



# 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

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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.



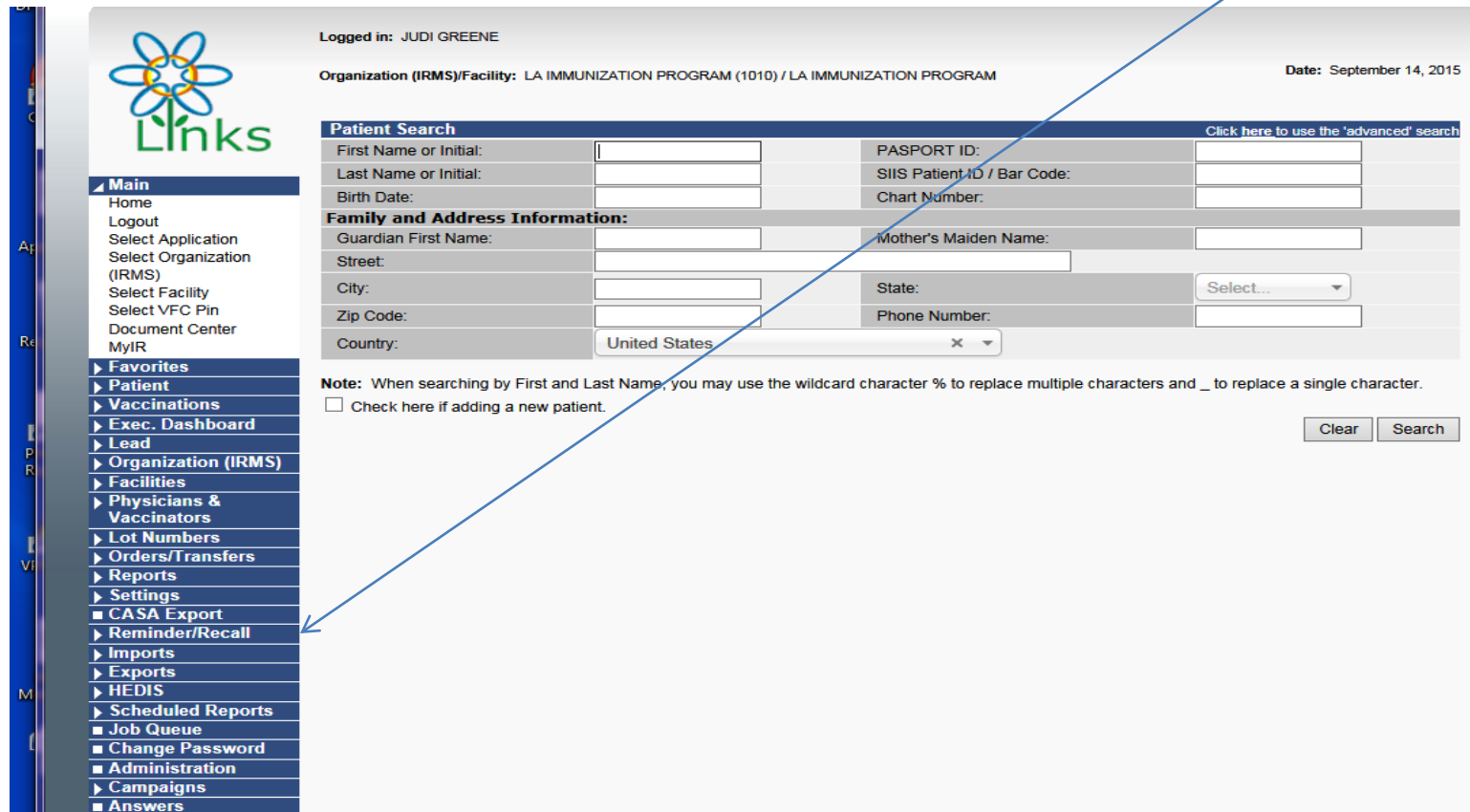
# LINKS

(Louisiana Immunization Network for Kids Statewide)

**REMINDER RECALL**

# On LINKS Menu

## Click on Reminder Recall



The screenshot displays the LINKS application interface. At the top left is the LINKS logo, a stylized flower with green leaves. The user is logged in as JUDI GREENE, and the organization is LA IMMUNIZATION PROGRAM (1010). The date is September 14, 2015.

The left navigation menu is expanded to show the following options:

- Main
  - Home
  - Logout
  - Select Application
  - Select Organization (IRMS)
  - Select Facility
  - Select VFC Pin
  - Document Center
  - MyIR
- Favorites
- Patient
- Vaccinations
- Exec. Dashboard
- Lead
- Organization (IRMS)
- Facilities
- Physicians & Vaccinators
- Lot Numbers
- Orders/Transfers
- Reports
- Settings
  - CASA Export
  - Reminder/Recall
  - Imports
  - Exports
  - HEDIS
- Scheduled Reports
  - Job Queue
  - Change Password
  - Administration
  - Campaigns
  - Answers

The main content area is titled "Patient Search" and includes a "Click here to use the 'advanced' search" link. The search form contains the following fields:

First Name or Initial:	<input type="text"/>	PASPORT ID:	<input type="text"/>
Last Name or Initial:	<input type="text"/>	SIIS Patient ID / Bar Code:	<input type="text"/>
Birth Date:	<input type="text"/>	Chart Number:	<input type="text"/>
<b>Family and Address Information:</b>			
Guardian First Name:	<input type="text"/>	Mother's Maiden Name:	<input type="text"/>
Street: <input type="text"/>			
City:	<input type="text"/>	State:	<input type="text" value="Select..."/>
Zip Code:	<input type="text"/>	Phone Number:	<input type="text"/>
Country:	<input type="text" value="United States"/>		

Below the search form, there is a note: "Note: When searching by First and Last Name, you may use the wildcard character % to replace multiple characters and \_ to replace a single character." and a checkbox labeled "Check here if adding a new patient." At the bottom right of the search form are "Clear" and "Search" buttons. A blue arrow points from the "Reminder/Recall" menu item to the search form.

# Choose your option on how to run reminder recall

(Defaults to “Due Now”)

Reports > Use Templates > See Patient Groups >

## Reminder/Recall

1 2 3

How do you want to run this Reminder/Recall?

Include Inactive Patients (Excluding deceased)

Due Date Timeframe:

- Due Now
- Custom
- 3 Months or More Past Due
- 2 Months or More Past Due
- 1 Month or More Past Due
- Due Now
- Due In 1 Month or Less
- Due In 2 Month or Less
- Due In 3 Month or Less

W ?

Patient Location:

# Select Who You Want to Contact

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

Who do you want to Contact?

Patient Location:

Patient Age Range

Patient Birth Date

Patient Gender

Exclude patients who were sent a notification in the last:  
  Days  Weeks  Months  Years

Advanced

# Select Vaccine(s) to include

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

Which vaccines would you like to include?

Select a series

- CUSTOM
- 0-2 YEARS
- 3 DOSE HPV
- MCV 2 DOSE
- VARICELLA

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

**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**

Which vaccines would you like to include?

CUSTOM x ▾

Check the box to select vaccine(s):	Enter a dose number (optional):
<input type="checkbox"/> DTaP/DT/Td	<input type="text"/>
<input type="checkbox"/> HIB	<input type="text"/>
<input type="checkbox"/> POLIO	<input type="text"/>
<input type="checkbox"/> HEP-B 3 DOSE	<input type="text"/>
<input type="checkbox"/> MMR	<input type="text"/>
<input type="checkbox"/> VARICELLA	<input type="text"/>
<input type="checkbox"/> MENINGOCOCCAL	<input type="text"/>
<input type="checkbox"/> HEP-A	<input type="text"/>
<input type="checkbox"/> FLU	<input type="text"/>
<input type="checkbox"/> PNEUMO (PCV)	<input type="text"/>
<input type="checkbox"/> ROTAVIRUS	<input type="text"/>
<input type="checkbox"/> HPV	<input type="text"/>
<input type="checkbox"/> Tdap	<input type="text"/>

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**



# 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

Logged in: JUDI GREENE  
Organization (IRMS): TEST IRMS (2002) Date: September 16, 2015







Reports > Use Templates > See Patient Groups >

Reminder/Recall 1 > 2 > 3



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"/>	*	*	*	*		*	
<input checked="" type="checkbox"/>	FEMALE	TEST	<1	6	  <input type="checkbox"/> <input type="checkbox"/>	0	<input type="text" value="Select"/>
<input checked="" type="checkbox"/>	TEST	TEST	2	8	  <input type="checkbox"/> <input type="checkbox"/>	0	<input type="text" value="Select"/>
<input checked="" type="checkbox"/>	TESTER	TEST	<1	6	  <input type="checkbox"/> <input type="checkbox"/>	0	<input type="text" value="Select"/>

Submit changes and generate final reminder/recall list for export.

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)

The screenshot shows a software interface for Reminder/Recall. At the top, there are three green navigation buttons: "Reports", "Use Templates", and "See Patient Groups". Below these is a blue header "Reminder/Recall" with a progress bar showing steps 1, 2, and 3. Under the header are five green icons representing different recall methods: a person (3), a house (2), a telephone (3), a smartphone (0), and an email envelope (0). Below the icons is a blue bar with the text "What do you want to do with your selected recall group?". The main area contains a grid of nine options, each with an icon and a label: "Generate A Patient List", "Print Letters", "Generate Auto-Dialer Content", "Generate Mail-Merge", "Create Custom Post Cards", "Create Avery 8387 Postcards", "Print Labels", "Save As a Patient Group (Cohort)", and "Send Email".