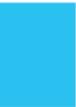




MMR Reminder Recall Provider Training



Vaccination Recommendations and Schedules

- It is essential to understand vaccine recommendations and schedules for patients who are due or overdue for vaccinations
- Updated vaccination schedules can be found on the CDC's website
- Examples of routine immunization schedules are included on the next two 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 Adult Immunization Schedule by Age Group, United States, 2024

Vaccine	19–26 years	27–49 years	50–64 years	≥65 years
COVID-19	1 or more doses of updated (2023-2024 Formula) vaccine (See Notes)			
Influenza inactivated (IIV4) or Influenza recombinant (RIV4)	1 dose annually			
Influenza live, attenuated (LAIV4)	1 dose annually			
Respiratory Syncytial Virus (RSV)	Seasonal administration during pregnancy. See Notes.			≥60 years
Tetanus, diphtheria, pertussis (Tdap or Td)	1 dose Tdap each pregnancy; 1 dose Td/Tdap for wound management (see notes)			
	1 dose Tdap, then Td or Tdap booster every 10 years			
Measles, mumps, rubella (MMR)	1 or 2 doses depending on indication (if born in 1957 or later)			For healthcare personnel, see notes
Varicella (VAR)	2 doses (if born in 1980 or later)		2 doses	
Zoster recombinant (RZV)	2 doses for immunocompromising conditions (see notes)		2 doses	
Human papillomavirus (HPV)	2 or 3 doses depending on age at initial vaccination or condition	27 through 45 years		
Pneumococcal (PCV15, PCV20, PPSV23)				See Notes
				See Notes
Hepatitis A (HepA)	2, 3, or 4 doses depending on vaccine			
Hepatitis B (HepB)	2, 3, or 4 doses depending on vaccine or condition			
Meningococcal A, C, W, Y (MenACWY)	1 or 2 doses depending on indication, see notes for booster recommendations			
Meningococcal B (MenB)	19 through 23 years	2 or 3 doses depending on vaccine and indication, see notes for booster recommendations		
Haemophilus influenzae type b (Hib)	1 or 3 doses depending on indication			
Mpox				

Recommended vaccination for adults who meet age requirement, lack documentation of vaccination, or lack evidence of immunity

Recommended vaccination for adults with an additional risk factor or another indication

Recommended vaccination based on shared clinical decision-making

No recommendation/ Not applicable



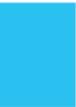
Table 1 Recommended Child and Adolescent Immunization Schedule for Ages 18 Years or Younger, United States, 2024

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).

Vaccine and other immunizing agents	Birth	1 mo	2 mos	4 mos	6 mos	9 mos	12 mos	15 mos	18 mos	19–23 mos	2–3 yrs	4–6 yrs	7–10 yrs	11–12 yrs	13–15 yrs	16 yrs	17–18 yrs	
Respiratory syncytial virus (RSV-mAb [Nirsevimab])	1 dose depending on maternal RSV vaccination status, See Notes			1 dose (8 through 19 months), See Notes														
Hepatitis B (HepB)	1 st dose	← 2 nd dose →		← 3 rd dose →														
Rotavirus (RV): RV1 (2-dose series), RVS (3-dose series)		1 st dose	2 nd dose	See Notes														
Diphtheria, tetanus, acellular pertussis (DTaP <7 yrs)		1 st dose	2 nd dose	3 rd dose	← 4 th dose →			5 th dose										
Haemophilus influenzae type b (Hib)		1 st dose	2 nd dose	See Notes		← 3 rd or 4 th dose, See Notes →												
Pneumococcal conjugate (PCV15, PCV20)		1 st dose	2 nd dose	3 rd dose	← 4 th dose →													
Inactivated poliovirus (IPV <18 yrs)		1 st dose	2 nd dose	← 3 rd dose →					4 th dose								See Notes	
COVID-19 (1vCOV-mRNA, 1vCOV-aP5)	1 or more doses of updated (2023–2024 Formula) vaccine (See Notes)																	
Influenza (IIV4)	Annual vaccination 1 or 2 doses										Annual vaccination 1 dose only							
Influenza (LAIV4)	Annual vaccination 1 or 2 doses										Annual vaccination 1 dose only							
Measles, mumps, rubella (MMR)					See Notes		← 1 st dose →		2 nd dose									
Varicella (VAR)						← 1 st dose →		2 nd dose										
Hepatitis A (HepA)					See Notes		2-dose series, See Notes											
Tetanus, diphtheria, acellular pertussis (Tdap ≥7 yrs)											1 dose							
Human papillomavirus (HPV)											See Notes							
Meningococcal (MenACWY-CRM ≥2 mos, MenACWY-TT ≥2years)											See Notes					1 st dose	2 nd dose	
Meningococcal B (MenB-4C, MenB-FHbp)											See Notes							
Respiratory syncytial virus vaccine (RSV [Abrysvo])											Seasonal administration during pregnancy, See Notes							
Dengue (DEN4CYD; 9–16 yrs)											Seropositive in endemic dengue areas (See Notes)							
Mpox																		

Flu+ Two doses given at 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.

Range of recommended ages for all children
 Range of recommended ages for catch-up vaccination
 Range of recommended ages for certain high-risk groups
 Recommended vaccination can begin in this age group
 Recommended vaccination based on shared clinical decision-making
 No recommendation/not applicable



Measles Outbreak

- In light of the recent measles outbreak in Chicago, CDPH is encouraging children from ages 12 months to 7 years to get their measles, mumps, and rubella (MMR) vaccination in order to be protected from the virus
- MMR vaccination is a two-dose series
 - If a patient was not fully vaccinated during childhood, please encourage the patient to receive both doses to be protected
- An infected person can spread the virus up to 90% of the people close to them if those contacts are not immune, and people can remain contagious for roughly eight days



★ Reminder Recall

- Reminder recall is a helpful tool for ensuring that patients who are due or overdue for vaccinations 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 their MMR vaccination
- There are two reports in I-CARE that can be utilized to generate vaccination reminder recall letters:
 - Customize Letters**
 - Reminder Recall**

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



What is the difference between customize letters and reminder recall?

- **Customize letters** lets providers design their own letters into I-CARE that they want to send out to patients
- **Reminder Recall** allows providers generate letters and postcards that match a specific search criteria



★ 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](#)



★ Navigate to Reports

I-CARE Search I-CARE... Patients ▾

Home ▾ Patients ▾ Site ▾ **Reports** Quick Assist 🔒 Admin 🔒

Welcome to I-CARE
The Illinois Comprehensive Automated Immunization Registry Exchange (I-CARE) is a project of the Illinois Department of Public Health to link IDPH's immunization registry to the state.

I-CARE
Illinois Comprehensive Automated Immunization Registry Exchange

[New users start here »](#)

[News/Announcements](#) [Site Dashboard](#) [Immunization Schedules](#) [Immunization Links](#) [Contacts](#)

Select View: [Active](#) [Archive](#) [Admin 🔒](#)

On the I-CARE landing page, navigate to the “Reports” tab on the menu in the upper left-hand corner



COVID Fact Sheet Updates (Updated 10/19)

News

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...

★ Find Reminder Recall Reports – Customize Letters

Once on the “Reports” page, navigate to the **Reminder/Recall** section to find the two reports we want to run

Customize Letters

Reminder Recall

The screenshot displays the I-CARE web application interface. At the top, there is a navigation bar with the I-CARE logo, a search bar labeled "Search I-CARE...", and a "Patients" dropdown menu. Below the navigation bar, there are tabs for "Home", "Patients", "Site", "Reports", "Quick Assist", and "Admin". The "Reports" tab is currently selected. Underneath the tabs, the page shows "View: Reports" and "Site: IMMUNIZATION PROGRAM AT WSCDC". A sub-menu is open under "Reports", showing options for "Reports", "Background Report Results", and "Admin".

The main content area is divided into several sections:

- 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.
 - [Coverage Level Adolescent](#) – Generate adolescent immunization coverage levels on active patients which match the search criteria, with People 2020 Goals.
 - [Coverage Level Childhood](#) – 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.
 - [COVID Exclusions](#) – 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.

★ Customized 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

Home | Patients | Site | Reports | Quick Assist | Admin

IMMUNIZ

Report: Reminder/Recall Letters

Reminder Letter

I-CARE strongly advises sites to use the "Refresh List" functionality to clean up their patient lists before generating Reminder / Recall letters. See information.

Multiple languages may be entered for each letter. Letters will print in the primary language of the patient if available, or English if not. To add a new letter, click the "Add New Letter" button. To edit a letter, click the language of the letter you wish to edit. To add a new language to an existing letter, click the "Add Language" link for the letter.

Action: [Add New Letter](#) *ADD NEW LETTER HERE

Site: IMMUNIZATION PROGRAM AT WSCDC

Letter Name	Status	Language	
COVID-19 Reminder (booster)	Inactive Inactive	English Spanish	*EDIT EXISTING LETTER HERE Add Language *ADD LANGUAGE HERE
Flu Recall	Inactive Inactive	English Spanish	Add Language
Flu Reminder	Inactive Inactive	English Spanish	Add Language
Monkeypox Reminder	Active	English	Add Language
TEST	Active	English	Add Language
VFC Reminder Letter	Active	English	Add Language

★ Customized Letter Report

- **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**

The screenshot shows a web application interface for creating a customized letter. The top navigation bar includes 'Home', 'Patients', 'Site', 'Reports', 'Quick Assist', and 'Admin'. The main heading is 'Reminder Recall Custom Letter'. A 'Letter Edit' button is visible. The form fields are as follows:

- Site:** IMMUNIZATION PROGRAM AT WSCDC
- Letter:** [Empty text box]
- Language:** English
- Status:** Active
- Salutation:** [Empty text box]
- Body:** [Rich text editor with a toolbar containing icons for Bold, Italic, Underline, Strikethrough, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, and Print]
- Signature:** [Empty text box]

At the bottom, there is a 'Select an Action:' label with 'Save' and 'Cancel' buttons.



Customized Letter Report

- Once you hit save, a preview of your letter will be generated in the next page

Select an Action:

Edit RR Letter

Return

Site: IMMUNIZATION PROGRAM AT WSCDC

Letter: MMR Recall

Language: English

Status: Active

Salutation: Hello,

Body: In light of the recent measles outbreak in Chicago, the Chicago Department of Public Health is encouraging children from ages 12 months to 7 years to get their measles, mumps and rubella (MMR) vaccination in order to be protected from the virus. MMR vaccination is a two-dose series - if you were not fully vaccinated during childhood, please consider receiving both doses to be protected.

Measles is highly contagious. An infected person can spread the virus up to 90% of the people close to them if those contacts aren't immune, and people can remain contagious for roughly eight days.

Our records indicate that you are overdue for your MMR vaccination. Please reach out to your provider to make an MMR vaccination appointment or schedule an appointment at a CDPH Walk-in Clinic using the QR code below. 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 Chicago residents.

Signature: IMMUNIZATION PROGRAM AT WSCDC

★ Find Reminder Recall Reports – Reminder Recall

Once on the “Reports” page, navigate to the **Reminder/Recall** section to find the two reports we want to run

Customize Letters

Reminder Recall

The screenshot shows the I-CARE web application interface. At the top, there is a navigation bar with the I-CARE logo, a search bar, and a 'Patients' dropdown menu. Below the navigation bar, there are tabs for 'Home', 'Patients', 'Site', 'Reports', 'Quick Assist', and 'Admin'. The 'Reports' tab is selected. The main content area displays the following information:

- View:** Reports
- Site:** IMMUNIZATION PROGRAM AT WSCDC

Below this information, there are two buttons: 'Reports' and 'Background Report Results Admin'. The 'Reports' button is highlighted with a red box. The 'Background Report Results Admin' button is also highlighted with a red box.

The main content area is divided into several sections:

- Coverage Level Reports**
 - [Coverage Level Report](#) – Generate a standard coverage level report.
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- 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.

★ Reminder Recall Report

- The reminder/recall report lets providers generate letters that match a specific search criteria
- *Note: ensure that you are choosing the correct type of report (Reminder or Recall)
- Ensure that you fill out all relevant fields
- Select “Submit Background Report” once finished

Report: **Reminder Recall Reports**

Criteria

Report Type: Reminder - Send reminder notices (for immunizations due)
 Recall - Send recall notices (for immunizations past due)

County:

Zip Code:

Group:

Site: IMMUNIZATION PROGRAM AT WSCDC

Date of Birth:
From To

Immunization Date:
From To

Groups: All DTP HIB HAV HBV HPV FLU H1N1 MMR MEN MEN-B PNE
 POL ROT RSV Tdap Td VAR ZOS COVID-19 ORTHOPOX Other

Patient Status: Active Inactive Inactive-Lost to follow-up Inactive-Moved or gone elsewhere
 Inactive-Permanently inactive (deceased) Other/unspecified Unknown

Report Notification: E-mail None

Notification Email:

Select an Action:

***CAN CHOOSE PATIENTS IN SPECIFIC ZIPCODE**

***CAN CHOOSE CERTAIN AGE GROUP (E.G. PEDIATRIC PATIENTS)**

***CAN CHOOSE CERTAIN VACCINE (E.G. FLU)**



★ 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**

Background Report: Reminder - Letters, Postcards, Labels 🔒 1673944833

Background Status: --

Status Date: 11/13/2023 10:12:13 AM

Criteria

Select an Action:

Select Reminder Type: Address Labels (Avery 5160) Patient List Export Letters Postcards

Letter to Print: Include Immunization

Report:

Background Parameters:

- VFC Reminder Letter
- TEST
- Flu Reminder
- Monkeypox Reminder
- Flu Recall**
- COVID-19 Reminder (booster)

Group Id Admin:
Group Name:
Site Id Admin: 193
Site Name: IMMUNIZATION PROGRAM AT WSCDC
Dob From: 1923-10-10T00:00:00
Dob To: 2023-05-02T00:00:00
Shot From:
Shot To:
Vaccine Groups:
Patient Status:
Background Notify Code: EMAIL



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 (Perform the 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 05/17/2022
FLU 09/01/2021
MEN 10/23/2018
MEN-B 10/23/2018

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, 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

Background Report: Reminder - Letters, Postcards, Labels 1673969874

Background Status: --

Status Date: 11/13/2023 11:00:52 AM

Criteria

Select an Action:

Select Reminder Type: Address Labels (Avery 5160) Patient List Export Letters Postcards

Report: Reminder - Letters, Postcards, Labels

Background Parameters: Report Type: RECALL
County Code Admin:
Zip Code Admin:
Group Id Admin:
Group Name:
Site Id Admin: 193
Site Name: IMMUNIZATION PROGRAM AT WSCDC
Dob From: 2019-11-13T00:00:00
Dob To: 2023-11-13T00:00:00
Shot From:
Shot To:
Vaccine Groups: FLU
Patient Status:
Background Notify Code: EMAIL



★ Generate and Export Patient List

- Navigate to the same Reminder/Recall Background report
- 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

Background Report: Reminder - Letters, Postcards, Labels 🔒 1673969874

Background Status: --

Status Date: 11/13/2023 11:00:52 AM

Criteria

Select an Action:

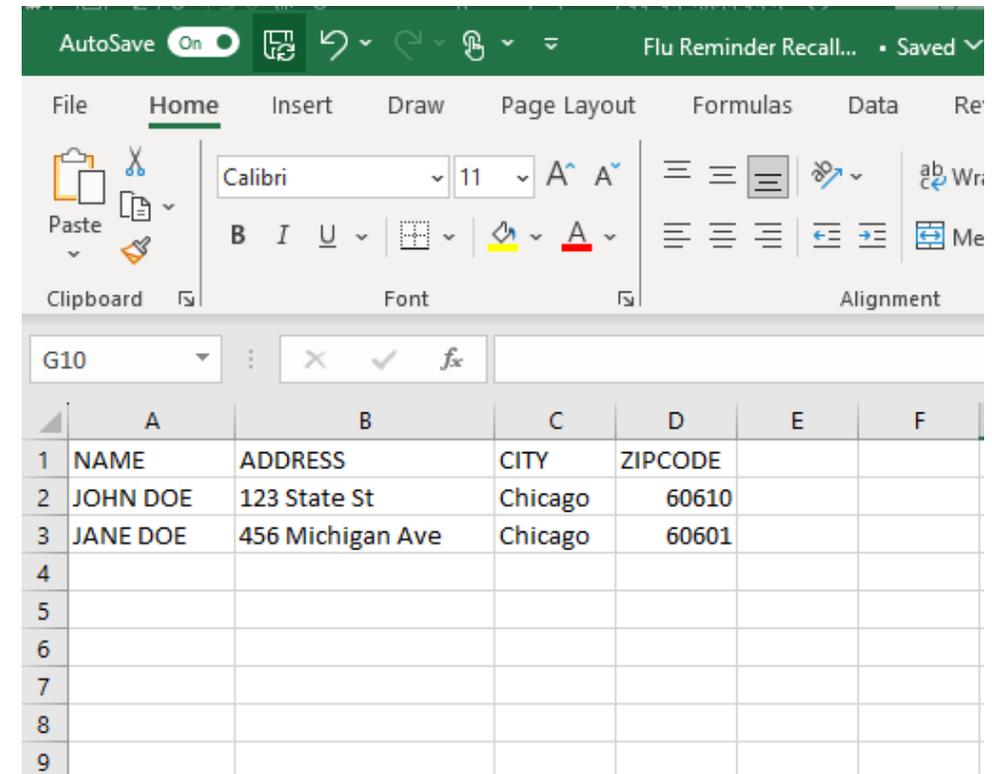
Select Reminder Type: Address Labels (Avery 5160) Patient List Export Letters Postcards

Report: Reminder - Letters, Postcards, Labels

Background Parameters: Report Type: RECALL
County Code Admin:
Zip Code Admin:
Group Id Admin:
Group Name:
Site Id Admin: 193
Site Name: IMMUNIZATION PROGRAM AT WSCDC
Dob From: 2019-11-13T00:00:00
Dob To: 2023-11-13T00:00:00
Shot From:
Shot To:
Vaccine Groups: FLU
Patient Status:
Background Notify Code: EMAIL

★ Edit and Save Spreadsheet File

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



The screenshot shows the Microsoft Excel interface. The ribbon is set to 'Home', and the 'Font' and 'Alignment' groups are visible. The spreadsheet contains the following data:

	A	B	C	D	E	F
1	NAME	ADDRESS	CITY	ZIPCODE		
2	JOHN DOE	123 State St	Chicago	60610		
3	JANE DOE	456 Michigan Ave	Chicago	60601		
4						
5						
6						
7						
8						
9						



Recap of Reminder Recall

- Reminder recall is a helpful tool for ensuring that patients who are due or overdue for vaccinations are notified
- You can customize letters to send out to patients
- You can generate letters and postcards that match a specific search criteria
- You can generate address labels and export a patient list
- It is important for patients to stay up-to-date with recommended immunization schedules



Thank You!

Questions?



[Chicago.gov/Health](https://chicago.gov/Health)



HealthyChicago@cityofchicago.org



[@ChicagoPublicHealth](https://www.facebook.com/ChicagoPublicHealth)



[@ChiPublicHealth](https://twitter.com/ChiPublicHealth)