

CALL TO ACTION MEETING - SEPTEMBER 13-14, 2006  
REMINDER/RECALL –NEW IDEAS

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- Class on reminder/recall to healthcare organizations/TMA/TPS (CME's) (flip chart 1)
- Auto-dialers-have a reliable generator.
- TWICES-errors with Prevnar generates card for those who don't need it-4 day rule.
- Computers and staff to use them for reminder/recall.
- Kioske centers for parents to check status.
- Send postcards. (flip chart 2)
- Use CASA for recall.
- Reminder card filled out at current appointment-filed and pulled 1 week before next appointment.
- Phone calls twice with use of tickler system. (flip chart 3)
- Integrated voice response system places calls to clients.
- Piggy back WIC auto-dialer.
- GSK postcards for HEP A and TDAP.
- Patient management system – quick reminder. (flip chart 4)
- Color code cards by month.
- Send reminders from newborn files in ImmTrac.
- Staff member devoted to ImmTrac and reminder/recall. (flip chart 5)
- Ask providers to use E-mail reminder system.
- ImmTrac to work with Phone Master. (flip chart 6)
- More administrative rights in ImmTrac.
- Hire full-time IT staff dedicated for reminder/recall.
- Email reminder system electronic.
- Auto-dialer system prints out report if message went through. (flip chart 7)
- Sticky notes for nurses reminders.
- Letter
- Reminder appointments in files-documents if show-up or not.
- Emails sent to parents when due. (flip chart 8)
- Physician education –benefits of TWICES/ImmTrac and reminder/recall.
- Standardized compute system that works.
- Postage paid post cards.
- Scheduler for parents to use to be used/placed in the clinic (Kiosk).
- Reminders with WIC-on-line educational piece. (flip chart 9 )
- Put incentive on card to redeem when they return-ice cream.
- Transportation. (flip chart 10)
- Rewards/incentives for coming back (advertise in reminder card).
- Convince private providers to use electronic system for reminder/recall. Show how it will benefit them. (flip chart 11)
- Need staff to educate private providers to use ImmTrac, Tarrant County-use existing tools (Internet access).
- Expand system using ImmTrac by county-have Region do reminder/recall for counties without local health departments.
- State of Art auto-dialers; easy to program; fully automated; ties into ImmTrac/TWICES and other existing systems; need staff to provide technical assistance. (flip chart 12 )

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- Digital picture of child.
- Give parents a reason to bring child in for vaccines.
- Upgrade to ImmTrac where all providers can do reminder/recall for clients. (flip chart 13)
- Pictures of children to share with law enforcement.
- Remove barriers: night clinics, Saturday clinics.
- Television and radio ads for after hour clinics.
- Sunday at church.
- More staff (high turn-around. (flip chart 14)
- Timelines-someone specific.
- Promote ImmTrac-train staff.
- Adequate funding to eliminate time lag; improve communication (speed), update legislation laws-uniform system. (flip chart 15 )
- Use 1 system TWICES/ImmTrac.
- D-100 (could use ImmTrac record copy instead.
- Delay in getting passwords, etc. (flip chart 16)
- Duplication wastes time (consent format, patient identification number).
- ImmTrac send notice of enrollment of patients to provider.
- Security could change data for other providers.
- ImmTrac real time; patient management system; link for continuous record.(flip chart 17)
- Provider-different system.
- Life-time record.
- Good, up-to-date decision rule algorithm that will show actual needed doses. (flip chart 18)
- Auto-dialers and increased staff for ImmTrac.
- Staff for education: Private providers, billing expert to show money for practice.
- More reminder/recall cards.
- Provide auto-dialers to every TVFC provider, or regional staff to provide this service to the locals. (flip chart 19)
- More money for postage.
- Contract with cell-phone companies to send text messages to parents.
- Educate school nurses on ImmTrac and provide equipment. Campaign for school nurse training.
- Assess school system to see what interfaces with ImmTrac. (flip chart 20)
- Incentives to providers to encourage reminder/recall.
  - Monetary.
  - Insurance company involvement.
  - Scrubs for staff.
  - Engraved clocks, plaques, or mugs.
  - Thank you in local newspaper.
- Daily TWICES pop-up for kids who need immunizations. Alert to private providers.
- Hallmark has setup for parents to input child's birth date and it will remind when shots are due. Educate parents regarding this and partner with other companies to do similar things. (flip chart 21)
- Incentives for parents.
  - 10% of college tuition at State University.
  - Money for school supplies (gift cards).
  - Savings bonds (\$50).

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- One month of free day care.
- Training-utilize TWICES/ImmTrac. (flip chart 22)
- Staff fro contacts.
- Upgrade electronics.
- Staff for outreach: day-care centers, schools.
- Designated staff, more clerical support for recall follow-up.
- Staffing for all areas could use staff to utilize reminder/recall. (flip chart 23)
- Auto-dialers/electronic with bioterrorism.
- Sharing resources with other programs.
- Clerical for reminder/recall, alternatives. (flip chart 24 )
- Big draw back-TWICES not up to date.
- Staffing for data entry.
- Provider education or assist them with reminder/recall.
- A person to educate on reminder/recall specializing on the 4<sup>th</sup> DTPA ????(flip chart 25)
- TWICES labels-ability to print out; specializing on card and staff ready.
- TPS, medical society to promote reminder/recall.
- Auto-dialer that does not require a separate line.
- Fix TWICES and CASA for reminder/recall. Histories from TWICES into ImmTrac to be correct.
- ImmTrac do a universal reminder/recall for the state. (flip chart 26 )
- A system where there are pre-printed labels for reminder/recall; full time staff. (flip chart 27)