



# Indiana State Department of Health Children and Hoosiers Immunization Registry Program - Quick Reference Guide

## Using Reminder Recall in CHIRP Example: Varicella Vaccine

### 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”:

- If the CHIRP user has access to more than one facility, confirm correct Organization & Facility are selected
- Patient Age Range:
  - Can be a combination of days, months, or years
  - VFC ages = 1 day to 18 years of age

### Who do you want to Contact?

Patient Location: PUBLIC HEALTH - ISDH ( 1 \* )    \*\*NON MEDICAL FACILITY\*\*  
Organization (IRMS) Group    Facility Group

Patient Age Range 1 Days x 18 Years x  
 Patient Birth Date From Through

Patient Gender Limit To...

Exclude patients who were sent a notification in the last:  
# of Days Weeks Months Years

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	
<input type="checkbox"/> MENINGOCOCCAL	
<input type="checkbox"/> Hep-A	
<input type="checkbox"/> Flu	

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	6		0	Select
<input checked="" type="checkbox"/>	DWARF	DOC	3	9		0	Select
<input type="checkbox"/>	DWARF	DODPEY	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 PreviousNext

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.

Reminder/Recall 1 > 2 > 3

6
 6
 6
 0
 0

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

Generate A Patient List

Print Letters

Generate Auto-Dialer Content

Generate Mail Merge

Create Custom Post Cards

Create Avery 8387 Postcards

Print Labels

Save As a Patient Group (Concord)

Send Email



7. A prompt to confirm selection will appear.
  - a. This window allows you to tell CHIRP whether or not you want to track the number of times a patient is contacted for vaccinations.
  - b. 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

8. 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	
<small>           Report Criteria:            Organization (IRM #): PUBLIC HEALTH - ISDH            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            User: Families, VACCINOLA         </small>								<small>           Facility: "FIELDSTAFF TEST FACILITY"            Health Plan: All            Physician: All            Program: All            County/Parish: All            Zip Code: All            District/Region Number: All         </small>	
Total Patients selected: 5									
Bar Code/ID *9214366*	First Name SADHUL	Middle Name	Last Name DWARF	BirthDay 01/01/2010	Guardian F.N. MANNY	Phone Number (815) 125-1231	Chart Number		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date		
	VACCINOLA		1		01/01/2011		01/01/2011		
Bar Code/ID *9214328*	First Name DOC	Middle Name	Last Name DWARF	BirthDay 01/01/2012	Guardian F.N. MANNY	Phone Number (815) 125-1231	Chart Number		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date		
	VACCINOLA		1		01/01/2015		01/01/2015		
Bar Code/ID *9214364*	First Name GRUFFY	Middle Name	Last Name DWARF	BirthDay 01/01/2013	Guardian F.N. MANNY	Phone Number (815) 125-1231	Chart Number		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date		
	VACCINOLA		1		01/01/2014		01/01/2014		
Bar Code/ID *9214365*	First Name HAPPY	Middle Name	Last Name DWARF	BirthDay 01/01/2011	Guardian F.N. MANNY	Phone Number (815) 125-1231	Chart Number		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date		
	VACCINOLA		1		01/01/2012		01/01/2012		
Bar Code/ID *9214329*	First Name SNEEZY	Middle Name	Last Name DWARF	BirthDay 01/01/2012	Guardian F.N. MANNY	Phone Number (815) 125-1231	Chart Number		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date		
	VACCINOLA		1		01/01/2013		01/01/2013		
Bar Code/ID *9214323*	First Name SNOW	Middle Name	Last Name WHITE	BirthDay 01/01/2015	Guardian F.N. GUSENE	Phone Number (815) 125-1231	Chart Number		
	Vaccine Family Name		Dose Number		Recommended Date		Minimum Date		
	VACCINOLA		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.