



## Reminding Parents to Complete Follow-Up Doses of HPV Vaccine



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## Learning Objectives

1. Explain the importance of appointment reminders for HPV vaccine series completion.
2. Establish an effective work flow so parents make follow-up appointments for 2<sup>nd</sup> or 3<sup>rd</sup> doses leaving the practice.
3. Incorporate one of the recommended reminder system options best suited for your practice/patients.

## Benefits of Appointment Reminders

Improves immunization coverage rates and prevents disease

Increases completion rates of HPV vaccine series

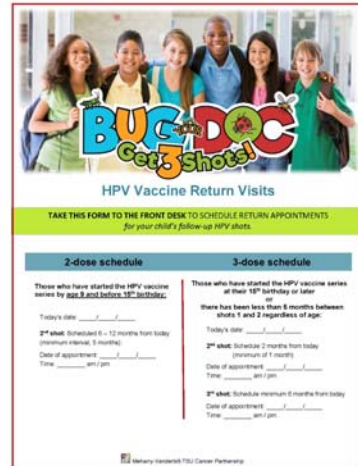
Fewer missed appointments (no-shows)



[https://www.aap.org/en-us/Documents/immunization\\_reminderrecall.pdf](https://www.aap.org/en-us/Documents/immunization_reminderrecall.pdf)  
Szilagyi, et al. Effect of patient reminder/recall interventions on immunization rates. *JAMA* 2000; 284:1820-1827;  
Kharbanda, et al. Text Message Reminders to Promote Human Papillomavirus Vaccination. *Vaccine* 2011; 29(14):2537-41.

# Ensuring Appointments Get Scheduled for HPV Doses

- ✓ Nurse administers HPV vaccine
- ✓ Nurse gives parent form with dates to schedule follow-up appointments
- ✓ Parent takes form to Check-out desk to schedule appointments for follow-up doses



The image shows a form titled "BUG-DOC Get 3 Shots! HPV Vaccine Return Visits". It is a "TAKE THIS FORM TO THE FRONT DESK TO SCHEDULE RETURN APPOINTMENTS for your child's follow-up HPV shots." The form is divided into two columns: "2-dose schedule" and "3-dose schedule".

**2-dose schedule**  
These who have started the HPV vaccine series by age 9 and before 18<sup>th</sup> birthday:  
Today's date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
2<sup>nd</sup> shot: Scheduled 6 - 12 months from today (minimum interval: 6 months)  
Date of appointment: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Time: \_\_\_\_:\_\_\_\_ am/pm

**3-dose schedule**  
Those who have started the HPV vaccine series at their 19<sup>th</sup> birthday or later  
There has been less than 6 months between shots 1 and 2 regardless of age:  
Today's date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
2<sup>nd</sup> shot: Schedule 2 months from today (minimum of 1 month)  
Date of appointment: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Time: \_\_\_\_:\_\_\_\_ am/pm  
3<sup>rd</sup> shot: Schedule minimum 6 months from today  
Date of appointment: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Time: \_\_\_\_:\_\_\_\_ am/pm

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# Reminder/Recall Systems

Automated systems can save staff time!

- Email or text messages
- Patient portals
  - ✓ Sends emails to parents to check portal
- Autodialer calls
  - ✓ Plays a recorded message, or
  - ✓ Connects call to a live person



## Reminder/Recall Systems

Manual reminder methods are also effective

- Phone calls
  - ✓ Personal calls more effective than autodialer calls, but take more staff time
- Postcard or letter reminders
  - ✓ Depends on parent to call back to reschedule, if needed



## Workflow Steps at Check-in

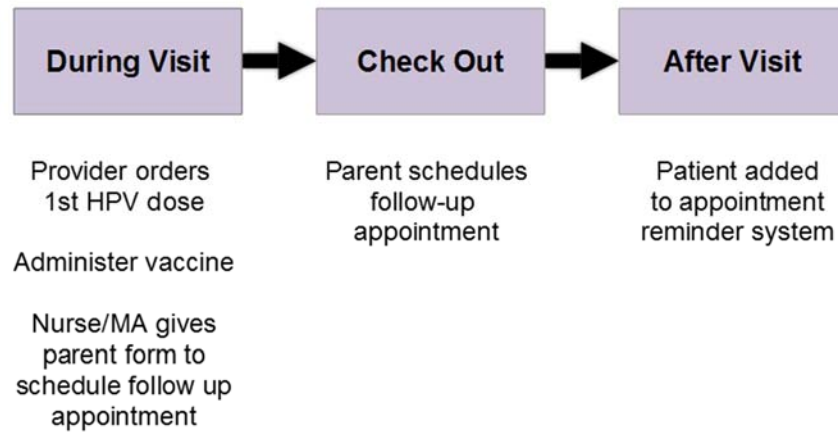
1. Obtain consent to send appointment reminders and other messages, if not already on file
2. Verify and update contact information at every visit
3. Verify preferred contact methods



# Customize Your Workflow

Remind parents of appointments for 2<sup>nd</sup>/3<sup>rd</sup> doses of vaccine

## *Sample Workflow:*



## Thank You!

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