



## **Los Angeles County Immunization Program Reminder and Recall Guidelines**

Research has shown that the reminder and recall process is an effective procedure for ensuring completion of immunizations on time. This strategy is recommended by the Advisory Committee on Immunization Practices (ACIP) and is one of the Standards for Child and Adolescent Immunization Practices. The Los Angeles County Immunization Program (LACIP) recommends that every provider establish a Reminder and Recall process that is appropriate to individual office practices while also following some basic principles that will help lead to a successful Reminder and Recall tracking system.

### **What are Reminder and Recall?**

Reminder: Before immunizations are due, patients receive a postcard, letter or telephone call reminding them that immunizations are due and prompting them to return to the provider's office to receive recommended immunizations.

Recall: After missing an appointment or when an individual has fallen behind on scheduled immunizations, patients receive a postcard, letter or telephone call prompting them to return to the provider's office to catch up on needed immunizations.

### **Recommendations for a Successful Reminder and Recall Program**

Age Range: LACIP recommends that reminder and recall activities be conducted for all children ages 0 – 35 months. \* LACIP encourages these activities for patients of other ages as resources allow.

Frequency: It is recommended that providers conduct reminder and recall activities on a monthly basis at a minimum.

Method: LACIP recommends that reminder and recall is conducted using the automated feature in the California Immunization Registry (CAIR) software. CAIR is a free, secure, web based immunization registry that health care providers can use to maintain and track immunization information for their patients. CAIR can help produce reminder and recall postcards, mailing labels, and call lists for routine reminder and recall activities. In addition, CAIR can generate reports that track patients overdue for shots and outreach history by provider or by patient.

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\*Providers that receive Community Health Center funding from LACIP are **required** to conduct reminder and recall for all children ages 0-4 years using CAIR.

Number of attempts: LACIP recommends that providers make at least one attempt to remind and two attempts to recall a patient. Providers are encouraged to exceed these attempts if resources and staff time allow. If telephone calls are made, one day and one evening call are suggested.

Documentation: Reminder and recall activities, and the outcome of these activities, should be documented. For example, it should be noted if a reminder call was made and the telephone number was disconnected, or if a postcard was sent but was returned with or without a forwarding address. This information should be documented each time and in the same location in the patient record, whether the record is electronic or paper-based. (If using CAIR, please refer to the CAIR Reminder and Recall Training Guide for additional guidance.)

*If you would like more information about Reminder and Recall, please contact the LACIP nurse in your area:*

*Southwest: (213) 351-7800*

*East: (323) 869-8080*

*North: (818) 896-6255*

*Call the CAIR Help Desk at (213) 351-7411 for assistance in using the Reminder Recall functions of the registry.*

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References:

Szilagyi PG, Bordely C, Vann JC, et al. Effect of patient reminder/recall interventions on immunization rates. A review. *JAMA*. 2000; 284: 1820-1827.

Shefer AM, Briss PA, Rodewald L, et al. Improving immunization coverage rates: an evidence-based review of the literature. *Epidemiology Reviews*. 1999; 21: 96-142.

Task Force on Community Preventive Services. Vaccine-preventable diseases: improving vaccination coverage in children, adolescents, and adults. *MMWR Morbidity and Mortality Weekly Report*. 1999; 48: 1-15.