



## Reminding Parents - Due or Overdue for Well Visits



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## Learning Objectives

1. Explain the importance of reminder/recall systems to increase well visits and vaccination coverage.
2. Incorporate one of the recommended reminder/recall systems 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)



<https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/health-promotion-education/strategy6r-reminder-systems.html>,  
[https://www.aap.org/en-us/Documents/immunization\\_reminderrecall.pdf](https://www.aap.org/en-us/Documents/immunization_reminderrecall.pdf)

## 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 system can save staff time!

- Email or text message
- 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

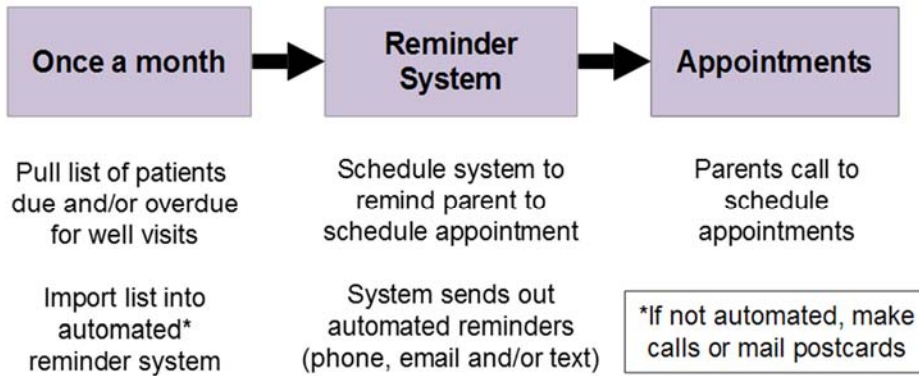
1. Obtain consent to send appointment reminders and other messages, if not already on file
2. Verify and update contact information at every visit
3. Verify preferred contact methods



# Customize Your Workflow

Remind parents when children are due/overdue for well visits

## Sample Workflow:



## Thank You!

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