



Department of Nursing POLICY AND PROCEDURE

POLICY NUMBER: 244
VERSION: 2

SUBJECT: MISSED IMMUNIZATION APPOINTMENTS

PURPOSE: To ensure all patients are up-to-date with their immunizations. Providers are required to conduct reminder and recall for all children ages 0-4 years.

POLICY: All patients registered for California Immunization Registry (CAIR) will be reminded of any missed doses.

DEFINITIONS:

1. 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 clinic to receive the recommended immunizations.
2. 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 clinic to catch up on needed immunizations.
3. **MOGE**: Moved or gone elsewhere. For example when a patient's medical record has been requested by another primary care or another practice calls to report that the patient is now under their care.
4. **LTFU**: Lost to follow up

PROCEDURE:

1. Age Range: Los Angeles County Immunization Program (LACIP) recommends that reminder and recall activities be conducted for all children ages 0 – 4 years. LACIP encourages these activities for patients of other ages as resources allow.
2. Frequency: It is recommended to conduct reminder and recall activities on a monthly basis at a minimum.
3. 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.

4. Number of attempts: LACIP recommends that at least one attempt is made to remind and two attempts to recall a patient. If telephone calls are made, one day and one evening call are suggested.
5. If there are no responses to the attempts to contact a patient, a MOGE status is applicable. The MOGE status indicates that the patient has moved or gone elsewhere.
6. A patient is considered lost to follow up (LTFU), a MOGE criteria, when a minimum of three separate attempts on different days using at least two different methods of contact over at least a month have resulted in no contact. These attempts must be written and the patient may be considered LTFU.
7. 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.

REFERENCES:

Los Angeles County Immunization Program (LACIP)
 Advisory Committee Adolescent Immunization Practices (ACIP)

Approved By: Susan Knapp (CHIEF NURSING OFFICER I)	
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