



Reminding Parents for Due or Overdue for Vaccines



Presenter:
Kelly Moore, MD, MPH, Director
Tennessee Immunization Program



Learning Objectives

1. Explain the rationale and importance of reminder/recall systems to increase vaccination coverage.
2. Incorporate one of the recommended reminder/recall methods best suited for your practice/patients.

Benefits of Patient Reminders/Recalls

Improves immunization coverage rates and prevents disease

Increases timeliness of recommended vaccines

Fewer missed appointments (no-shows)



Patient Name	2008	2009	2010
Michael J. Smith	Due for immunization	Up to date on immunization	Up to date on immunization
Michael J. Smith	Up to date on immunization	Up to date on immunization	Up to date on immunization
Michael J. Smith	Up to date on immunization	Up to date on immunization	Up to date on immunization
Michael J. Smith	Up to date on immunization	Up to date on immunization	Up to date on immunization
Michael J. Smith	Up to date on immunization	Up to date on immunization	Up to date on immunization
Michael J. Smith	Up to date on immunization	Up to date on immunization	Up to date on immunization
Michael J. Smith	Up to date on immunization	Up to date on immunization	Up to date on immunization
Michael J. Smith	Up to date on immunization	Up to date on immunization	Up to date on immunization
Michael J. Smith	Up to date on immunization	Up to date on immunization	Up to date on immunization
Michael J. Smith	Up to date on immunization	Up to date on immunization	Up to date on immunization

<https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/health-promotion-education/strategy6r-reminder-systems.html>
Szilagy PG, Bordley C, Vann JC, et al. Effect of patient reminder/recall interventions on immunization rates. JAMA October 11, 2000;284:1820-1827.

Pull Lists of Patients Due/Overdue

Use Vhealth, EHR, or TennIIS to periodically pull lists for adolescent vaccines

- Patients in target age range
- Due in coming months
- Past due by more than 6 months

Send messages to list

- Inform parent
- Prompt to schedule appointment

Message templates

Technical assistance from VHealth



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 schedule appointment



Workflow Steps at Check-in

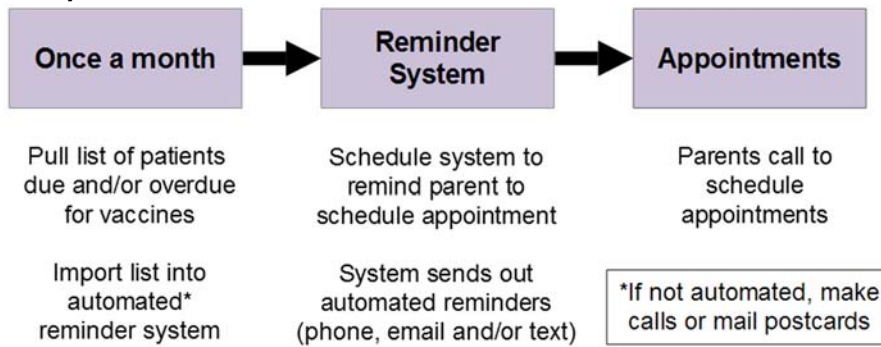
1. Obtain consent to send appointment reminders and other messages, if not already on file
2. Verify and update contact information at every visit
3. Verify preferred contact methods



Customize Your Workflow

Remind Parents when Children Are Due/Overdue for Vaccines

Sample Workflow:



Note: VHealth is available to provide technical assistance for setting up existing systems.



Thank You!

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