REMINDER/RECALL -WHAT IS WORKING

- Manually …call patient a couple of times. (flip chart 1)
  - Tickler System
  - Use C100's
- Send reminder cards
- Integrated voice response
  - System (IVR)
- Tele-Task
- GSK (Glaxo-Smith Kline) Postcards (flip chart 2)
- Centralized system (Central office people do reminders for their clinics)
- Patient management system
- Imm. Cards are color coded
- What you do now (flip chart 3)
- Use TWICES and ImmTrac phone, cards, etc…
- Competition between clinics
- Tickler system
- Working on implementing TWICES
- Colored paper clips for each month – recall box
- TWICES to generate list
- Postcard system
- Providers – call the day before "they don't have time" (flip chart 4)
- Record all vaccines that will be needed
- Print out record from TWICES
- Staple colored strips on record showing what is needed
- Screen records at daycares and provide list to facility to update children
- Color coded strip with shot needed added to record (flip chart 5)
- TWICES, ImmTrac and cards for site and client
- Hospital sends health department a form if shot is needed
- Daycares encouraged to use ImmTrac
- Daycare visits – records are flagged if something is due
- Re-do card with name and shot (flip chart 6)
- Reminder phone calls done by a fulltime position
- Post card into file system if missed appointment they are called back
- Post card at time of visit, sent the month of visit
- Clinic nurse keeps list and calls or sends card
- Extra time taken to remind them when to come back: state hours, highlight connect with nurse so they don't miss school
- ImmTrac/TWICES perform auto dial (flip chart 7)
  - Passive reminder
- More time to come ? in
- Incentives to
  - (pictures – digital?)
  - (parent incentives)
- Use ImmTrac system current picture, i.d. info (flip chart 8)
- Ease in providing services (flexible)

REMINDER/RECALL -WHAT IS WORKING

- Data re: immunization rates, re: socio-economic
    - (proof?) (barrier?)
- Retrospective study (flip chart 9)
- I.D. areas for need, establish goals
- Volunteers
    - (confidentiality HIPPA)
    - (req. community, exp – students)
    - (ins. Liability)
    - (type of service provided by volunteers)
- New birth system
    - Personal (?)
- Separate/ local/state
    - Federal tasks
- Zip codes used to identify low rates and increase rates (flip chart 10)
- Use income to identify rates based with income
- What are limits on volunteers with HIPPA
- Volunteers sign confidentiality agreement
- Means of accessing shot records. Cannot occ. Not get info. Providers need to be encouraged to enter data into ImmTrac…No consequences if no participation…no staff/time/equipment/reminder/recall-not confidential because records not complete (flip chart 11)
- Dual Registry
- Provider ImmTrac Training (flip chart 12)
    - Scheduled for the year
    - Password…no enforcement
- Inadequate training for ImmTrac – TWICES
    - Comfort level/confidence
    - Cannot fully utilize system
- Uneven participation own system for reminder/recall "Insight"
- Using Tickler files (flip chart 13)
- Using drug reps to do reminder/recall for their specific drug recall
- Using ImmTrac reminder/recall letters
- Encourage VFC providers to use reminder/recall during all clinic visits (flip chart 14)
- Using WIC database to determine which children are behind. Educate at the time of the WIC visit.
- Using letter which asks for new immunizations to update records
- TWICES recall – manual re-check (flip chart 15)
- Own system with labels (MIS) downloads to ImmTrac (insight)
- Co-Casa – 3 recalls
    - TWICES {invalid doses, recall, missing immunizations}
- TWICES – Co Casa – phone calls by clerk
    - 12 – 24 month olds
- Automated phone system calls parent monthly to remind of 4th DTaP
- Working with WIC & PMD to keep shot records updated (flip chart 16)
- Auto dialer – immunization message targeting 12 month olds
- Have family fill out post card (flip chart 17)
    - Place card in monthly system to be mailed out

- o Would like to start using TWICES, not much recall
- Cards are filed in the month the child is due
  - o Any cards left that month move to recall card system
- Tickler cards have parent fill out
  - o Questionable results
- Phone calls (flip chart 18)
  - o Cards filled out filed by due time
  - o Three attempts made then inactivate client
- Auto dialer info pulled from TWICES
- Child care clinics (flip chart 19)
  - o Post card system as needed
- Tickler file
  - o Predated, preaddressed monthly
  - o Send to recall box if no response (3 reminders sent)
  - o Update addresses
  - o Mail one week in advance
- Card file (same as before) (flip chart 20)
  - o Comments on TWICES
  - o Re: reminder for vaccines
- Run Casa to get names
- Send out cards
- Print out immunization record
  - o Records: 1.) school, 2.) provider
  - o Reminder file (3 recalls sent)
- Immunization clerk – card and telephone calls (flip chart 21)
- Update addresses in TWICES
- Postcard – filing system – cards (flip chart 22)
  - o 80 in by month and they are sent out
  - o No response cards are looked up by TWICES
  - o Run TWICES (quarterly) query
- Recall system is implemented by CASA on a monthly basis
- Reverse 911 – massive phone list pool
- Print out shot record from TWICES to include return date
- Color code paper clips (flip chart 23)
- According to months send out reminders
- Make a copy of the record and put in recall book and send a card when immunizations are due (flip chart 24)
- Make two copies of shot record and send out reminder cards x 2
- Make appointment at the time of immunization and send a letter a week before their appointment
- Auto dialer/ yellow sticky note on the kids immunization record for a reminder (flip chart 25)
- Write on the clinic copy when reminder attempts are made
- Quarterly list (flip chart 26)
- Limited staff - do as they have time
- Using volunteers – good idea
- Manual reminder with tickler system – mailed out

- Recall from TWICES
  - Program with WIC using list of children seen by WIC
- System was not working
  - Coordinate with WIC
- Mail postcards (flip chart 27)
- Parents respond to phone calls
  - Can fax in info to update
- Calls on monthly basis using ImmTrac
- ImmTrac more up to date now
- Always room for improvements
- Uses own system downloads to auto dialer system
- Combination of manual for reminder – using TWICES (flip chart 28)
- Daily for reminder – recall
  - Using auto dialer daily
  - After 4 calls – can lose patient
- Manual mailing every week
  - Collaborate with WIC
- Color coding by month
- Electronic would help
- Auto dialers thru other programs
- Quarterly reports master list, make phone calls (flip chart 29)
- Senior volunteers mail out post cards – reminders
- Returned mail
  - Check on TWICES
- Reminder system (flip chart 30)
- Uses phone bank and uses recall cards
- Enters TWICES immediately
- Prepares post cards
- WIC refers children, phone calls
- Pulls TWICES report
- Generate reports – TWICES and CASA
- ImmTrac
- Set back – limited staff (flip chart 31)
- Funding – very limited
- Phone system but not a lot of time on reminder system
- Staff issue – limited
- Volunteers – confidentiality
- Move to electronic tickler file
- Phone – cell number or home
- Not enough training (flip chart 32)
- Limited staff
- Training the trainer might help