new AutoText.
4. **Enter the desired Abbreviation** in the Abbreviation field.
5. In the text field, **copy and paste the desired content**.
6. **Click Save** to save the new AutoText.

05. Technical Instructions for Configuring the Vaccine Hesitation Reason Population Health Reports

The following instructions are intended to help generate reports that quantify the reasons that patients share with their doctors regarding vaccine hesitancy. These reports can be used to support educational initiatives to address patients' concerns and questions regarding the benefits and safety of vaccines.

Oracle Health's Discern Analytics 2 (DA2) is a reporting solution that allows users to create patient lists. Access to the domain with the HM Recommendation (HM_RECOMMENDATION) and HM Expectation (HM_EXPECT) tables is required to complete the queries.

Option 1: Reporting Workbench:

1. **Launch Discern Analytics 2.0.** It may be found as DA2.exe in the Oracle Health applications folder.
2. **Click the Domains tab** to access available domains.
3. **Select File > New > Query** or **select the desired domain** by double-clicking it.
4. The query wizard will display available categories.
5. In the Qualifications window, **select the Health Maintenance Filter** and **click Modify Filter List**.
6. **Enter and select the desired immunization series. Click Include.**
7. In the Qualifications window, **select the HM Satisfier Filter** and **click Modify Filter List**.
8. **Enter and select the desired vaccine hesitancy reasons. Click Include.**
9. **Select all the desired columns** to include in the report by clicking the right arrow or dragging the selected folders to the Columns window.
10. **Consider a column that uses the Date and Date/Time qualifications** to set the look-back period.
11. **Set the general criteria for the report** (name, version, time-out range, etc) and **save the query**.
12. **Click Query > Query review or Run Query in Viewer** in the Query tab to run the query.
13. The results will display. The results may be further manipulated if desired.

06. Disclaimers

- The customer (ie, physician, medical group, integrated delivery network) shall be solely responsible for the implementation, testing, and monitoring of the instructions to ensure proper orientation in each customer's EHR system
- Capabilities, functionality, and setup (customization) for each individual EHR system vary. GSK shall not be responsible for revising the implementation instructions it provides to any customer if the customer modifies or changes its software or the configuration of its EHR system, after such time as the implementation instructions have been initially provided by GSK
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07. Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

References: **1.** McKee C, Bohannon K. Exploring the reasons behind parental refusal of vaccines. *J Pediatr Pharmacol Ther.* 2016;21(2):104-109. **2.** Shen AK, Grundmeier RW, Michel JJ. Trends in vaccine refusal and acceptance using electronic health records from a large pediatric hospital network, 2013–2020: strategies for change. *Vaccines (Basel).* 2022;10(10):1688. **3.** Brumbaugh K, Gellert F, Mokdad AH. Understanding vaccine hesitancy: insights and improvement strategies drawn from a multi-study review. *Vaccines (Basel).* 2025;13(10):1003. **4.** Hviid A, Hansen JV, Frisch M, Melbye M. Measles, mumps, rubella vaccination and autism: a nationwide cohort study. *Ann Intern Med.* 2019;170(8):513-520. **5.** Taylor LE, Swerdfeger AL, Eslick GD. Vaccines are not associated with autism: an evidence-based meta-analysis of case-control and cohort studies. *Vaccine.* 2014;32(29):3623-3629.



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