John Bel Edwards
GOVERNOR

Rebekah E. Gee MD, MPH
SECRETARY

State of Louisiana

Department of Health and Hospitals
Office of Public Health

MEMORANDUM

DATE: May 12, 2016

TO: Vaccines for Children Providers

FROM: Stacy Hall, RN MSN
Immunization Program Director

Frank J. Welch, MD
Immunization Program Medical Director

Subject: **Reminder and Recall Messaging**

Although immunizations are the most effective defense against vaccine preventable diseases, many children in Louisiana are under-immunized. Barriers to immunization have been well-studied and include anti-vaccination sentiments, difficulty accessing a healthcare provider to provide immunization, public perception of a lack of endorsement by physicians, and, for non-publicly funded vaccines, cost. However, one of the most commonly cited reasons for low coverage are parents being unaware that one or more vaccines are due or overdue.

To address this prevalent issue, reminder-recall (RR) systems have been developed to improve vaccine coverage, both to remind individuals of upcoming immunizations and to recall those for whom immunizations are overdue. Studies show that the use of RR systems can increase vaccine coverage rates by 5-20%.

The benefits of RR interventions may also extend data quality, since such measures may prompt patients to update other personal information, thereby leading to improved accuracy and completeness of the entire patient record. Furthermore, patients who are under-immunized often do not participate in other recommended preventive care activities; immunization-based RR can improve this by providing opportunities for other practice/patient interactions.

Working with our partners (at no cost to providers), the Louisiana Immunization Registry (LINKS) has conducted RR activities using both postcards and phone calls over the last five years. Although sporadic, these RR activities highlighted the need and importance of letting parents know when vaccinations were due/past-due. However, given the sporadic nature of the RR, providers have occasionally been overwhelmed with calls and requests

for appointments.

In order to accommodate both the important function of the LINKS registry to inform parents of due/past-due vaccinations and decrease the burden on providers, we will begin to do RR more frequently. This increase in the frequency of RR will decrease the number of children who get calls/postcards each time.

The OPH Reminder Recall will include all age-appropriate vaccinations as recommended by the CDC's Advisory Committee on Immunization Practices (ACIP). **Parents will be informed of all due or overdue immunizations that are recommended, not just those required for school entry in Louisiana.** Therefore, if you get a call from a parent, look up the child's record in LINKS to see what vaccinations are due. Don't assume that since they have a Universal Certificate which allows them to be enrolled in school that they have all recommended vaccines.

Our current RR schedule will be:

Due and Overdue three times in the first year (6, 8, 13mo)
Due and Overdue at 60-63mo and 63-66mo
Due and Overdue at 133-136mo and 136-139mo

Remember, only those parents whose children are due or past due for a vaccination will receive a postcard or call from the LINKS registry. To decrease the number/volume of calls to your practice, you can do several things. First, ensure that as many methods are in place in your practice to ensure on-time vaccination of all children. Secondly, use the practice-level information available in LINKS for Reminder Recall in your own practice.

Additional information about Reminder Systems and Strategies for Increasing Childhood Vaccination Rates is available at http://www.cdc.gov/vaccines/recs/reminder-sys.htm.

Many children in Louisiana are under-immunized, leaving the potential for serious illnesses and outbreaks of disease. We hope you understand and value this vital service to parents that reminds them and engages them in preventive healthcare for their children by ensuring they are aware of due and over-due vaccinations.

LOUISIANA Department of HEALTH and HOSPITALS
Office of Public Health
IMMUNIZATION PROGRAM

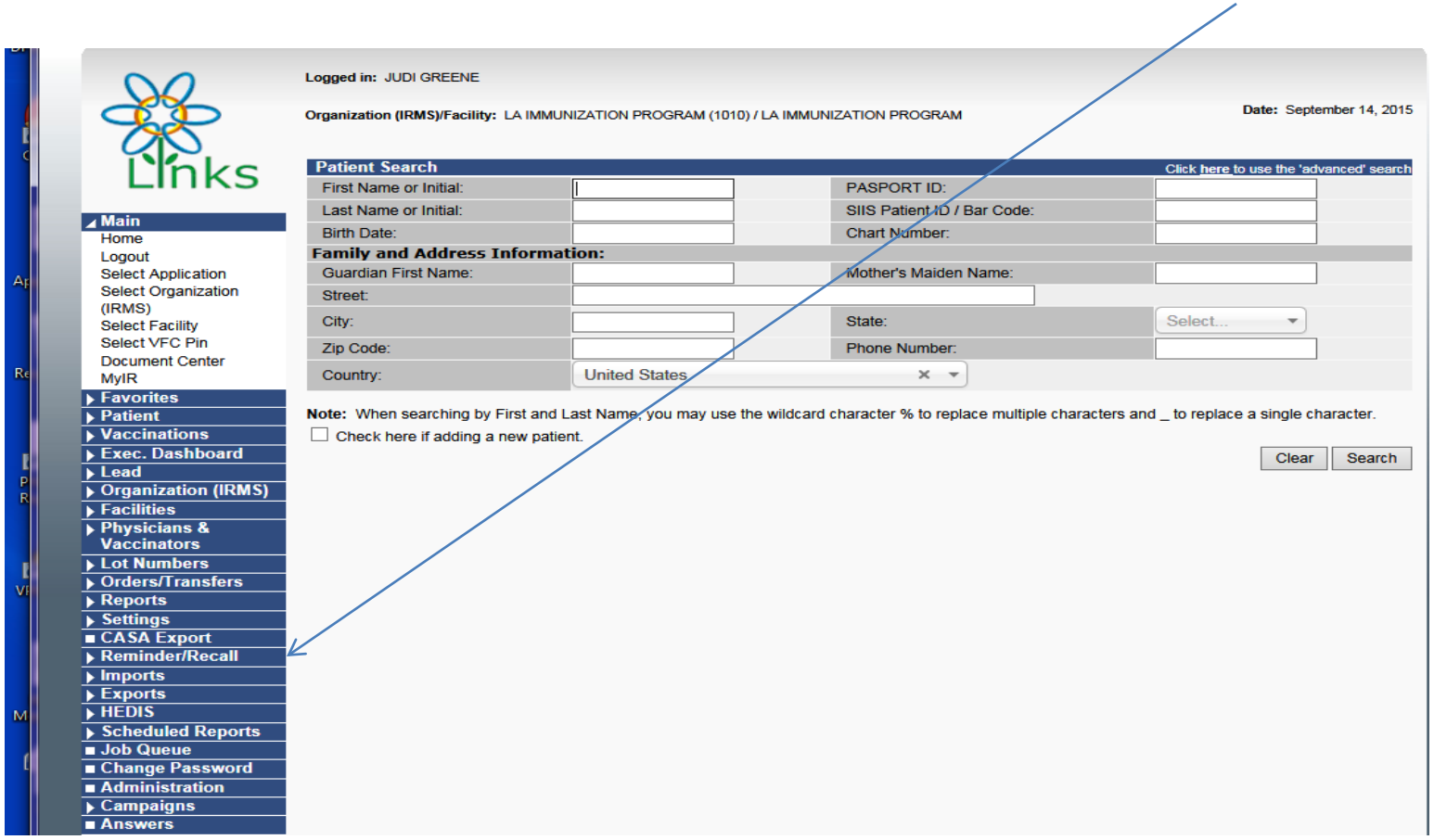
Links

LINKS

(Louisiana Immunization Network for Kids Statewide)

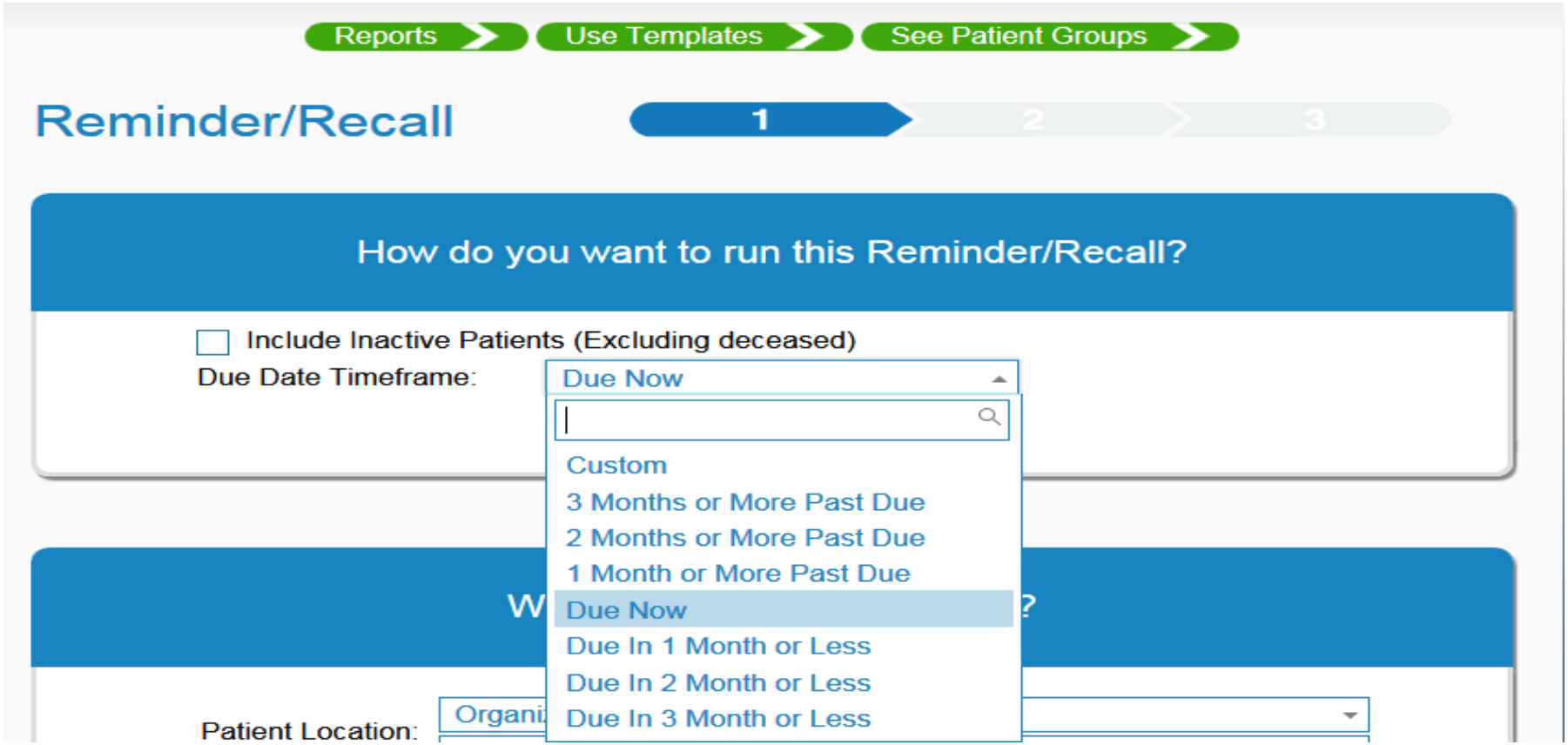
REMINDER RECALL

On LINKS Menu
Click on Reminder Recall



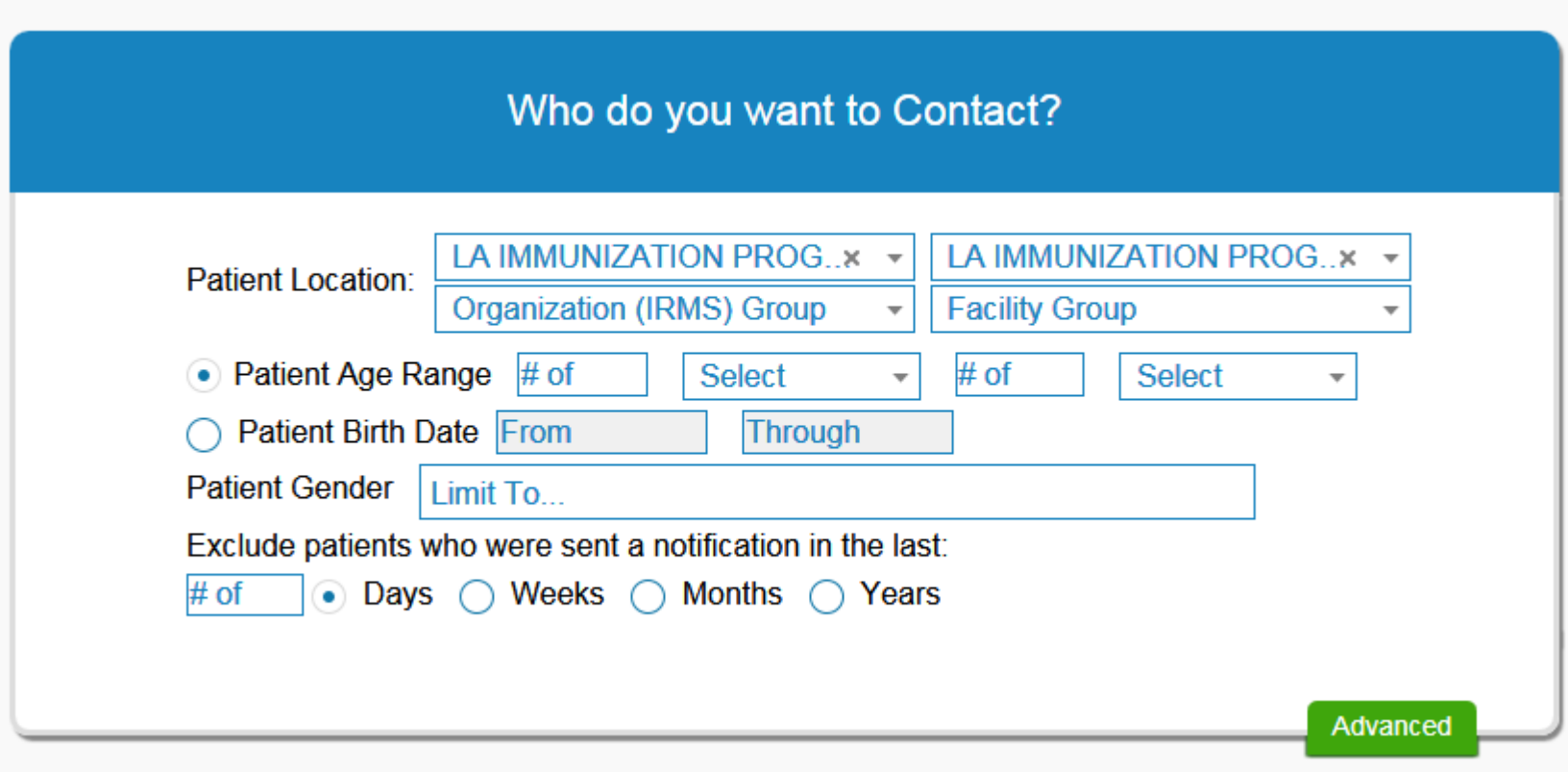
Choose your option on how to run reminder recall

(Defaults to “Due Now”)



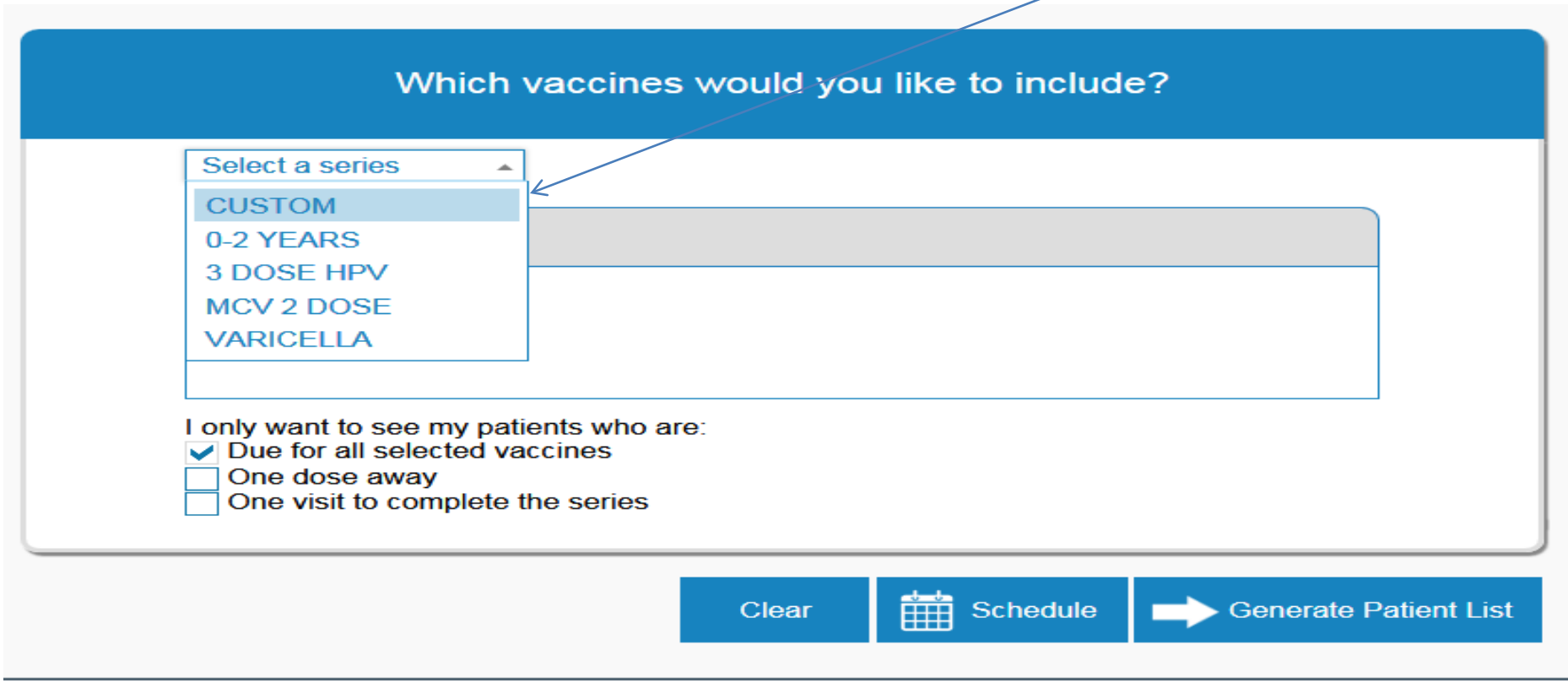
Select Who You Want to Contact

(Options to select Age Range, DOB Range, Gender, & how long since last recall was done)



Select Vaccine(s) to include

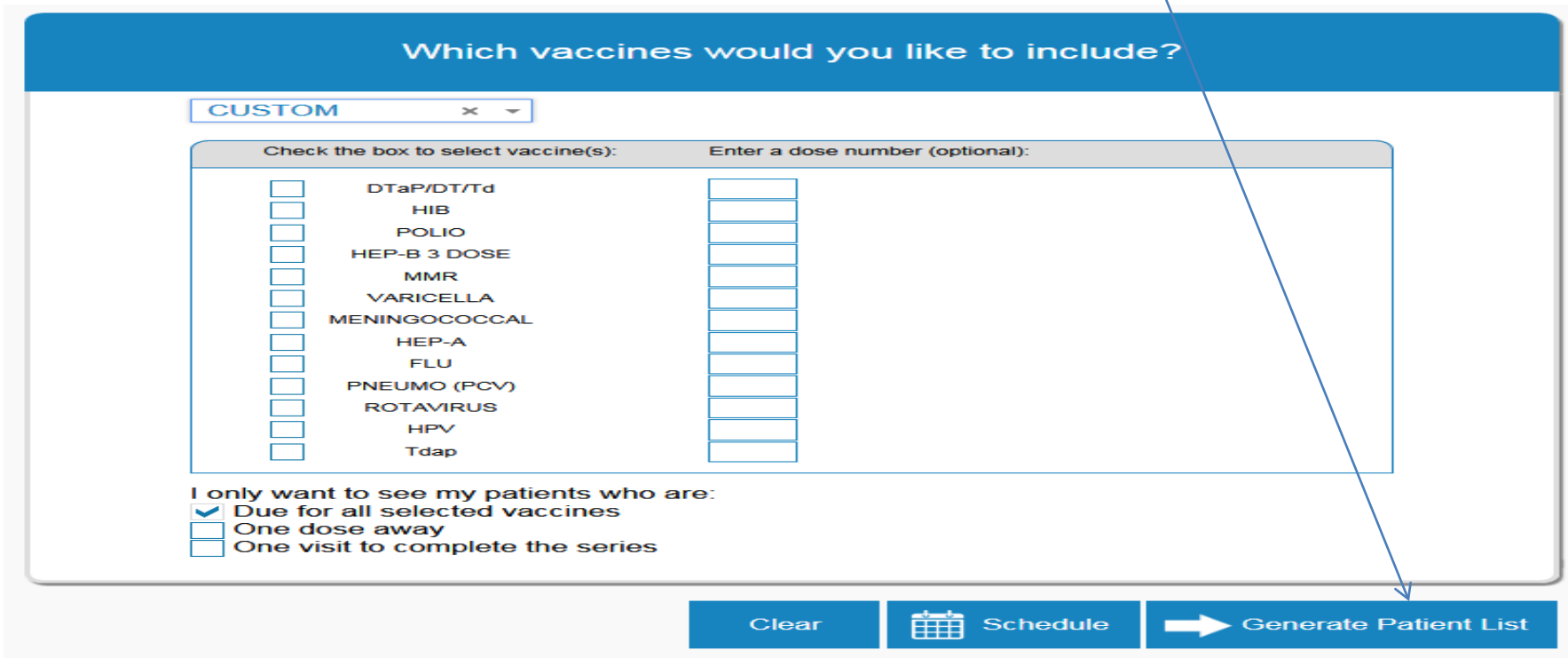
(Default is to custom for you to choose the vaccines to include)



If Custom is Selected the next screen will have you select the vaccine(s) you wish to remind for

(Check each vaccine to remind for)

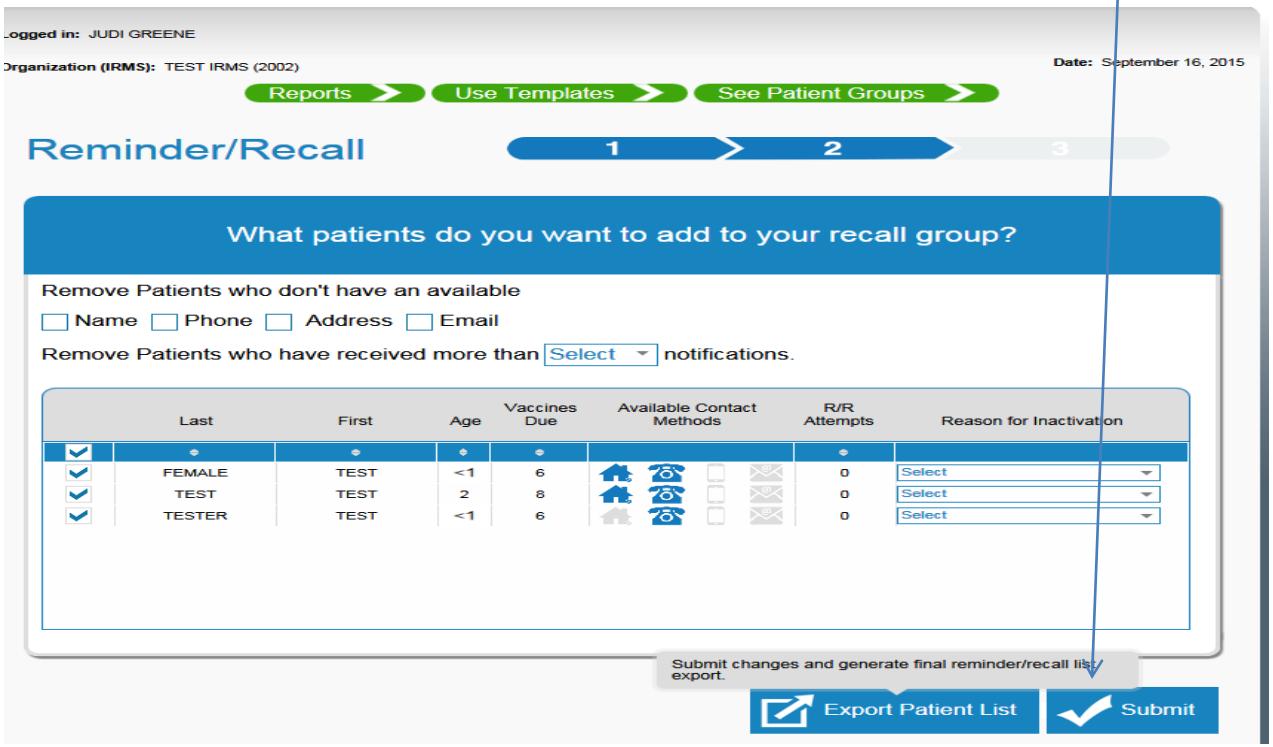
Click Generate Patient List



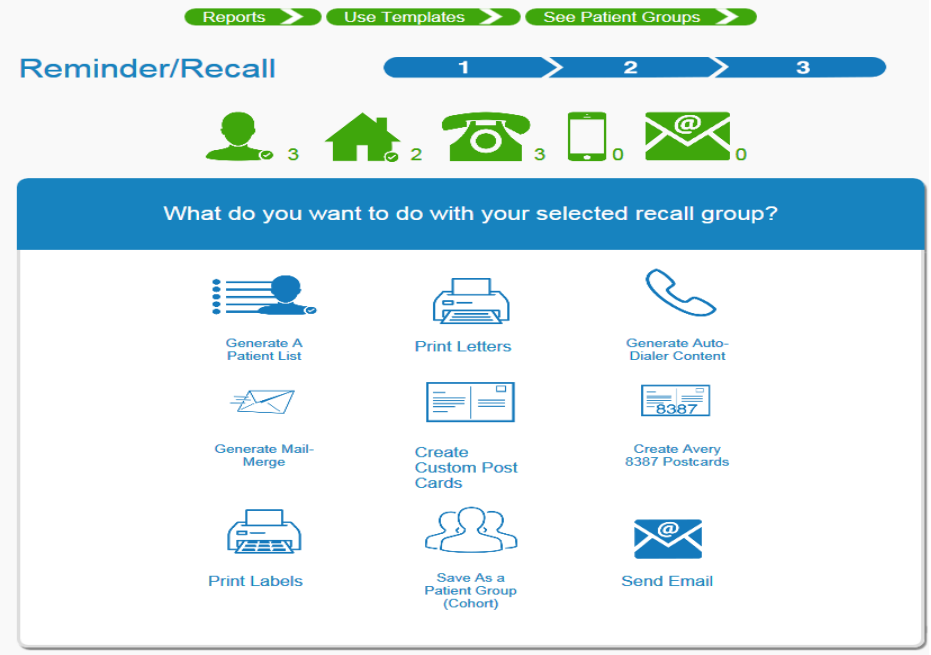
Options on this screen

1. Remove Patient with missing information
2. See information on patient by placing cursor over name
3. Inactivate patients no longer in the practice

When all options chosen click on Submit



Select the type of recall you want to do and proceed

Note: The type of option you can use depends on information on patient demographic page.

(Example: If you collect the email address you can send email as reminder)