

How to Use Reminder/Recall

Why Should I Use Reminder/Recall?

Reminder/Recall helps identify patients who are due or overdue for vaccines. Using Reminder/Recall helps keep your patients up-to-date with recommended vaccines and can help increase your clinic or organization's immunization rates.

What Do I Need to Get Started?

You need the **Run Reminder/Recall** permission on your Immunization Information System (IIS) user account. You may also want the **Manage Reminder/Recall** permission for more advanced options, like saving templates and managing patient cohorts. Reminder/Recall will not show up in your left navigation menu if you do not have one of these permissions.

Contact your IIS System Administrator to add reminder/recall permissions to your account. If you are unsure whether your organization or clinic has a system administrator, contact the Help Desk at 1-800-325-5599 or WAIIHelpDesk@doh.wa.gov to find out.

Reminder/Recall is a Three Step Process:

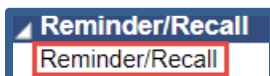
Step One: Set up Reminder/Recall Criteria

Step Two: Preview and Edit Patient List

Step Three: Choose Reminder/Recall Output(s)

Step One: Set up Reminder/Recall Criteria

1. Click the **Reminder/Recall** option under the **Reminder/Recall** heading in your left menu.



2. When the Reminder/Recall screen opens, choose the **"For all patients you own"** radio button. Pharmacies or other organizations that do not own patients should choose **"For all patients you have seen at your facility"** option.
3. Choose a **Due Date Timeframe** from the drop down menu.

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- **Due Now:** Patients who are currently due or past due for vaccines.
- **Past Due:** Patients who are overdue for vaccines. Can choose from 1, 2, or 3 months past due.
- **Coming Due:** Patients who are not yet due for vaccines. Can choose due in 1, 2, or 3 months.
- **Custom:** Lets you set a specific timeframe (e.g. patients due for vaccines between 1/1/18 – 1/31/18).

How do you want to run this Reminder/Recall?

For all patients you own

For all patients you have seen at your facility

Include Inactive Patients (Excluding deceased)

Due Date Timeframe: Due Now

4. Enter a **Patient Age Range** or **Birth Date Range**.

- You can also limit patients by gender and exclude patients that were included on previous reminder/recall reports.
- Click on the green advanced button to view more options for limiting the patients included in your report.

Who do you want to Contact?

Patient Location: Facility
NICOLE'S
VFC
CLINIC 2

Patient Age Range >= # of Select < # of

Select

Patient Birth Date From Through

Patient Gender Limit To...

Exclude patients who were sent a notification in the last:

of Days Weeks Months Years

Advanced

5. Select a **Vaccine Series** or **Custom** from the drop down box. The **Custom** option allows you to check the boxes next to each vaccine you want to include. You can also limit by a specific dose number (e.g. 4th dose of DTaP).

Which vaccines would you like to include?

CUSTOM x ?

Check the box to select vaccine(s): Enter a dose number (optional):

<input checked="" type="checkbox"/> DTaP/DT/Td	<input style="width: 40px;" type="text" value="4"/>
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7. You can also choose to limit your report to patients who are:
 - **Due for all selected vaccines:** Patients due for any vaccines in the selected series.
 - **One dose away:** Patients who are one dose away from completing the selected series.
 - **One visit to complete the series:** Patients who are one visit away from completing the series.
8. Click the **Generate Patient List** or the **Schedule** button.
 - **Generate Patient List** takes you to the screen where you can preview your reminder/recall list.
 - **Schedule** lets you set a specific time to run the reminder/recall report. You receive an email with a link that takes you to the reminder/recall report when it's done running.

I only want to see my patients who are:

Due for all selected vaccines
 One dose away
 One visit to complete the series

Clear

Schedule

Generate Patient List

Step Two: Preview & Edit Patient List

1. Review and edit your patient list.
 - Remove patients who do not have an available name, phone number, mailing address or email.
 - Remove patients who have received more than a certain number of notifications. You can only use this option if you track reminder/recall attempts.
 - Uncheck the box in the first column to remove a patient from your final reminder/recall report.
 - Choose a **Reason for Inactivation** from the drop down box. This automatically removes the patient from your final report and inactivates the patient so they do not appear on future reports.

What patients do you want to add to your recall group?

Remove Patients who don't have an available

Name Phone Address Email

Remove Patients who have received more than notifications.

	Last	First	Age	Vaccines Due	Available Contact Methods	R/R Attempts	Reason for Inactivation
<input checked="" type="checkbox"/>	PAD	LILY	4	9		1	Select

Showing 1 to 1 of 1 entries

Previous Next

Uncheck to remove patient from your list.

Select a reason for inactivation to remove patient from any IIS reports run by your clinic.

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Tip: The **Vaccines Due** column includes **any** vaccines the patient needs, it is **not** limited to the number of vaccines due for the vaccine series you selected.

2. Click the **Submit** or **Export Patient List** button.

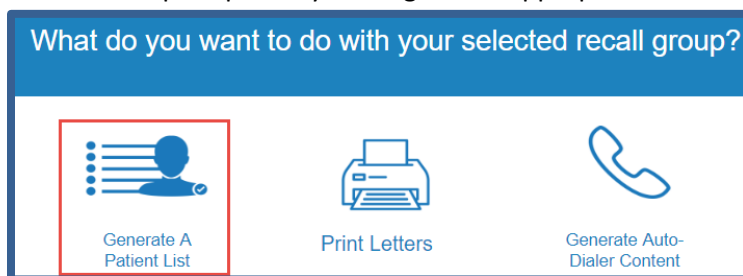
- **Submit** takes you to the third reminder/recall screen where you select an output.
- **Export Patient List** produces an excel file including the names, contact information, and list of vaccines due for each patient.

Step Three: Choose Reminder/Recall Output(s)

This is the third and final reminder/recall screen. Choose from the following output options based on how you want to contact patients:

- **Generate a Patient List:** Pulls a list of patients, contact information and their due or overdue vaccines.
- **Print Letters:** Produces a letter with each patient's name at the top. You can customize the letter.
- **Generate Auto-Dialer Content:** Produces a text file you can copy into Excel and upload into an auto-dialer system.
- **Generate Mail-Merge:** Produces a file you can use with any mail merge program.
- **Create Custom Post Cards:** Lets you set the postcard size and edit the message.
- **Create Avery 8387 Post Cards:** Produces a file sized to print on Avery 8387 postcards.
- **Print Labels:** Produces a file sized to print on Avery 5160 mailing labels.
- **Save as a Patient Group (Cohort):** Lets you save your patient group to recall later.
- **Send Email:** Lets you send a standard or custom email message to any patients with email addresses in the IIS.

1. Select an output option by clicking on the appropriate icon.



2. A pop-up screen will appear with instructions on how to run the selected output.
3. Check the **Make this count towards number of recall attempts** box if you want to track attempts.
4. Click the **Save as Template** button if you enter a custom message in one of the outputs and want to access this message later.
5. Click the **Run** button to view, print, or save your selected reminder/recall output.

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Reminder/Recall ✕

Instructions

Notes:
Selecting to generate a patient list will display the reminder recall criteria, total patients from the generated final patient list, and list of vaccines due for each patient.

Click **Run** to generate the patient recall list.

Check to count this as an attempt.

Make this count towards number of recall attempts

Save as Template
Run

Sample Patient List Output

Report Criteria					
Organization (IRMS): IMPROVING COVERAGE ORG			Facility: NICOLE'S VFC CLINIC 2		
Recall Date: 01/01/1900 through 05/25/2018			Health Plan: All		
Birth Date Range: through			Physician: All		
Include Inactive Patients: No			Program: All		
State: All			County/Parish: All		
High Risk Category: All			Zip Code: All		
Deferred Vaccinations Only: No			District/Region Number: All		
Vacc. Families: DTaP/DT/Td					
Total Patients Selected: 1					
Patient ID	First Name	Middle Name	Last Name	Birthday	Guardian F.N.
6190149	LILY		PAD	02/01/2014	
	Vaccine Family Name		Dose Number		Recommended Date
	DTaP/DT/Td		4		02/15/2015



Questions? Contact the IIS Help Desk at 1-800-325-5599 or WAIIHelpDesk@doh.wa.gov