

Vaccination Reminder/Recall – Flu & COVID



Reminder/Recall

- Reminder/recall is a helpful tools for ensuring that patients who are due or overdue for vaccination are notified
 - Reminder: immunizations are coming due
 - Recall: immunizations are past due
- I-CARE can be utilized to see which patients are due/overdue for a flu or COVID dose
- There are two reports in I-CARE that can be utilized to generate vaccination reminder/recall letters
 - Customize Letters
 - Reminder/Recall



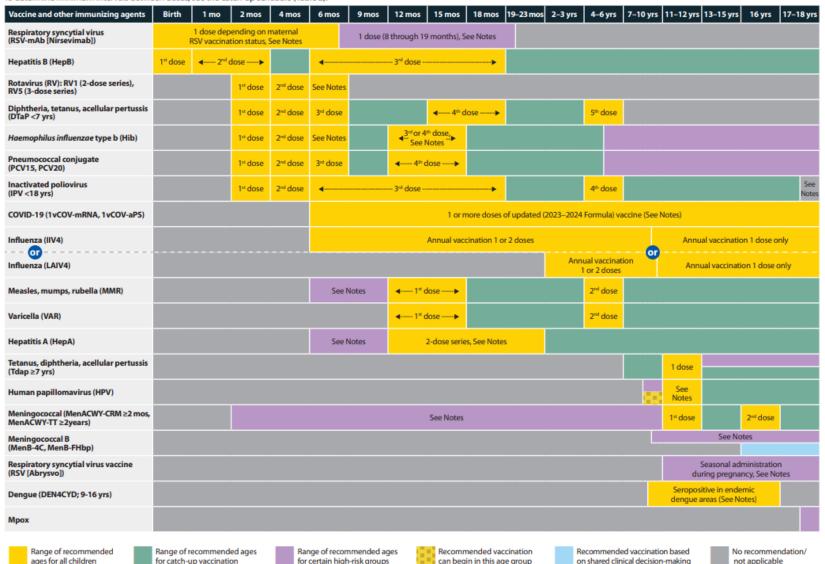
Vaccination Recommendations/Schedules

- It is essential to understand vaccine recommendation and schedules for vaccines to understand when patients are due or overdue for vaccination
- Updated vaccination schedules can be found on CDC's website here: <u>Immunization Schedules | CDC</u>
- Examples of routine immunization schedules are included on the next slides
- It is important to stay up-to-date with recommended immunization schedules, including additional considerations such as medication conditions or other indications



Table 1 Recommended Child and Adolescent Immunization Schedule for Ages 18 Years or Younger, United States, 2024

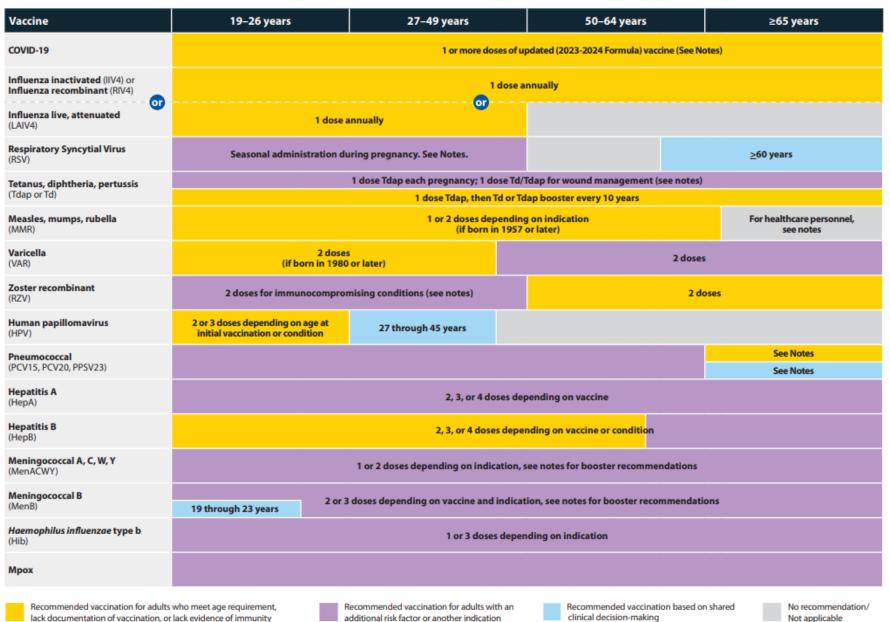
These recommendations must be read with the notes that follow. For those who fall behind or start late, provide catch-up vaccination at the earliest opportunity as indicated by the green bars. To determine minimum intervals between doses, see the catch-up schedule (Table 2).



Two doses given at Flu⁺ least 4 weeks apart are recommended for children age 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.



Table 1 Recommended Adult Immunization Schedule by Age Group, United States, 2024



Reminder/Recall Tools in I-CARE

- I-CARE is a great tool for determining if patients are due or overdue for vaccination
- I-CARE includes logic that shows if a patient is due for a vaccination on their individual patient record
- To look at population level data, there are two reports in I-CARE that can be utilized to generate vaccination reminder/recall letters for all patients
 - Customize Letters
 - Reminder/Recall

Group	# Vaccine	Lot Number	Date	Status
	 <u>Dose</u>	070117111	10/25/2020	Yana
	9: FLU		09/01/2023	A Due
PNE	1: pneumococcal polysaccharide PPV23	L013428	10/03/2015	✓ Valid
	2: PNEUMOVAX 23	MO38359	03/20/2017	× Invalid
	3: Prevnar 13	X13847	10/22/2018	✓ Valid
	4: PREVNAR 20	FJ2605	09/30/2022	✓ Valid
RSV	1: RSV		04/10/2012	A Due
<u>Tdap</u>	1: BOOSTRIX	57GJ2	09/09/2021	✓ Valid
<u>Td</u>	1: Td		10/07/2021	A Due
<u>VAR</u>	1: VAR		04/10/1953	A Due
ZOS	1: ZOS		04/10/2002	A Due
COVID-19	1: Pfizer-BioNTech COVID-19 Vaccine	EW0164 (317) 317 Inventory	05/01/2021	✓ Valid
	2: Pfizer-BioNTech COVID-19 Vaccine	EW0164 (317) 317 Inventory	05/22/2021	✓ Valid
	3: Pfizer-BioNTech COVID-19 Vaccine	33025BD (317) 317 Inventory	12/21/2021	✓ Valid
	4: COVID-19		09/12/2023	A Due



Step 1: Accessing I-CARE

1. Navigate to the IDPH Web Portal



2. Log in using your username and password

3. Select the "Applications" drop-down > Production Apps > I-CARE





Step 2: Navigating to Reports



On the I-CARE landing page, navigate to the "Reports" tab on the menu in the upper lefthand corner



COVID Fact Sheet Updates (Updated 10/19)

Published: 10/19/2023 3:00 PM

The following COVID-19 Recipient/Caregiver Fact Sheets have been updated by the CDC and are now available...

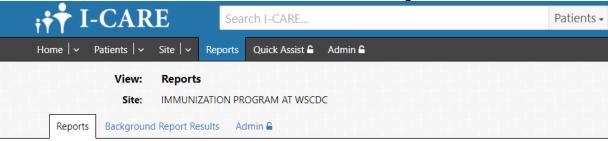
Step 3: Finding Reminder/Recall Reports

Once on the "Reports" page, navigate to the

Reminder/Recall section to find the two reports we want to run

Customize Letters

Reminder Recall



Coverage Level Reports

Coverage Level Report - Generate a standard coverage level report.

Coverage Level Patient List - Generate a list of patients that match the search criteria.

<u>Coverage Level Adolescent</u> – Generate adolescent immunization coverage levels on active patients which match the search criteria, wit People 2020 Goals.

<u>Coverage Level Childhood</u> – Generate childhood immunization coverage levels on active patients which match the search criteria, with People 2020 Goals.

MenB Coverage Levels - Generate MenB coverage levels on active patients which match the search criteria.

COVID Reports

COVID Aggregate Report - Generate a COVID Aggregate report.

COVID Duplicate Doses - Generate a list of COVID Duplicate doses.

<u>COVID Exclusions</u> – Report that helps identify incorrect COVID immunization data.

COVID Immunization Activity – Generate a summary list of all patient COVID-19 immunizations given that match the search criteria.

COVID Immunizations Due – Generate a list of all patient COVID-19 immunizations due that match the search criteria.

Ad Hoc Reports

Ad-Hoc - Generate a list of site patients (and immunizations, if desired) that match the search criteria.

Reminder/Recall Reports

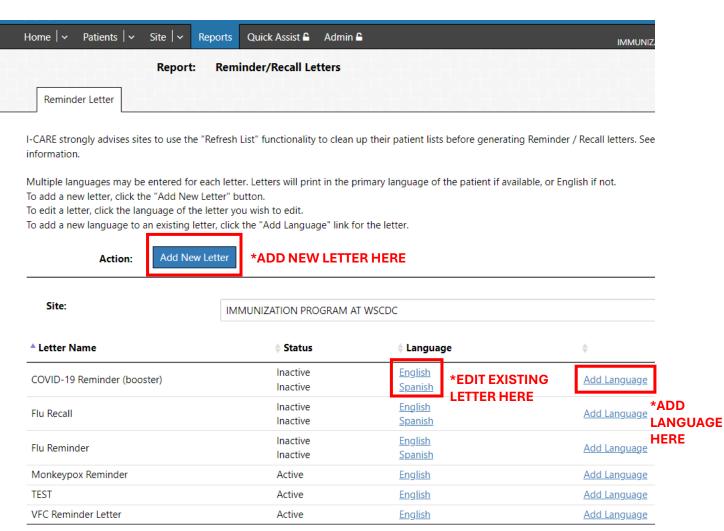
Customize Letters – Edit Reminder/Recall letter & postcard text for the site.

Reminder Recall – Generate Reminder/Recall letters/postcards for patients that match the search criteria.



Step 4: Customize Letter Report

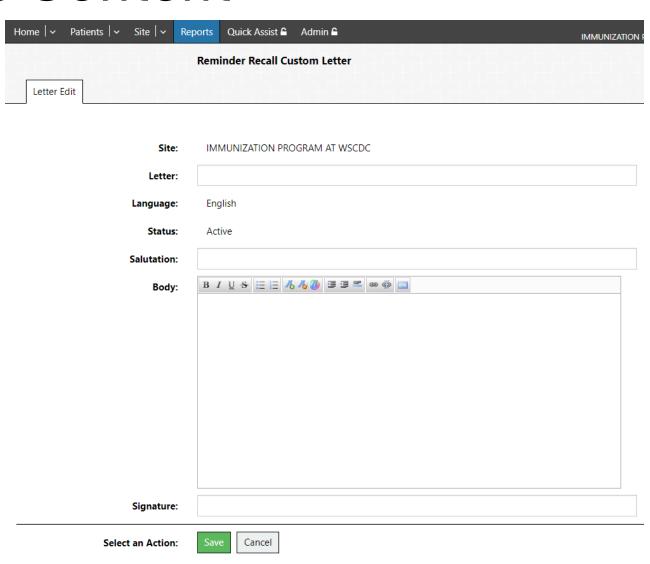
- This report lets providers design their own letters to send to patients
- Letters can be used to provide a reminder for patients who are due or overdue for a vaccine
- New letters can be added here OR existing letters can be edited or added in a new language





Customize Letters Content

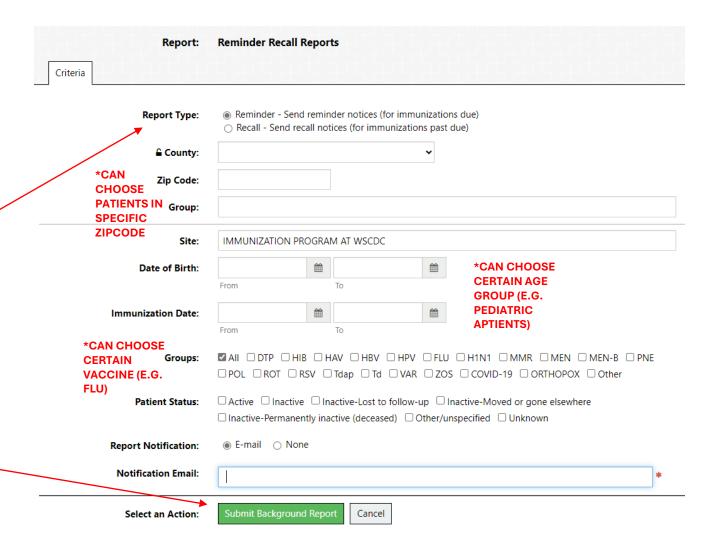
- **Letter:** Title of your letter (e.g. Pediatric Flu Vaccine Reminder)
- Salutation: Greeting (e.g. Hello, Dear Resident, Dear Parent/Guardian)
- **Body:** Unique content that site wants to share with patients or parents/guardians
- Signature: Site or Provider Name
- Save letter once complete





Step 5: Reminder/Recall Report

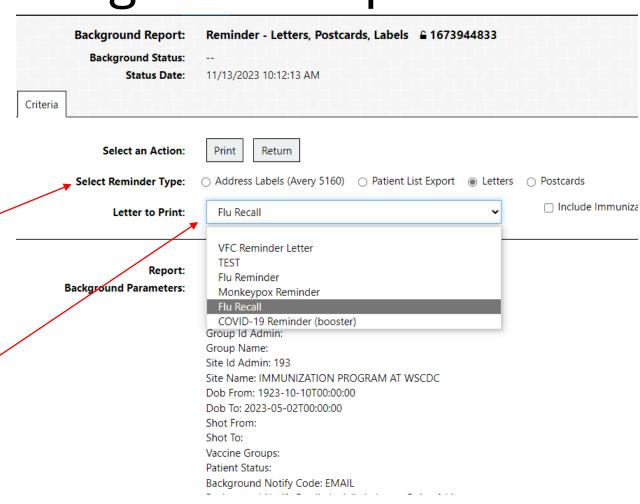
- The reminder/recall report lets providers generate letters that match a <u>specific search</u> <u>criteria</u>
- *Note: ensure that you are choosing the correct type of report
- Ensure that you fill out all relevant fields
- Select "Submit Background Report" once finished





Reminder/Recall Background Report

- You will receive an email when the report is completed. This will generate options for providers to send out reminder types such as letters and postcards.
- Select which reminder type you would like to send
- Select which letter you would like to send from the drop-down
- You also will have the option to include immunization due dates
- Select "Print" when finished to generate letters





Reminder/Recall Letters

- A PDF of unique reminder/recall letters will be generated after selecting "Print"
- You now have a list of personalized letters to send out to patients who have upcoming vaccines or who are overdue for vaccines
- These personalized letters can then be sent to patients for vaccination reminder or recall

11/13/2023

PROVIDER SITE ADDRESS CHICAGO, IL

PATIENT NAME
PATIENT ADDRESS

Hello,

Our records indicate that you are overdue for your annual influenza vaccination. In order to further assist we need you to reach out to your provider to make an appointment. It is important to receive the recommended vaccination at the recommended intervals as set forth by the Center for Disease Control. We thank you for your efforts as we work toward improved health outcomes for all our residents.

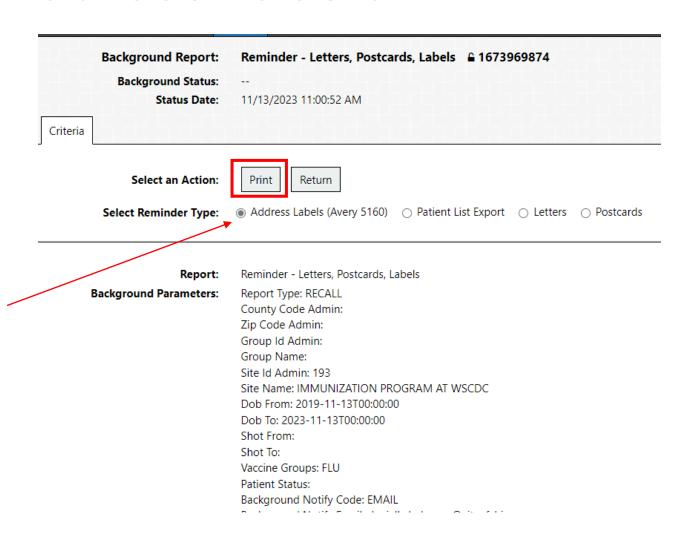
COVID-19 06/02/2023 FLU 10/27/2022

Chicago Department of Public Health



Reminder/Recall Address Labels

- Address labels to mail the personalized reminder/recall letters can also be created in I-CARE
- Using the same background report generate in Step 5, you can select the option for "Address Labels" and then hit "Print"
- This will create a PDF document of labels with patient Name and Address that can be printed onto labels





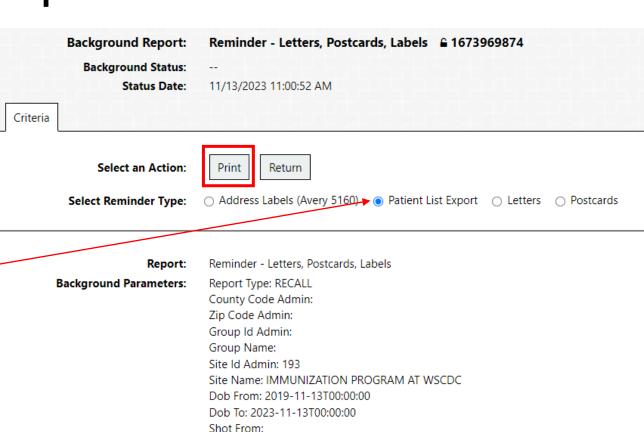
Reminder/Recall Patient List

- I-CARE can also be utilized to generate a list of patients who are due/overdue for vaccines
- This list can be utilized by sites to reach out to patients via email, telephone, text message. EMR message, etc. to reminder them of these upcoming or overdue vaccination
- This functionality can be useful if you do not need the personalized letters



Step 1: Generate & Export Patient List

- Navigate to the same Reminder/Recall Background report generated in Step 5
- A list of patients who are due/overdue for vaccinations can be generated using this same report
- On the background report, select "Patient List Export" and then "Print"
- This will generate an Excel file with relevant patient information that can be downloaded and used in a mail merge to create unique letters



Shot To:

Vaccine Groups: FLU

Background Notify Code: EMAIL

Patient Status:



Step 2: Edit & Save Excel File

- The exported Excel file will act as the list of individuals you are sending letters to
- Open the Excel file
- Add column names to relevant fields such as Name, Address, Email, Zip code, etc.
- Save Excel sheet
- This file can be used to reach out to patients, send text reminders, etc.

