



# Reminder Recall COVID-19

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# **Principle 1: Reminder Recall COVID-19**



# Reminder Recall Report



## What

- The Reminder Recall report is intended to target patients in your population who are overdue for a vaccine dose

## When

- We will want to run this report periodically to target our patients who are overdue for shots. This will capture patients who only have one dose of COVID-19 on their record and need to return for their 2<sup>nd</sup> dose.

## Why

- We want patients to adhere to the CDC recommended vaccine schedule and get their dose at the suggested interval. We also want to increase our coverage levels during outbreak to increase immunity across the population



# Navigate to Reports



**I-CARE** Search I-CARE...

Home | Patients | Site **Reports** ←

**View: Reports**

**Site:** IMMUNIZATION PROGRAM AT WSCDC

Reports Background Report Results Admin

## 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. ←

**Reports > Reminder Recall**

Report: **Reminder Recall Reports**

# Run Reminder Report

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:** 01/01/1900  08/10/2021

**Groups:**  All  DTP  HIB  HAV  HBV  HPV  FUU  H1N1  MMR  MEN  MEN-B  PNE  
 POL  ROT  Tdap  Td  VAR  ZOS  COVID-19  Other  Ebola

**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:** david.juen@cityofchicago.org \*

**Select an Action:**

Input criteria on this screen to generate the desired report

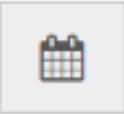
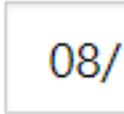
Recall to notify patients who are overdue for a vaccination dose.

# Criteria for report Summary



1. Report Type = Recall
2. Site = Your Reporting Site
3. Date of Birth = 1900-Today's date
4. Groups = COVID-19
5. Patient Status = Active
6. Then submit the report

The birth date from and to captures the patients that you are looking to generate on the report

**Date of Birth:**    

From To

We want to cast a wide net so going back to 1900 will generate all possible patients within the immunization registry.



# Report Running



The report will run in the background and will send an email when complete

The screenshot shows the I-CARE web application interface. At the top, there is a search bar and navigation tabs for Home, Patients, Site, Reports, and Admin. The 'Reports' tab is active. Below the navigation, there are filters for 'View: Reports' and 'Site: IMMUNIZATION PROGRAM AT WSCDC'. A 'Background Report Results' section contains a 'Refresh My Reports' button and a 'Delete' button. A table below lists reports with columns for Report, Date, Status, and Priority. The first row shows a report in 'Running' status, with an arrow pointing to the 'Status' column. A callout box on the right explains that users can click the 'refresh my reports' button or wait for a confirmation email, and that once generated, they can click on the report to launch it.

**You can click the refresh my reports button, or wait for the confirmation email to generate**

**Once generated you can click on the report to launch it**

	Report	Date	Status	Priority
<input type="checkbox"/>	Reminder - Letters, Postcards, Labels	05/09/2019 02:35:06 PM	Running	Immediate
<input type="checkbox"/>	<a href="#">Reminder - Letters, Postcards, Labels</a>	05/09/2019 02:26:00 PM	Complete	Immediate
<input type="checkbox"/>	<a href="#">Vaccine - Immunizations Due</a>	05/03/2019 02:43:47 PM	Complete	Immediate
<input type="checkbox"/>	<a href="#">Reminder - Letters, Postcards, Labels</a>	05/03/2019 01:20:25 PM	Complete	Immediate
<input type="checkbox"/>	<a href="#">Reminder - Letters, Postcards, Labels</a>	05/02/2019 04:30:49 PM	Complete	Immediate
<input type="checkbox"/>	<a href="#">Vaccine - Immunizations Due</a>	05/02/2019 01:14:20 PM	Complete	Immediate

Showing 1 to 6 of 6 entries

Search:

# Report Complete



The report generates and then gives you additional options

The screenshot shows the I-CARE web application interface. At the top left is the I-CARE logo. To its right is a search bar labeled "Search I-CARE..." and a dropdown menu labeled "Patients". Below the logo is a navigation bar with links for "Home", "Patients", "Site", "Reports", and "Admin". The main content area displays the following information:

- Background Report:** Reminder - Letters, Postcards
- Background Status:** Complete
- Status Date:** 05/09/2019 02:26:00 PM

Below this information is a "Criteria" section. At the bottom, there is a "Select an Action:" section with "Return" and "Print" buttons. Below that is a "Select Reminder Type:" section with radio buttons for "Address Labels (Avery 5160)", "Patient List Export", "Letters", and "Postcards".

A dark grey callout box on the right side of the screen contains the following text:

Here you decide to print labels, letters, postcards, or export into excel

Click print to generate the selection



# Address Labels



The report generates A PDF with address labels

8  
MAYWOOD, IL 60155-1720

M  
4  
U  
C 4

MORTON GROVE, IL 60059-2004

7  
6  
CHICAGO, IL 60645-4289

M  
6  
A  
CHICAGO, IL 60629-1725

CHICAGO, IL 60636-2518



# Example Phone Script

 Possible example phone script to reach patients via the telephone

- “Hello, I’m calling on behalf of [insert organization name] with some important information about your child’s vaccines. Our **records** indicate that you may have a child who may have missed a **recommended vaccine**. Please contact your child’s doctor or health clinic to check that your child is up-to-date with all **recommended vaccine shots**.”

# Example Letter



Possible example letter to send to parents

Dear Parent/Guardian,

You can help prevent potentially life-threatening childhood diseases—wherever they may be hiding—by making sure your child gets CDC-recommended vaccinations.

Records show that your child may have missed a vaccination.

**Please contact your child's doctor to find out if you need to schedule an appointment.**

It's important to keep your child up to date on CDC-recommended vaccinations.

# Example Letter 2



Possible example letter for 1<sup>st</sup> birthday

Dear Parent/Guardian,

Your child's first birthday is time for celebration—and it's also time for an important checkup at the doctor's office.

Our records show that it is time to schedule your child's 12-month checkup.



**If your child does not have a checkup scheduled, please contact your child's doctor soon.**

At this milestone appointment, your child will get weighed and measured, have a full physical exam, and may receive CDC-recommended vaccinations.



For questions or help please call the Vaccine Management Unit (VMU) at 312-746-5385  
Or email [chicagovfc@cityofchicago.org](mailto:chicagovfc@cityofchicago.org)



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