

Reminder/Recall Letter

A Resource for Immunizations & Well Child Visits



Available in 11 languages: English, Spanish, Arabic, Amharic, Korean, Marshallese, Russian, Somali, Ukranian, Vietnamese, and Simplified Chinese

About

Vax Northwest, an initiative of [WithinReach](#) and the Washington Department of Health (DOH) [Immunization Quality Improvement for Providers program \(IQIP\)](#), have collaborated to distribute a resource, the Reminder/Recall Letter Template.

The letter is translated into 11 languages (see image for specific languages) for Washington state healthcare providers and clinics' use. Research shows that reminder/recall methods work to improve immunization rates and well child visit appointments while reducing no shows.^{1,2,3} Vax Northwest and DOH hope this template will be a tool to help clinics and organizations keep patients up to date with recommended vaccines, increasing immunization rates and improving the health of our community.

Instructions for IIS

For instructions on how to run Reminder/Recall in IIS (Immunization Information System), review [DOH's Immunization Information System Reference Guide: Reminder/Recall](#) or watch a [video tutorial here](#). To generate a coverage rate report, [watch this tutorial](#).



How to Use	Examples of When to Use
<p>The first step is to customize the template in Microsoft Word with your clinic/org's logo and then save it for your records. From there choose (a) how you would like to send the letter (email, mail, text etc.) and (b) the method by which you would like to add individual patient information. One example is after running the Reminder/Recall in WA IIS, select the "print labels" output to produce Avery 5160 mailing labels. Once printed, labels can be manually placed on the customized letter ready for postage.</p>	<ul style="list-style-type: none"> • A reminder for patients aged 12-17 years old who are overdue for their 2nd HPV dose. • A reminder for patients aged 18-24 months who are overdue for their 4th DTaP dose. • As an outreach to patients ages 4 years, 9-11 years, and 16 years who have not had a well child visit in past 12 months. See the CDC's Child and Adolescent Immunization Schedule by Age for reference. <p>Note: the letter has been formatted in grayscale so that it can be printed clearly in either black & white OR color ink depending on your clinic/org's preference.</p>

Provide Feedback to Vax Northwest [here](#).

1. Jacobson Vann JC, Jacobson RM, Coyne-Beasley T, Asafu-Adjei JK, Szilagyi PG. Patient reminder and recall interventions to improve immunization rates. Cochrane Database Syst Rev. 2018 Jan 18;1(1):CD003941. doi: 10.1002/14651858.CD003941.pub3. PMID: 29342498; PMCID: PMC6491344

2. MacDonald SE, Marfo E, Sell H, Assi A, Frank-Wilson A, Atkinson K, Kellner JD, McNeil D, Klein K, Svenson LW. Text Message Reminders to Improve Immunization Appointment Attendance in Alberta, Canada: The Childhood Immunization Reminder Project Pilot Study. JMIR Mhealth Uhealth. 2022 Nov 8;10(11): e37579. doi: 10.2196/37579. PMID: 36346666; PMCID: PMC9682453.

3. Jong KM, Sikora CA, MacDonald SE. Childhood immunization appointment reminders and recalls strengths, weaknesses, and opportunities to increase vaccine coverage. Public Health. 2021 May; 194:170-175. doi: 10.1016/j.puhe.2021.02.034. Epub 2021 May 2. PMID: 33951552.