



The Royal New Zealand
College of General Practitioners
Te Whare Tohu Rata o Aotearoa

Ready to use messaging for practices and patients

To ensure your practice team and patients are informed and up to date with the current measles situation we have created the templates below for you to use.

Please adapt these as necessary to suit your patients and team.

Phone triage script (reception / call centre)

Kia ora, can I ask a few quick questions about how you're feeling?

- > Do you have a fever and a rash?
- > Do you have a cough, runny nose, or red eyes?
- > Have you had two measles vaccinations?
- > Are you aware that you've been at a location of interest recently?

(If measles is possible based on these answers, staff note: do not bring the patient into the clinic. Arrange a call-back from a clinician and, if needed, a safe assessment.)

If you are very unwell, for example, having trouble breathing or feeling confused, please call 111 now.

For your website, waiting-room or front-door notice

If you have a fever AND a rash (or think you might have measles)

PLEASE DO NOT ENTER THE PRACTICE

Please call us from outside or phone our team on [ADD PHONE NUMBER]

We'll make a safe plan for you, our clinicians and the other patients.

Thank you.

NOTE: Practices can also use the official Te Whatu Ora outbreak signage to display at the entrance or reception area, visit their website.

Staff bulletin (for all practice staff)

Suspected measles cases must **not wait** in common areas – move them immediately to a closed-door room and use airborne precautions (N95 / P2 + eye protection).

Call Public Health immediately for any suspected case.

Staff immunity

Anyone born after 1969 without documented proof of two measles vaccines should receive a vaccination now – it's safe even if already immune.

Patient recall SMS (under-immunised)

Kia ora – measles is circulating in Aotearoa.

Our records show your / your child's measles vaccination may be due.

The measles vaccine is free and protects against this serious illness.

Book online or call [ADD PHONE NUMBER]

If you have a fever and rash, please phone us first.



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Social post (practice Facebook page and/or website)

Measles is circulating in Aotearoa.

Two measles vaccinations protect about 99% of people.

The vaccine is free for under-18s and for adults eligible for funded care.

Not sure if you've had two doses? We can help you check and catch up if required.

If you have a fever and a rash, please call us before coming into the practice as measles is very contagious.

Conversations with worried whānau

Kia ora, thank you for calling. I can understand you're feeling concerned, measles is very contagious and there's a lot in the news right now. Let's check what's best for you and your whānau.

If someone is unwell:

Ask:

Do they have a fever and a rash, or symptoms like cough, runny nose or red eyes?

If **yes**: Please don't come into the clinic just now. We'll arrange for a clinician to call you back to make a safe plan.

If very unwell (trouble breathing, very drowsy or confused):

Call 111 right away.

If they've been exposed but are well:

Explain that:

Measles can spread before the rash appears. If you think you've been in close contact with someone with measles, we can check your or your child's vaccination record and make a plan if any doses are due.

If you've received two measles vaccinations after 12 months of age, you're very well protected.

Vaccination:

The measles vaccine is free, even if you're not enrolled with a GP.

If your child's vaccine is due (at 12 or 15 months) or overdue, please book now, we're encouraging everyone to catch up.

Reassurance:

Most people who have had two doses are 99% protected.

If you're unsure, we can check your records or give you another dose. It is safe even if you've already had it.

Closing:

Thanks for calling and helping to keep your whānau and community safe. We'll call you back shortly to talk about the next steps.