Immunization Reminder/Recall Resources

This document provides information and resources to help practices set up reminder/recall systems.

What is Reminder/Recall?

Reminder/recall involves identifying patients who are due (reminder) or overdue (recall) for immunizations and contacting them to schedule an appointment. There are many different types of systems and ways to do reminder/recall. Some clinics may want to use an auto dialer program and others may want to run a list and have their own staff label and send postcards or call patients. Choosing a reminder/recall system involves looking at:

- Your clinic's immunization workflow.
- Amount of staff time and resources available.
- Cost of reminder/recall system.

Using the Washington State Immunization Information System (IIS) for Reminder/Recall

You can use the IIS to create reminder/recall reports showing which patients are due or overdue for immunizations. The system can generate this report in several different formats, including:

- Patient phone lists
- Mailing labels or postcards
- Letters or mail merge letters
- Auto dialer files
- Emails – need to have parent/patient's email address entered on the patient's demographic page.

Contact the IIS Help Desk at 800-325-5599 if you have questions or need assistance running reminder/recall reports.

Auto dialers

Auto dialers automatically dial phone numbers and either play a recorded message or connect the call to a live person. You must pull a list of patient names and phone numbers who are due or overdue for immunizations in order to use an auto dialer system. If you use an appointment reminder system, you may be able to send recorded immunization reminders to patients using this same system.

For people with disabilities, this document is available on request in other formats. To submit a request, please call 1-800-525-0127 (TDD/TTY call 711).

DOH 348-310 April 2015

Immunization Reminder/Recall Resources

This list of auto dialer programs is for your information only. We do not endorse specific vendors or products.

Company	Highlighted Features	Cost Estimate	For More Information

WellConnect	- Multiple delivery methods
	  - Voice
	  - Text
	- Customizable messages
	- Schedule messages to send right away, in the future, or recurring
		Discuss reduced cost options with your Sanofi Pasteur representative.	www.call-em-all.com
			877-226-3080
			info@call-em-all.com

Televox	- Multiple delivery methods
	  - Voice
	  - Email
	  - Text
	- Customizable messages
	- May work with clinic's scheduling/EMR systems
	- Secure message transmission
		Contact company for more information.	www.televox.com
			800-644-4266
			info@televox.com

Mail and Web-based Reminder/Recall Resources

Mail and web-based reminder/recall involves sending postcards or emails to patients who are due or overdue for immunizations. The table below contains examples of some mail and web-based programs offered by vaccine manufacturers.

Company	Highlighted Features	Cost Estimate	For More Information

Merck's Outreach Program	- Postage pre-paid postcards
	  - Available in English & Spanish
	  - Offer pediatric/adolescent & young adult postcards.
	- Can only use this program for vaccine series completion.
	- Tools are available to help track patient response to reminders.
		No fee for this program.	www.vaccineoutreach.com
			877-VAX-6646
			
			Contact your Merck representative for additional details.

Pfizer's Postcard Program	- Postage pre-paid postcards. - Postcard reminders are only available for pneumococcal conjugate vaccine series completion.	No fee for this program.	484-865-1117 Contact your Pfizer representative for additional details.

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Reminder/Recall Resources

Using Client Reminder/Recall to Help Improve Your Immunization Rates Training Video
This video explains how to use the IIS to run reminder/recall reports.
http://dohmedia.doh.wa.gov/cfh/RecallHelpImproveImmunizationRates.wmv

IIS Reminder/Recall Guide
This guide provides detailed instructions on how to develop a reminder/recall program and how to run reminder/recall reports from the IIS.
www.doh.wa.gov/Portals/1/Documents/Pubs/348-266-ReminderRecallStrategies.pdf

American Academy of Pediatrics Immunization Reminder/Recall Systems
This resource provides a general explanation of reminder/recall.
http://www2.aap.org/immunization/pediatricians/pdf/ReminderRecall.pdf

Cochrane Review: Does Reminding People to have Vaccinations Increase the Number of People who Receive Vaccinations?
This review summarizes the evidence supporting use of reminder/recall to increase immunization coverage rates.
http://summaries.cochrane.org/CD003941/does-reminding-people-to-have-vaccinations-increase-the-number-of-people-who-receive-vaccinations

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