Reference Guide: COVID-19 Vaccination Reminder Recall

December 2020 / Version 1

Reminder Recall: A Quick Overview

Immunization reminder recall functionality is a way to identify and notify patients that they are due soon for immunization (reminder) or are overdue for an immunization (recall). Reminder recall systems are powerful ways to ensure vaccine series completion and optima immunization coverage rates. Research has also shown that patients rely heavily on provider reminders for immunization.

Receiving the second dose of a COVID-19 vaccine series is vital for full protection and vaccine efficacy. Key points:

- Patients must receive the same COVID-19 vaccine brand for both doses. Products are not interchangeable.
- Provide the COVID-19 Vaccination Record Card to all patients with information filled out completely.
- Verbally remind patients that they must return at the appropriate interval for their second dose.
- Perform reminder recall for the second dose using the WyIR, EHR, or another system to obtain the patient list.

How to get started with WyIR Reminder Recall

Click the **Reminder/Recall** option from the left side navigation menu, then click **Reminder/Recall**. The Reminder Recall page will open.

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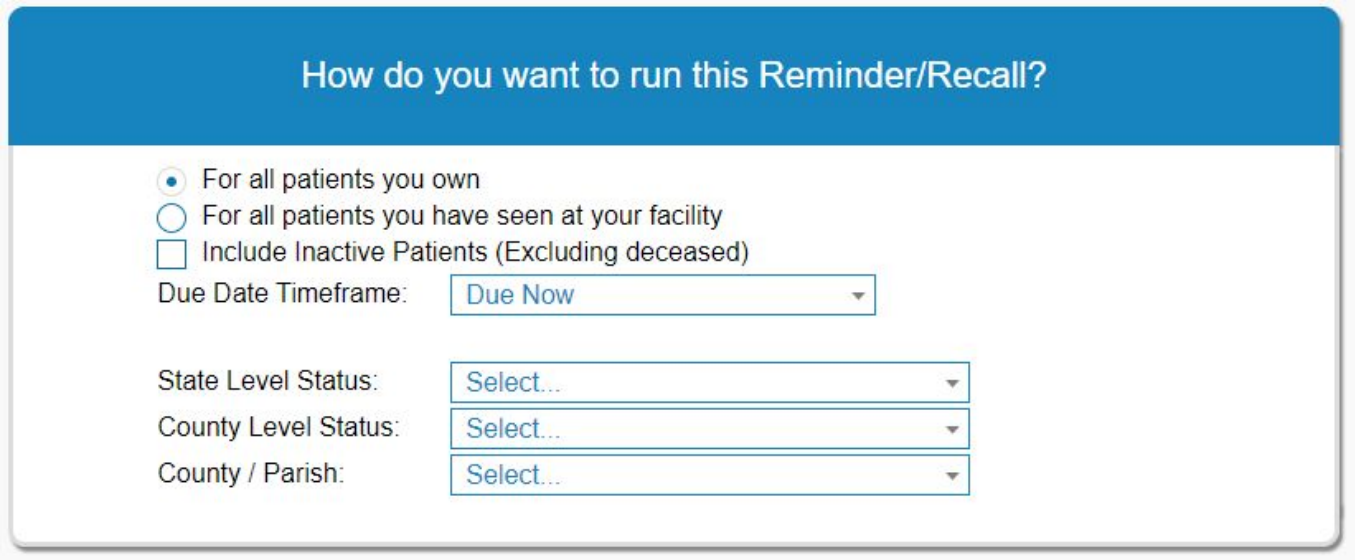
The next step is to select the appropriate options so that your search results meet your needs. There are a few different options:



¨ **Search for all patients you own—**When this is selected, you will receive a list of all your currently active patients.

¨ **Search for all patients you have seen at your facility—**When this is selected, you'll receive a list of all patients that have ever received a vaccination at your facility, even if they are currently owned by another facility. **This one is recommended for COVID-19 vaccine patients.**

You may also include patients that are inactive for your facility. **It is recommended to select this to ensure all COVID-19 vaccine recipients at your facility are included.**

When the **Due Now** menu option is selected, you can select for a custom date range, past due, due now, or due in the future. It is recommended to keep it at the defaulted Due Now.

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The next box on the Reminder/Recall page has selection options for the patients to be contacted.

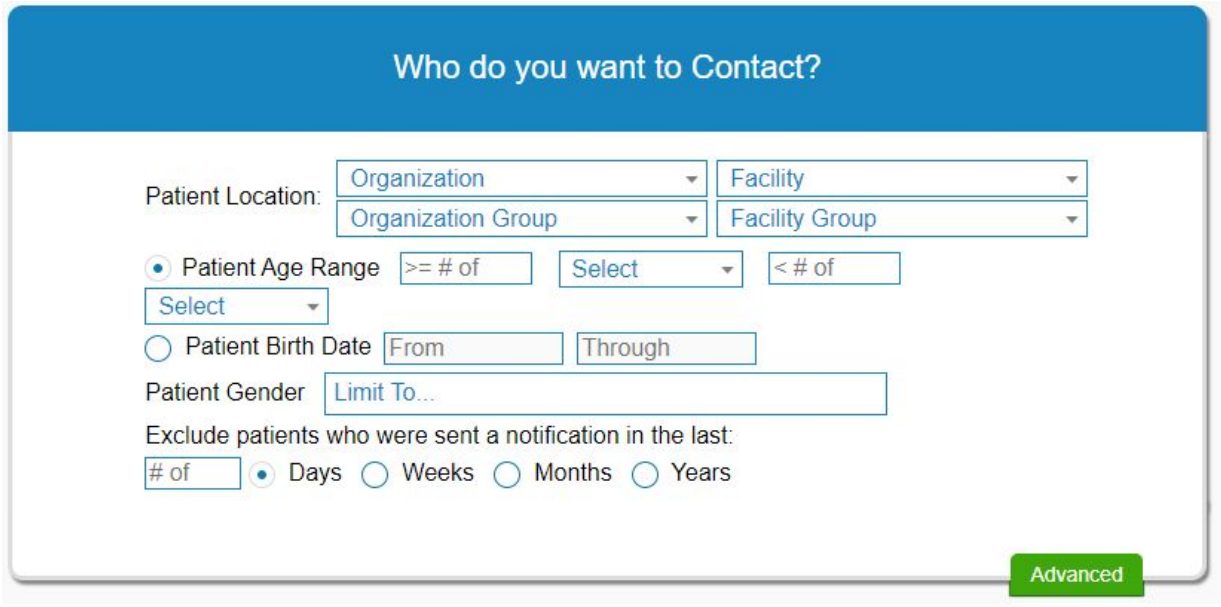
¨ **Patient Location—** This should default to your facility and organization.

¨ **Patient Age Range—** This option has defaulted. Enter an age range either in months or years.

¨ **Patient Birth Date—**A specific birth date range can be selected

¨ **Patient Gender**

Patients who have previously been contacted can be excluded from the search results as well.



It is important to note how the **Patient Age Range** works. For example: If you select 11 years through 18 years, the resulting report will show all patients that are 11 years 0 days through the day of their 18th birthday. This means only patients that have just turned 18 years on the day you search are included while any aged older than 18 years 1 day are left out. In order to reach all the 18-year-old patients, you should enter 19 years as the highest age. There are also several other options to search by:

¨ Age range by months—if the intent is to capture all 11-year-olds to 18-year-olds, then search for 132 months to 228 months.

¨ Birthday date range—if the intent is the same (11-18-year-olds) and today is 06/27/2018, then search for 06/28/1999 through 06/27/2017.

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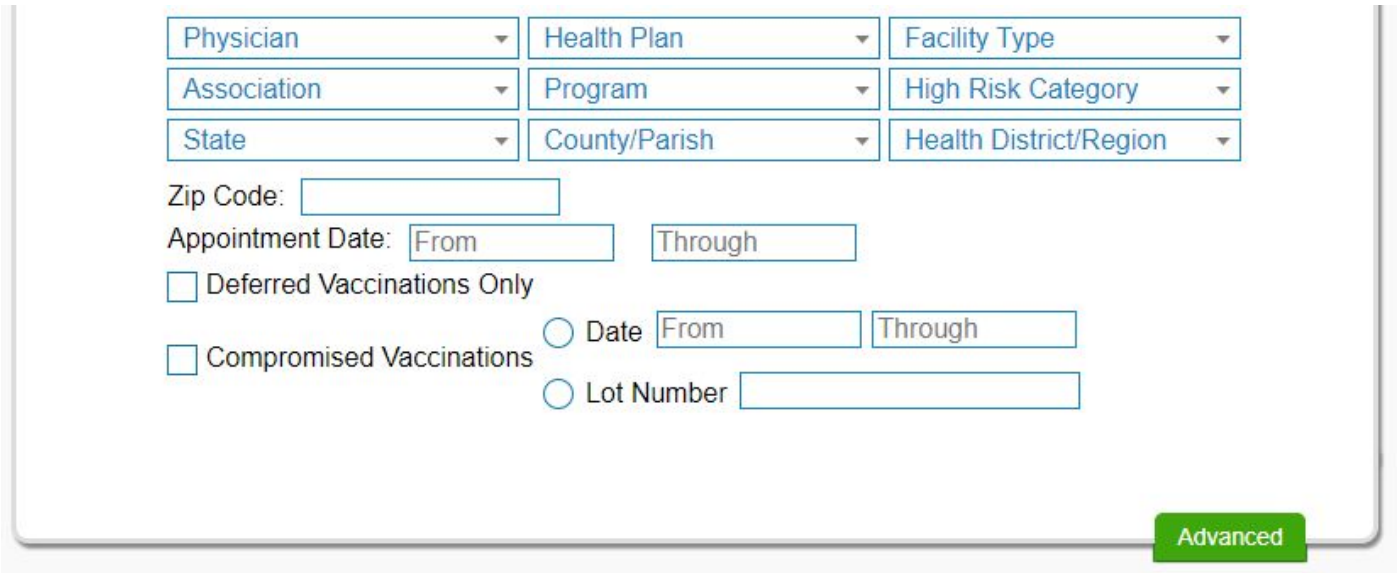
Clicking on the green **Advanced** button will bring up options to limit your patient search.



For COVID-19 vaccination, it is recommended to leave all these fields at their default to ensure all patients needing a second dose are accounted for on the patient list.

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The final box on the first screen is where you will select which vaccines you would like to include.

- **Custom—** This option will allow you to customize a list of vaccines and doses. Select this option and choose COVID-19 vaccine and put "2" in the dose number field.

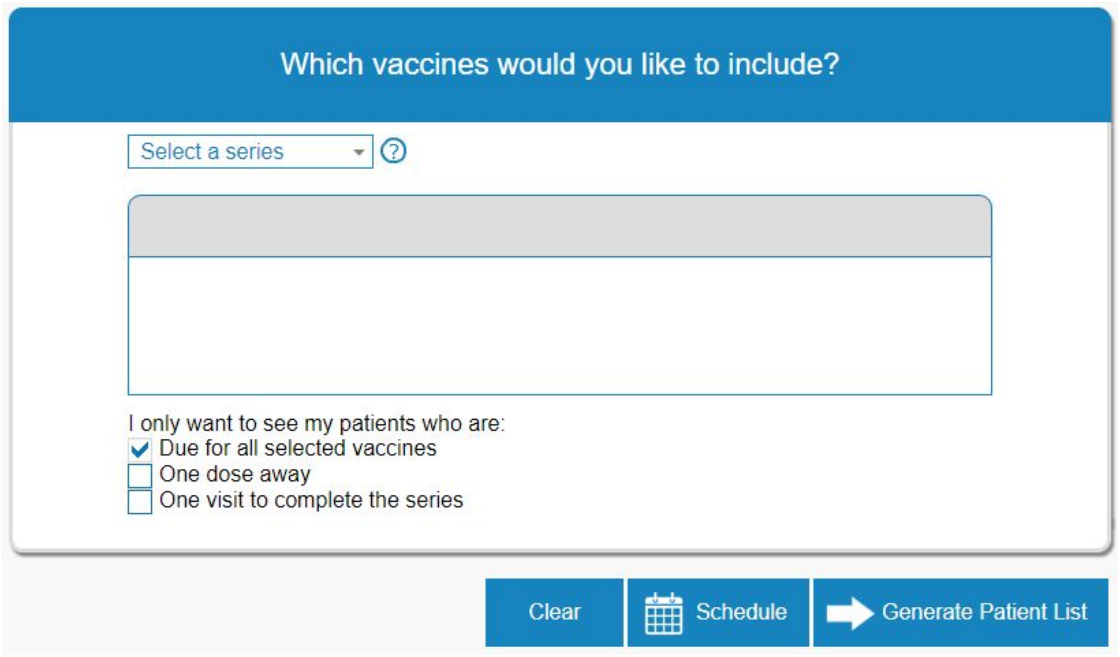
  Remember, COVID-19 vaccine products are not interchangeable and have different administration schedules. Use caution to ensure patients are receiving the correct vaccine and are recalled at an appropriate interval.

You can also select if you want to see patients who are:

¨ Due for all selected vaccines (default and recommended option);

¨ One dose away; or

¨ One visit to complete the series.



After making your selections, click the **Schedule** or **Generate Patient List** buttons. More information about what each option does is on the following pages of this reference guide.

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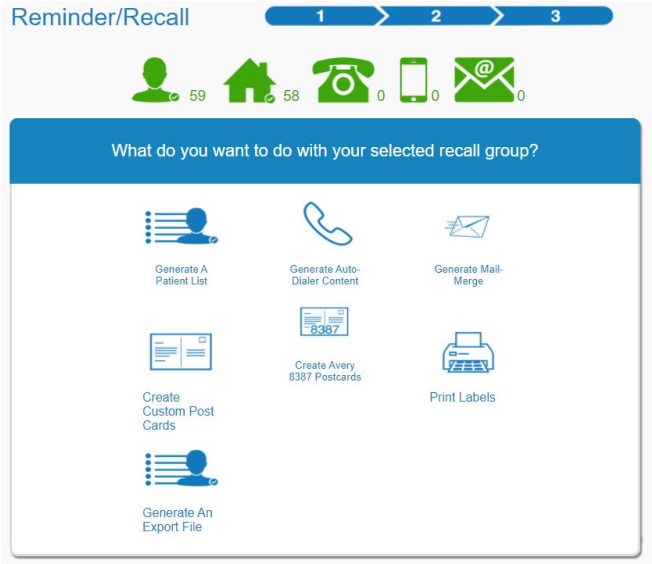
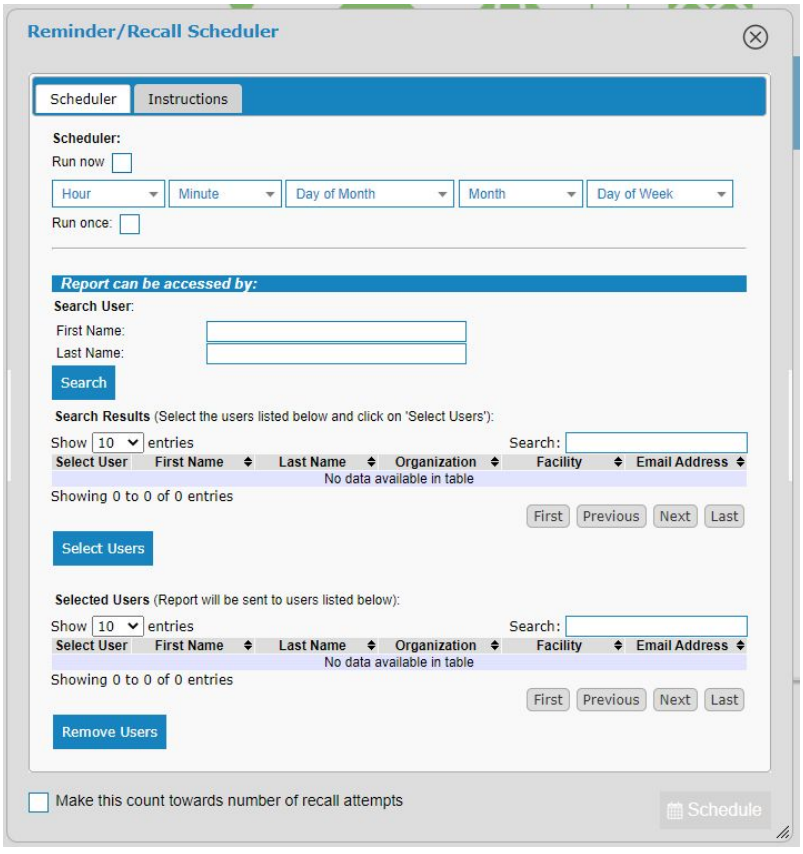
Scheduling Reminder Recall Reports

Scheduling a reminder recall report will set the report to be run at a date and time you specify. If you selected the **Schedule** button, you will be taken to the following screen:



After selecting the option you desire, the scheduling screen will pop-up. Here you will select when you want the reminder recall report to run and the WyIR user the report can be accessed by. Once you have completed all the fields, hit **Schedule.** The pop-up will close.



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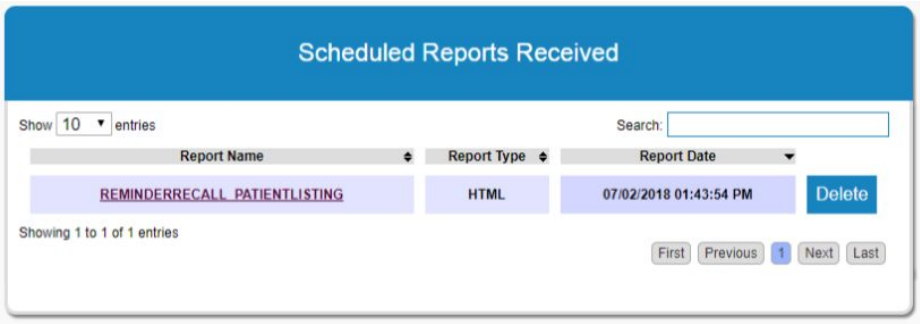
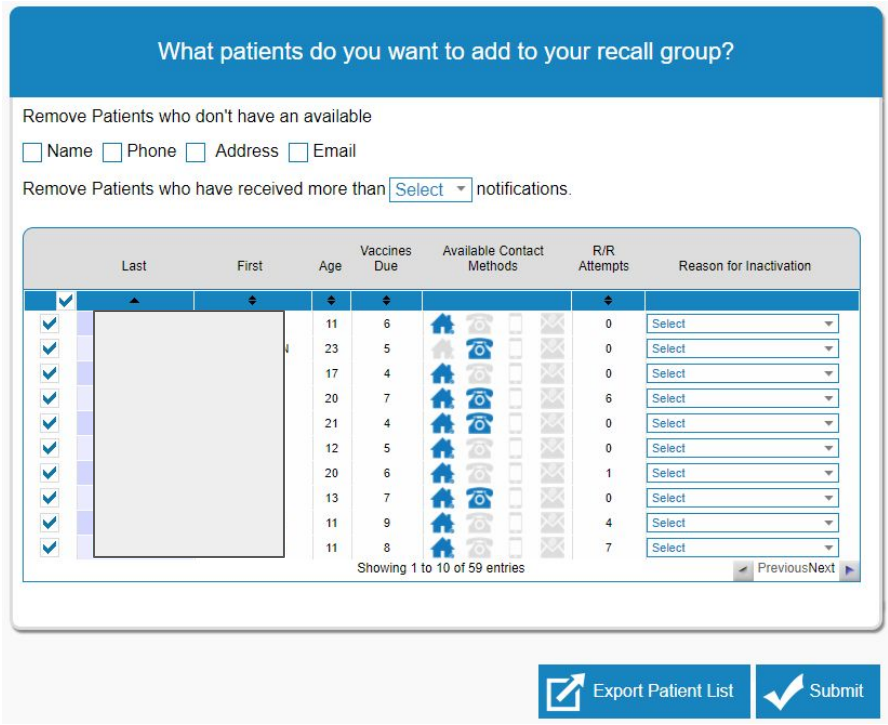
To find your reports, click the **Scheduled Reports** option from the left side navigation menu, then click **Received Reports.** The Scheduled Reports Received page opens. An email notification will also be sent to users who were selected to receive the report.



Generating a Patient List

If **Generate Patient List** was selected, this screen will appear:



Export Patient List will export the patient list as an Excel spreadsheet.

Submit will take you to the next screen.

Patients who do not have specific contact information (such as a telephone number or email) can be excluded from the patient lists. Patients can also be inactivated from this screen using the drop-down box.

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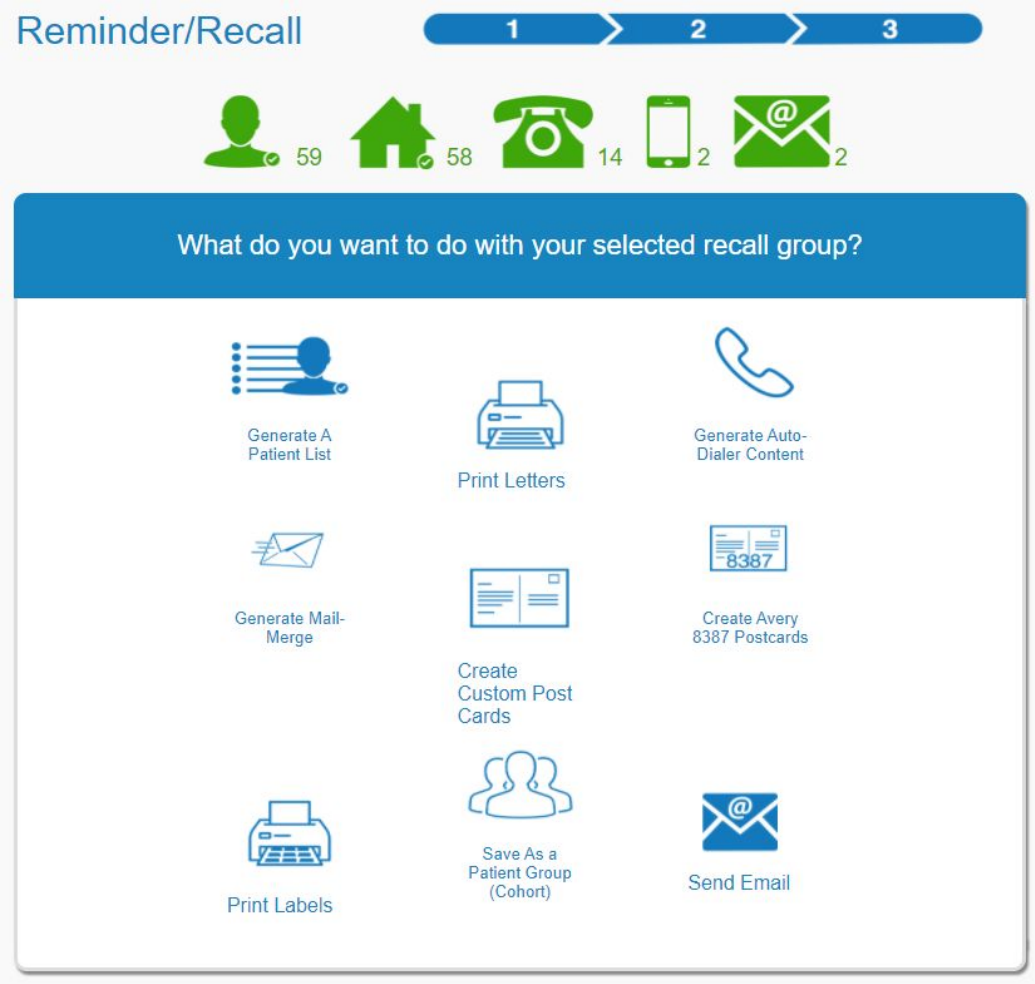
Upon selecting **Submit**, this screen will appear:



Select the action you prefer, and follow the on-screen instructions.

It is recommended to use **Generate A Patient List**. From this list, patients can be contacted via telephone by your facility staff. Utilizing methods such as telephone will be the quickest way to ensure patients receive the second dose on time.

Still have questions? Contact the **Nurse Consultant** at 307-777-8981 for further assistance.