**CARD communication templates provide parents/caregivers and patients with helpful information to help make medical procedures a more positive experience for everyone. These templates can be customized according to your clinic needs.**

**Web content template 2**

**Telephone script template 3**

**Email template 3**

**Template for online booking 4**

**Template for appointment reminder using SMS 4**

**Template for appointment reminder using email 5**

**Template for web content**

Our clinic uses the CARD (Comfort Ask Relax Distract) system. CARD lets you choose coping strategies to make getting needles easier. Plan to arrive a few minutes before your appointment and wear a short-sleeved shirt or loose-fitting clothing. Upon arrival, clinic staff will ask you about your coping preferences and answer your questions. We will do our best to provide accommodations tailored to your needs. Here are some examples of options:

* + Do you want a support person? You can bring a support person with you to your appointment.
	+ Do you want a distraction? Bring an item from home to use like an electronic device or fidget toy. The clinic will also have items available.
	+ Do you want to use a medication to make the needle hurt less? Ask us about using topical anesthetic creams to numb the skin. They take about 20 minutes to work, so if they are requested, the additional time will be incorporated into your appointment.
	+ Do you want to learn more? Ask us about:
		- The procedure
		- What to expect
		- How to be more comfortable

For more information about CARD, visit [www.cardsystem.ca](http://www.cardsystem.ca). Children can also play the CARD game at <https://immunize.ca/card-game/>

After your procedure, you will be asked to wait for a few minutes to monitor for any side effects. While you are waiting, we will ask you to share your feelings with us. Your experience is important to us, and your input will be used to make improvements.

We are located at [address, floor]. Parking is available [location].

Kind regards,

[name] Clinic Team

**Template for telephone script**

Hello my name is [name] at the [name] clinic,

[Booking]. Thank you for booking your appointment. I want to inform you that our clinic uses the CARD (Comfort Ask Relax Distract) system to make getting needles easier.

Plan to arrive a few minutes before your appointment and wear a short-sleeved shirt or loose-fitting clothing. Clinic staff will ask you about your coping preferences and answer your questions. We will have some distraction items available. You may also bring personal items from home that will help you.

After the procedure, you will be asked to wait for a few minutes to monitor for any side effects. While you are waiting, we will ask you to share your feelings with us. Your experience is important to us, and your input will be used to make improvements.

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[Thank you and have a great day.]

**Template for email**

[Intro and other text] Our clinic uses the CARD (Comfort Ask Relax Distract) system to help make getting needles easier. Plan to arrive a few minutes before your appointment and wear a short-sleeved shirt or loose-fitting clothing. Clinic staff will ask you about your coping preferences and answer your questions. We will have some distraction items available. You may also bring personal items from home that will help you.

After the procedure, you will be asked to wait for a few minutes to monitor for any side effects. While you are waiting, we will ask you to share your feelings. Your experience is important to us, and your input will be used to make improvements.

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**Template for online booking**

Our clinic uses the CARD (Comfort Ask Relax Distract) system. CARD lets you choose coping strategies that make getting needles easier. Plan to arrive a few minutes before your appointment and wear a short-sleeved shirt or loose-fitting clothing. Upon arrival, clinic staff will ask you about your coping preferences and answer your questions. Here are some examples of options:

* + Do you want a support person? You can bring a support person with you to your appointment.
	+ Do you want a distraction? Bring an item from home to use like an electronic device or fidget toy. The clinic will also have items available.
	+ Do you want to use a medication to make the needle hurt less? Ask us about using topical anesthetic creams to numb the skin. They take about 20 minutes to work, so if they are requested, the additional time will be incorporated in your appointment.
	+ Do you want to learn more? Ask us about:
		- The procedure
		- What to expect
		- How to be more comfortable

For more information about CARD, visit [www.cardsystem.ca](http://www.cardsystem.ca). Children can also play the CARD game at <https://immunize.ca/card-game/>

After the procedure, you will be asked to wait for a few minutes to monitor for any side effects. While you are waiting, we will ask you to share your feelings. Your experience is important to us, and your input will be used to make improvements.

**Template for appointment reminder using SMS**

This is a reminder from [clinic name] of [name] upcoming appointment on [date and time]. Our clinic uses the CARD system to improve your experience. For more information about CARD, visit [www.cardsystem.ca](http://www.cardsystem.ca). Children can also play the CARD game at <https://immunize.ca/card-game/>

**Template for appointment reminder using email**

This is a reminder from [clinic name] of [name] upcoming appointment on [date and time]. Our clinic uses the CARD (Comfort Ask Relax Distract) system to make getting needles easier. Plan to arrive a few minutes before your appointment and wear a short-sleeved shirt or loose-fitting clothing. Clinic staff will ask you about your coping preferences and answer your questions. We will have some distraction items available. You may also bring personal items from home that will help you.

After the procedure, you will be asked to wait for a few minutes to monitor for any side effects. While you are waiting, we will ask you to share your feelings. Your experience is important to us, and your input will be used to help make improvements.

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