Citywide Immunization Registry Online Registry

Influenza Coverage and Text Messaging Recall

NYC-DOHMH, BOI
Influenza Coverage Reports:

View a list of completed reports; create a new report.

User guides.
Influenza Coverage Reports:

Choose one or more reports.

Name your Report for you to identify easily later. The report list is shared by all users at your facility.
Coverage Report: View list of patients who are missing Influenza vaccine

- The results include a summary and a list of the patients who are not UTD. From here, one may create a recall list and letters.
- Currently, text messaging is not available from this process but can be created using the Custom Recall functions.
- You may take the results to produce a Recall List or Labels and Letters.
Coverage Report: downloadable spreadsheet of patients who are due influenza

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
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<tbody>
<tr>
<td>1</td>
<td>Recall Name: HUE_20200807_6-59mo flu cvge</td>
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<td>2</td>
<td>Date Created: 8/7/2020 10:48:10 PM</td>
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<td>Created By: shule</td>
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<td>4</td>
<td>Based On: Coverage Report</td>
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<td>5</td>
<td>Standard Recall: Selected ‘Due Now’ patients</td>
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<tr>
<td>6</td>
<td>Total Patients: 10, Patients not UTD: 10 (100%) Patients UTD: 0 (0%)</td>
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<tr>
<td>8</td>
<td>Last Name</td>
<td>First Name</td>
<td>DOB</td>
<td>Gender</td>
<td>CI R Id</td>
<td>Medrec Num</td>
<td>Address</td>
<td>City</td>
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<td>Zip</td>
<td>Home Phone</td>
<td>Cell Phone</td>
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<td>TEST-KIRU</td>
<td>TEST-KAM</td>
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<td>NY</td>
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<td>910742689</td>
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<td>10018</td>
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<td>212-555-6789</td>
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<td>TEST VN</td>
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<td>TEST WEEPING</td>
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<td>16</td>
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<td>TEST ZELDA</td>
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<td>17</td>
<td>VFFFIELD FFX</td>
<td>SURF</td>
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</table>

Citywide Immunization Registry
NYC Health
Refresh MyList:

Use this feature to recreate the MyList that is shared by all of the Online Registry users at your practice. When you click the "Continue" button at the bottom of the screen, the MyList for your Practice will be recreated and will contain only the patients who meet the criteria that you select below. Large sites may want to designate a staff person to manage refreshing MyList. Any changes made will affect all your users and affect the patients to be contacted if your practice has scheduled recurrent recall jobs using text messaging.

**Refresh My List**

Include Patients who:

- [x] Have been looked up at this practice: **within 3 months**
- [ ] Have received an immunization at this practice: **---------**
- [x] Have received their last immunization at this practice: **within 5 years**

- [ ] Do not include patients who have been designated as MOGE (Moved or Gone Elsewhere).

Please note after refreshing MyList:

- After refreshing the MyList, any patients who are looked up by users at this practice will be added to the MyList.
- After refreshing the MyList, any patients who are manually removed by users at this practice will be removed from the MyList.
- Patients "removed" from the MyList are only removed from your view, but are not removed from the CIR, and remain associated with this practice.
- After refreshing the MyList, any patients who are included in a Recall List created from a Flu Coverage Report by users at this practice will be added to the MyList.
Text Messaging using Custom Recall

STOP. Before running recall jobs, review how to Prepare MyList and Refresh MyList.

Run a Recall List first to view a list of recipients.

To view a recall list choose:
- Outreach Type: Recall
- Parameter Type: Custom
- Contact Type: List

For text message choose:
- Outreach Type: Recall
- Parameter Type: Custom
- Contact Type: Text Message – One Time
One-Time Text Message:

Enter age range, select influenza, enter date to send message, message.

Enter date to send message. Type your custom message. **Date Tip**: Enter at least tomorrow’s date, not today’s date to allow room to cancel a message job if needed. Include the practice name and practice phone number.
Recall: Custom Text Message: view job run details

Click the Excel View Job Runs Details link to view your job run details.
A sample of how the messages you send will look on the screen of a mobile phone:

It is important to list your facility name, shown here as “Your Provider,” so your patient knows who is sending the message.

Auto-reply confirming patient has opted out of receiving text messages after replying, “STOP”.

Auto-reply confirming patient has opted back in to receiving text messages after replying, “OOPS”.

Text Message

Include:
• Your appointment phone line;
• Practice name

• If one child in a family is opted out, then all family members associated with that phone number are opted out
• If a recipient opts out of a message, such as flu, from a provider, then they are opted out of all messages
| Data Accuracy and Data Capture: | • Is cell phone information routinely and accurately updated in your EMR by training staff to enter data accurately?  
• Are cell phone numbers and all data correctly sent and captured in the Online Registry and periodically verified with your IT staff, EMR vendor and CIR for accuracy? |
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<thead>
<tr>
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<tbody>
<tr>
<td>Patient follow-up:</td>
<td>• Check that your practice has in place at patient registration, a process for obtaining express consent to contact patients on health-related matters.</td>
</tr>
<tr>
<td>Call volume:</td>
<td>• Launch text messages on a day/time when front desk are available to answer calls</td>
</tr>
</tbody>
</table>
| Answering patients’ questions:| • Train staff on using CIR or EMR to check immunization status  
• Use opportunity to reinforce importance of on-time vaccination  
• Consider some scripts for staff:  
  “I’m glad you called. I know Dr. Xxx really wants to make sure her patients have all the vaccines they need.”  
  “While I have you on the phone, let’s also schedule Sam's flu shot.” |
Online Registry

Please enter your User ID and Password.

user id
password

In proceeding beyond this point, the user:
- acknowledges the possible that the information contained here may be shared or disclosed;
- acknowledges that the medical section is identical to a screen for staff tests with the healthcare provider, based on the user's current status, with any personal data.

Online Registry Resources
- Select patients with best messaging via the Online Registry:
  - Choose patient parameters
  - Send one-time or long-term text messages
  - Send to all providers
  - Update patient into screen
  - Add admissible numbers and email
  - Select for patients to receive test messages
  - If you are recording via a web service, please contact your SMS vendor to include call phone number to send to the CIR.
- Guides:
  - Coverage: Coverage information
  - QIP: Coverage support KIR Guide
  - Infusion Coverage Coverage KIR Guide
  - KIR: Emergency Kit
  - KIP: KIP Kit
  - vIRP: vIRP Kit
  - KIR: KIR Kit
  - Online Registry pre-registered forms
- Other resources:
  - patient reports
  - forms

News and Highlights
-’ve added resources and new information:
  - Creating a virtual dashboard
  - Pandemic: Resources and support
  - vIRP: vIRP Kit
  - Adverse event reporting: Resources
  - vIRP: vIRP Kit
  - vIRP: vIRP Kit
  - KIR: KIR Kit
  - Online Registry pre-registered forms
- Other resources:
  - patient reports
  - forms

Resources: www.nyc.gov/health/cir  Questions?: cir@health.nyc.gov or cir-reset@health.nyc.gov