

# IDOH Children and Hoosiers Immunization Registry Program



September 2024

## Reminder Recall Quick Reference Guide

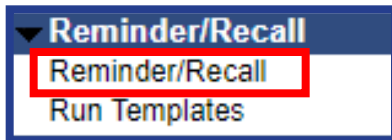
### What is Reminder Recall?

The Reminder Recall module in CHIRP is a tool used to retrieve patients who are due to receive a vaccine or a vaccine series. Using Reminder Recall has been shown to improve vaccination coverage rates. It is also used to avoid wastage before a vaccine expires by identifying patients who need a dose.

### How to run Reminder Recall:

The instructions below show how to generate a list of patients who are recommended to receive a Varicella immunization. The Reminder/Recall module is fully compatible with Internet Explorer.

1. Select **Reminder/Recall** module:



2. Under **“Who do you want to Contact”**:

- a. If the CHIRP user has access to more than one facility, confirm correct Organization & Facility are selected

- b. Patient Age Range:

- I. Can be a combination of days, months, or years

- II. VFC ages = 1 day to 18 years of age

Who do you want to Contact?

Patient Location: Organization Facility  
Organization Group Facility Group

Patient Age Range 1 Days 18  
Years

Patient Birth Date From Through

3. Under **“Which vaccines would you like to include”**

a. **“Select a series”** is the default view.

b. There are pre-set series from which to pick by clicking the down arrow.

I. Examples include the DTaP series and Adolescent Assessments

II. For specific vaccines such as varicella, select **“Custom”** series

1. For purposes of this example, select Varicella.

2. Since we are trying to capture anyone who needs a dose of the varicella vaccine, we will not enter a dose number.

Which vaccines would you like to include?	
CUSTOM	
Check the box to select vaccine(s):	Enter a dose number (optional):
<input type="checkbox"/> DTaP/DT/Td	
<input type="checkbox"/> HIB	
<input type="checkbox"/> POLIO	
<input type="checkbox"/> HEP-B 3 DOSE	
<input type="checkbox"/> MMR	
<input checked="" type="checkbox"/> VARICELLA	

4. After selecting a series or specific vaccine, click on the **“Patient List”** button at the bottom right.



5. Narrow search results to eliminate patients who may be difficult to contact.

a. Patients who do not have a name listed in the CHIRP registry.

b. If the plan is to contact patients by phone, eliminate patients who do not have a phone number in CHIRP.

c. In the example below, the two patients who do not have a phone number in CHIRP are **inactivated**.

d. Note that patients can be deactivated in this screen. Please refer to **ISDH Policy 21 for deactivation guidelines**.

What patients do you want to add to your recall group?

Remove Patients who don't have an available  
 Name  Phone  Address  Email

Remove Patients who have received more than  notifications.

	Last	First	Age	Vaccines Due	Available Contact Methods	R/R Attempts	Reason for Inactivation
<input checked="" type="checkbox"/>	DWARF	BASHFUL	7	8		0	Select
<input checked="" type="checkbox"/>	DWARF	DOC	3	9		0	Select
<input type="checkbox"/>	DWARF	DOOPEY	1	9		0	Select
<input checked="" type="checkbox"/>	DWARF	GRUMPY	4	9		0	Select
<input checked="" type="checkbox"/>	DWARF	HAPPY	6	7		0	Select
<input type="checkbox"/>	DWARF	SLEEPY	2	9		0	Select
<input checked="" type="checkbox"/>	DWARF	SNEEZY	5	7		0	Select
<input checked="" type="checkbox"/>	WHITE	SNOW	1	9		0	Select

Showing 1 to 8 of 8 entries

6. The search results can be retrieved in two ways:

**a. Export Patient List**

- I. This generates a CSV document that can be opened in Excel
- II. All missing vaccines for each patients will be retrieved by using this method.

**b. Submit**

- I. Brings up a new screen
- II. Green icons at the top indicate the total # of patients, patients with mailing addresses, phone numbers, mobile numbers, and email addresses in CHIRP.
- III. Blue icons in the box show output options.

0 0 0 0 0

What do you want to do with your selected recall group?

Generate A Patient List

Print Letters

Generate Auto-Dialer Content

## 7. A prompt to confirm selection will appear.

- This window allows you to tell CHIRP whether or not you want to track the number of times a patient is contacted for vaccinations.
- Click **“Run”** to continue

**Reminder/Recall**

Instructions

**Notes:**  
Selecting to generate a patient list will display the reminder recall criteria, total patients from the generated final patient list, and list of vaccines due for each patient.  
Click **Run** to generate the patient recall list.

Make this count towards number of recall attempts

Save as Template Run

- For **“Generate a Patient List”**, a document will be generated in a separate window. This list can be printed or saved as a PDF file.

Patient Recall Group Listing by Ownership								Report Date: January 17, 2017
Report Criteria								
Organization (IRM): PUBLIC HEALTH - IDH Recall Date: 01/01/2017 through 01/17/2017 Birth Date Range: 01/1/1900 through 01/1/2017 Include Inactive Patients: No State: All High Risk Category: All Deferred Vaccinations Only: No Last Family: VARICELLA				Facility: "FIELDSTAFF TEST FACILITY" Health Plan: All Provider: All Program: All County/Parish: All Zip Code: All District/Region Number: All				
Total Patients Selected: 5								
Bar Code/ID	First Name	Middle Name	Last Name	Birthday	Guardian F.N.	Phone Number	Chart Number	
*9214366*	BACHFUL		DWARF	01/01/2015	MANNY	(815) 123-1234		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date	
	VARICELLA		1		01/01/2011		01/01/2011	
Bar Code/ID	First Name	Middle Name	Last Name	Birthday	Guardian F.N.	Phone Number	Chart Number	
*9214328*	DOC		DWARF	01/01/2014	MANNY	(815) 123-1234		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date	
	VARICELLA		1		01/01/2015		01/01/2015	
Bar Code/ID	First Name	Middle Name	Last Name	Birthday	Guardian F.N.	Phone Number	Chart Number	
*9214364*	GRUNPP		DWARF	01/01/2013	MANNY	(815) 123-1234		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date	
	VARICELLA		1		01/01/2014		01/01/2014	
Bar Code/ID	First Name	Middle Name	Last Name	Birthday	Guardian F.N.	Phone Number	Chart Number	
*9214365*	HAPPY		DWARF	01/01/2011	MANNY	(815) 123-1234		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date	
	VARICELLA		1		01/01/2012		01/01/2012	
Bar Code/ID	First Name	Middle Name	Last Name	Birthday	Guardian F.N.	Phone Number	Chart Number	
*9214329*	SNEEZY		DWARF	01/01/2012	MANNY	(815) 123-1234		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date	
	VARICELLA		1		01/01/2013		01/01/2013	
Bar Code/ID	First Name	Middle Name	Last Name	Birthday	Guardian F.N.	Phone Number	Chart Number	
*9214323*	SNOW		WHITE	01/01/2015	QUEENIE	(815) 123-1234		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date	
	VARICELLA		1		01/01/2017		01/01/2017	

**Questions?** Please contact your respective Regional Quality Management and Education Consultant or IQIP Consultant. This information can be found on the Quality Management and Education Team Service Delivery Map.

For additional information on topic name:  
[in.gov/health/immunization](http://in.gov/health/immunization)