




## Workflow Modifications for Increasing HPV Vaccination Rates - Patient Reminders (Reminder-Recall)

The [Community Preventive Services Task Force \(CPSTF\)](#) and the [Centers for Disease Control and Prevention \(CDC\)](#) recommend the use of patient reminder-recall interventions based on strong evidence of improving vaccination rates in children and adults.

What is a Reminder-Recall?	Reminder-Recall Strategies
<p><b>Reminder:</b> Persons in need of an immunization are identified and contacted to make an appointment for vaccination</p> <p><b>Recall:</b> Persons overdue for an immunization are identified and contacted to make an appointment for vaccination</p>	<ul style="list-style-type: none"><li>✓ Chart Reminders</li><li>✓ Patient portal</li><li>✓ Postcards / Letters</li><li>✓ Texts</li><li>✓ Phone calls</li><li>✓ Scheduling next appointment at checkout</li><li>✓ Reminder-Recall report from DeIVAX</li></ul> 

### Want to Increase Patient Reminder-Recall for HPV Vaccinations? Take Advantage of No-Cost Assistance from Quality Insights

As part of a Delaware Division of Public Health initiative to increase human papillomavirus (HPV) vaccination rates, Quality Insights is providing no-cost assistance to practices throughout the state to support this work.



#### Quality Insights Services (on-site or virtual):

- ✓ Customized postcard reminder mailing OR electronic reminder sent through EHRs patient portal to patients due for second (or third) HPV vaccination
- ✓ Follow-up phone calls to patients who received postcard or electronic HPV vaccination reminders
- ✓ Provide vaccination appointment reminder magnets
- ✓ Provide a summary of the reminder campaign to the practice, including patient/parent reported barriers

## How can your practice participate?

- ✓ Sign Quality Insights' BAA and MOU
- ✓ **For virtual assistance:**
  - Complete Quality Insights' EHR Privacy & Security Form
  - Provide a Username and Password for the EHR
- ✓ **For on-site assistance:**
  - Schedule time for QI staff to come in office to complete the reminder campaign



*\*Note: Quality Insights privacy and security office is happy to review any privacy forms that your office requires.*

## Need More Information?

Please contact Sarah Toborowski at [stoborowski@qualityinsights.org](mailto:stoborowski@qualityinsights.org) or call **1.800.642.8686, Ext. 130** for additional details about the Quality Insights Improving HPV Vaccination Rates in Delaware project.

## Resources:

- [American Academy of Pediatrics \(AAP\) Reminder Recall Program](#)
- [AAP Reminder Recall](#)
- [Agency for Healthcare Research and Quality \(AHRQ\) Reminder-Recall Program](#)
- [Washington State Department of Health Reminder-Recall Resources](#)
- [CDC Reminder Recall](#)
- [CPSTF Reminder-Recall](#)
- [Academic Pediatric Association](#)
- [Immunization Action Coalition \(Standing Orders\)](#)



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