

# AVP STRATEGY #5: PARENT REMINDERS

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## ABOUT AVP PARENT REMINDERS

AVP parent reminders notify parents when their child is due or overdue for any dose of the HPV vaccine. Reminders are delivered through varied channels (e.g., telephone, letter, postcard, text message), may be tailored for individual parents, and may include educational messages about the importance of vaccination.

## STEPS TO IMPLEMENT PARENT REMINDERS

1. Establish internal quality control to ensure patient contact information is up to date.
2. Use the AVP Parent Reminder Logic in the 'Tools' section of the Action Plan to identify patients eligible for HPV vaccination. The basis for this logic is the HPV vaccination schedule dated August 2019. CDC's Adolescent Immunization Schedule can be reviewed for any updated information at <https://www.cdc.gov/vaccines/schedules/index.html>.
3. Configure your EHR. Team up with your vendor to learn if/how EHR-based parent reminders for HPV vaccination can be configured for your practice.

**TIP:** There are varied algorithms that EHRs utilize to identify patients eligible for a dose of the HPV vaccine and send them a reminder message. For example:

- Many EHR systems come with a patient portal option. Practices can use this feature to send e-mails to patients or parents prompting them to check their patient portal, which will remind them of vaccinations that are due.
- Data from patients identified as eligible for HPV vaccination can integrate with an automated reminder system. Reminders are then auto-generated and sent directly to patients as voice messages, text messages to their mobile phones, or as email.

4. Use an alternative approach if EHR-based patient reminders are not possible. Numerous alternative methods exist to identify eligible patients and send reminders using a logic-based approach.

**TIP:** Examples of alternate manual-based patient reminder approaches:

- a. Many EHR systems have functionality to run a report of patients who are due or overdue for the HPV vaccine. This report can run manually at specified intervals and the results delivered to those managing the patient reminder delivery. Phone or mail reminders can then be delivered by office staff.

- b. To maximize completion of HPV vaccine series, ask families to fill out reminder cards for follow-up doses (e.g., dose 2 or 3 of HPV vaccine) when in the office.

## TOOLS FOR PARENT REMINDERS

### Patient Reminder Logic

This logic will identify eligible patients for HPV vaccination.\*

#### **Eligibility for HPV #1:**

IF patient has not received a dose of the HPV vaccine  
AND patient is female 11-26 years of age OR male 11-21 years of age  
THEN patient is eligible for HPV#1

#### **Eligibility for HPV #2:**

IF patient received HPV#1  
AND patient has not received HPV#2  
AND patient was < 15 years of age on date of HPV #1  
AND ≥ 5 months since HPV #1  
THEN patient is eligible for HPV #2

IF patient received HPV#1  
AND patient has not received HPV#2  
AND patient was ≥ 15 years of age on date of HPV #1  
AND ≥ 4 weeks since HPV #1  
THEN patient is eligible for HPV #2

#### **Eligibility for HPV #3:**

IF patient has had HPV#2  
AND patient has not received HPV#3  
AND ≥ 15 years of age on date of HPV #1  
AND ≥ 12 weeks since HPV #2  
AND ≥ 5 months since HPV #1  
THEN patient is eligible for HPV #3

\*Based off CDC's recommended adolescent immunization schedule as of July 2019. Check CDC's website to make sure this schedule is still up to date: <https://www.cdc.gov/vaccines/schedules/index.html>

## TIPS FOR SUCCESSFUL PARENT REMINDERS

These quick tips have been used successfully to help clinics identify vaccine eligible patients and follow-up with reminders to parents on their youth's vaccination status and may be helpful for you.

- ❖ Schedule a specific day/time to have uninterrupted time to send Patient Reminders so that your staff is not overburdened with this task.
- ❖ Consult with your IT personnel to see if automated Patient Reminders can be generated through your EHR system to decrease workload on staff.
- ❖ Encourage patients to schedule a follow-up dose appointment before they leave to ensure that they do not forget to schedule the next appointment.
- ❖ Consider adding 'live-calls' to your Patient Reminder protocol as a way to reach out to parents without them needing to call back upon being answered.

Quote from the field ...

"I believe the new reminder... can contact the parent when it's time. Those are working and now we've gotten some calls from patients that have say that they received a communication that it was time for their second vaccine..."

A practice manager's thoughts after successfully implementing patient reminders