

Bringing Patients Up-to-Date on Missed Immunizations: Citywide Immunization Registry Recall Tools

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Overview

- ▶ Impact of COVID-19 on Immunizations
- ▶ Overview of CIR Recall Tools
- ▶ Office Logistics for Recall
- ▶ Live Demonstration of CIR Recall Tools
- ▶ Questions

Impact of COVID-19 on Immunizations

Citywide Immunization Registry Recall Tools

*All tools available in the CIR



Overview of CIR Recall Tools (1)

▶ Coverage Reports

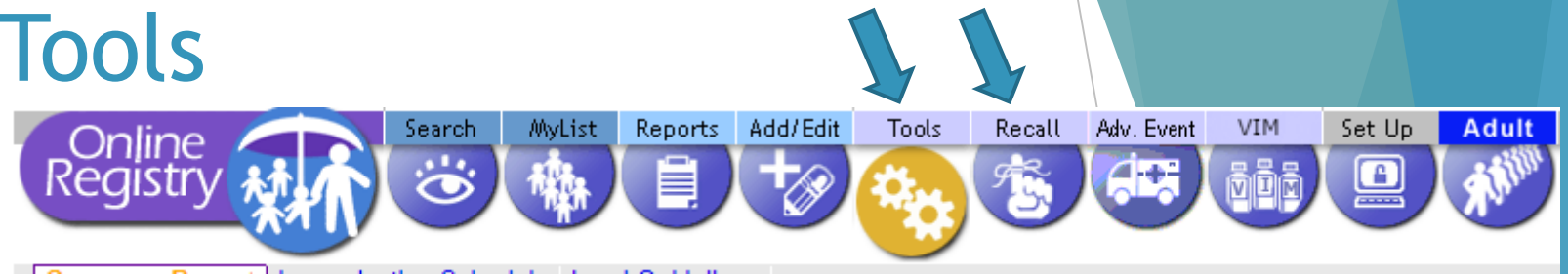
- ▶ Generates practice-level immunization rates of patients who are up-to-date with vaccinations
- ▶ Standard, Influenza, and Immunization Quality Improvement for Providers (IQIP) reports
 - ▶ Standard reports are based on MyList
 - ▶ Influenza and IQIP reports based on specific methodology
- ▶ Offers the option to create a Recall List for patients who need immunizations

Overview of CIR Recall Tools (2)

▶ Recall Function

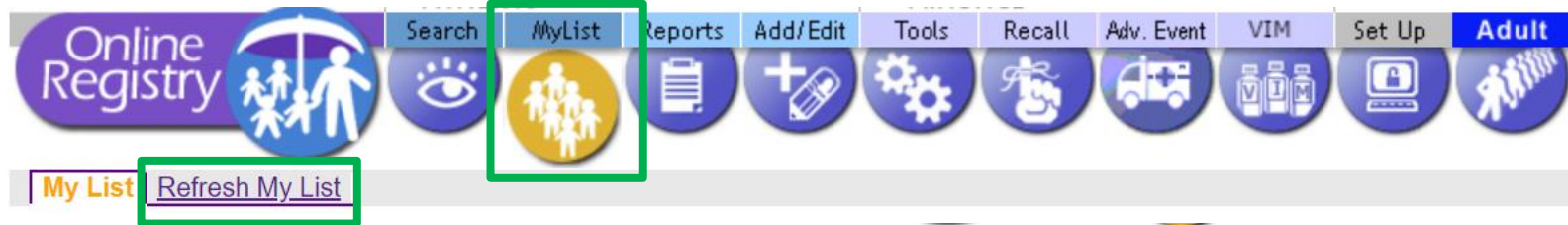
- ▶ Generates lists, mailing letters/labels, and/or text-messages for patients who are overdue for vaccines
- ▶ Standard or custom options
 - ▶ Standard jobs are based on MyList
 - ▶ Custom jobs are based on parameters you define
- ▶ Lists include patient names, DOBs, genders, medical record numbers, CIR IDs, addresses, phone numbers and immunizations that are due
- ▶ Text-messages
 - ▶ Can send standard or custom messages
 - ▶ One-time or recurrent

Accessing Recall Tools



- ▶ Login to CIR Online Registry
- ▶ To run:
 - ▶ Coverage reports, click on 'Tools' tab
 - ▶ Recall, click on 'Recall' tab
- ▶ Note: You have the option to run recall lists and/or letters/labels from a coverage report job
- ▶ Before running any coverage or recall jobs, it is important to:
 - ▶ Review and refresh your MyList, and
 - ▶ Check and update patient information or vaccination history, as needed

Refreshing the MyList



- ▶ Click on the 'MyList' tab
- ▶ Click on the 'Refresh My List' tab
- ▶ Select the option(s) appropriate for you
- ▶ Choose the option to exclude patients who are no longer seen at your practice
- ▶ It is recommended only one person manages this and/or all users at your practice agree on what parameters to use

[My List](#) [Refresh My List](#)

- 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:

- Have been looked up at this practice: ----- ▾
- Have received an immunization at this practice: ----- ▾
- Have received their last immunization at this practice: ----- ▾
- Do not include patients who have been designated as MOGE (Moved or Gone Elsewhere).

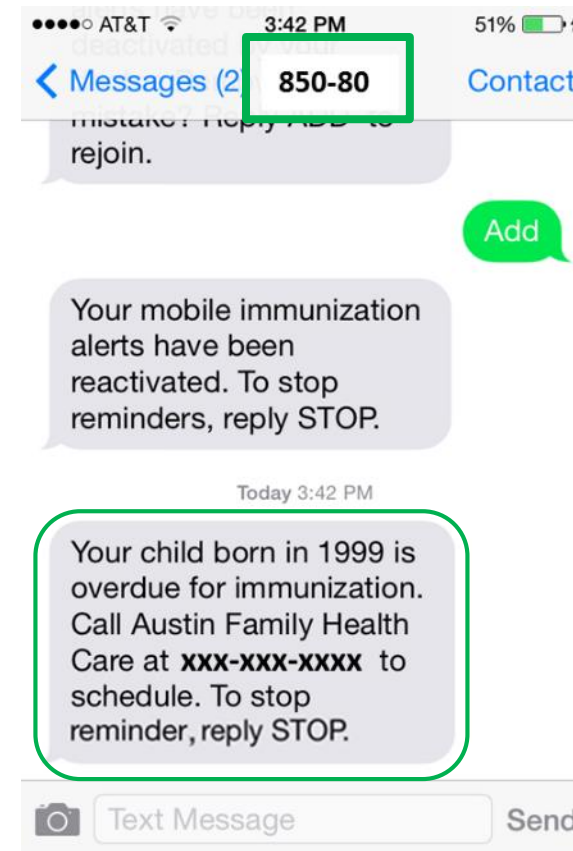
Please note after refreshing MyList:

- 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.

[Cancel](#) [Continue](#)

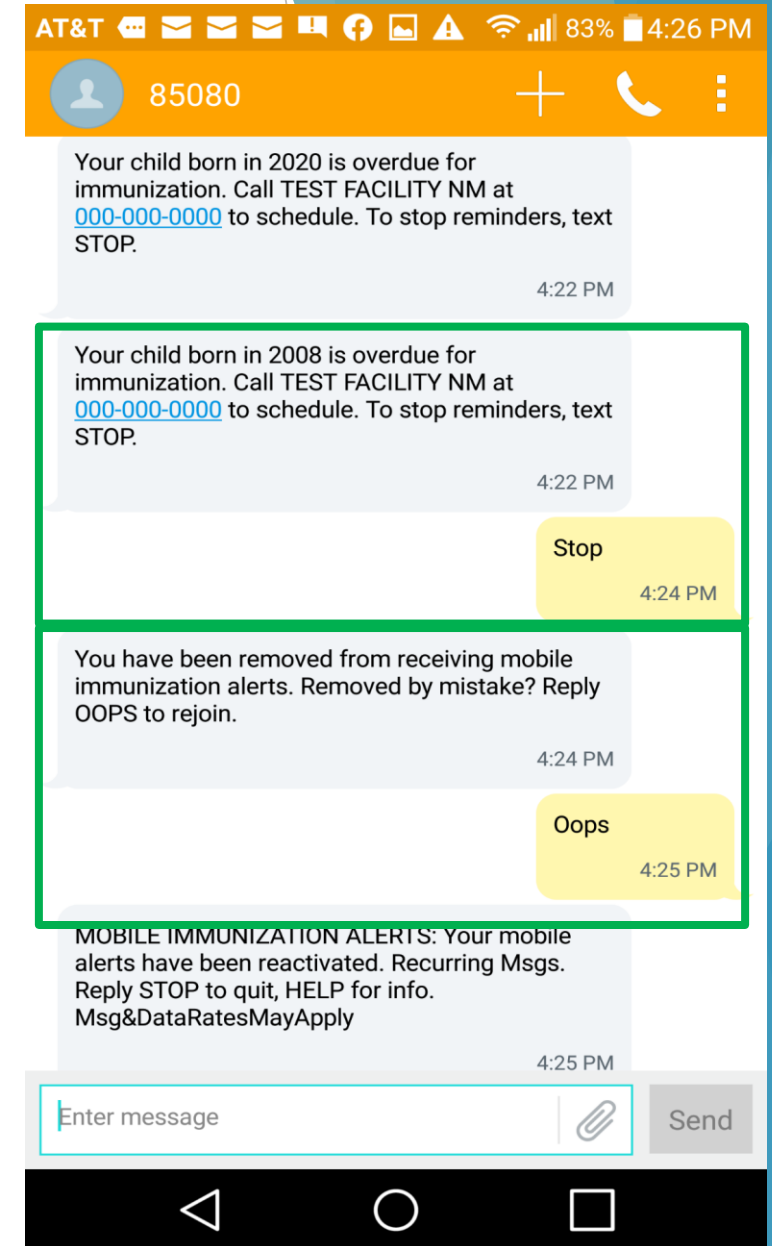
Text-Message Recall Functionality

- ▶ Free for practices to use
- ▶ Text-messages are sent from a CIR short code number, not the practice's phone number
- ▶ It is important to type your practice name and phone number in the message, especially if using the customized option
- ▶ Recommendations:
 - ▶ Run a recall list first before setting-up the text-message recall job
 - ▶ Set-up the text-message recall job to be sent the next day to allow for time to update or cancel a job, if needed



Text-Message Considerations

- ▶ Opt-in/out
 - ▶ All patients are opted in by default to receive text-messages
 - ▶ Recipients can "opt out" after receiving the initial and any subsequent messages by replying "STOP"
 - ▶ You may manually change a patient's status to "opt out" in the CIR if obtaining consent before sending text-messages
 - ▶ 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
 - ▶ Recipients can opt back in after opting out by replying "OOPS"
- ▶ If you choose to use CIR Online Registry tools to communicate with parents/guardian/patients, then please consult with your own legal advisors regarding text-messaging them without express consent

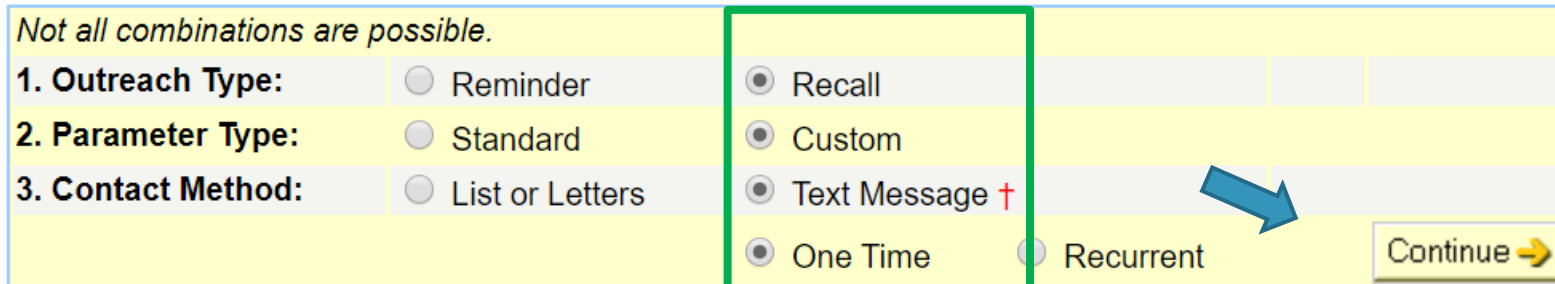


Running CIR Recall: Text-Messages

- ▶ Text-messages can only be used for recall purposes
- ▶ To send recall text-messages to patients who are overdue for vaccines, select the options as displayed in the image below
 - ▶ Choose whether you want to send a one-time message or recurrent messages
 - ▶ Recurrent messages will send once every 28 days within the timeframe specified

Not all combinations are possible.

1. Outreach Type:	<input type="radio"/> Reminder	<input checked="" type="radio"/> Recall	
2. Parameter Type:	<input type="radio"/> Standard	<input checked="" type="radio"/> Custom	
3. Contact Method:	<input type="radio"/> List or Letters	<input checked="" type="radio"/> Text Message †	
	<input checked="" type="radio"/> One Time	<input type="radio"/> Recurrent	<input type="button" value="Continue →"/>



Office Logistics for Recall

Ensure Accurate Data and Phone Numbers

- ▶ 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?

Prepare Front Desk Staff

- ▶ Call volume
 - ▶ Launch text-messages on a day/time when front desk are available to answer calls
- ▶ Answering parents' questions
 - ▶ May need a refresher on using CIR or EMR to check immunization status
 - ▶ Post a copy of CDC's routine and catch-up immunization schedules
 - ▶ Great opportunity to reinforce importance of on-time vaccination
 - ▶ Consider some scripts for staff

Example Scripts for Front Desk Staff

- ▶ “I’m glad you called. I know Dr. Oliver really wants to make sure her patients have all the vaccines they need.”
- ▶ “While I have you on the phone, let’s also schedule Jeremiah's flu shot.”

Ensure Adequate Vaccine Supply

- ▶ Vaccines For Children (VFC) Program
 - ▶ Providers can order more VFC vaccines than recommended in the CIR Vaccine Inventory Management (VIM) system to help with catch-up vaccination efforts
 - ▶ Providers can also order VFC vaccines outside of their regular ordering schedule
 - ▶ CDC has authorized the extension of the DDL calibration period by one additional year for providers with certificates of calibration expiring in 2020 only
 - ▶ Example: A DDL calibration certificate set to expire on 7/30/2020 will now expire on 7/30/2021
 - ▶ Please contact the Provider Quality Assurance Unit if you need assistance with vaccine ordering at 347-396-2405

Live Demo

Reminder/Recall Instruction Guide



- Refresh **MyList** before creating a new Reminder/Recall job.
- ➔ To create a new Reminder/Recall job, follow the steps below.
 1. First, choose an **Outreach Type**. Reminders will be sent to patients due immunizations in the next 28 days. Recalls will be sent to patients due immunizations now.
 2. Next, choose a **Parameter Type**. If you want to run a job using your MyList, choose "Standard". Choose "Custom" to specify age range, gender, and vaccine type/dose numbers.
 3. Then, choose a **Contact Method**. If you are sending text messages, choose the frequency of contact. Recurrent texts will be sent every 28 days within the start and end date indicated. One time texts will send only once on the date indicated.

For additional Recall/Reminder instructions, click [here](#). View [Brief Text Messaging Guide](#).

To recall patients based on up-to-date rates using list or letters, use the [Coverage Report Tool](#).

Not all combinations are possible.

1. Outreach Type:	<input type="radio"/> Reminder	<input type="radio"/> Recall		
2. Parameter Type:	<input type="radio"/> Standard	<input type="radio"/> Custom		
3. Contact Method:	<input type="radio"/> List or Letters	<input type="radio"/> Text Message †		
	<input type="radio"/> One Time	<input type="radio"/> Recurrent		<input type="button" value="Continue →"/>

Questions?

Contact Information

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