Wisconsin Immunization Registry:
Reminder/Recall for Providers

Did you know that your office can create reminder/recall notices for your clients out of the Wisconsin Immunization Registry (WIR)?

What is Reminder/Recall?

- Reminder/recall reports identify clients who are due (reminder) or overdue (recall) for vaccines.
- Notices are used to contact clients who need to schedule a vaccine visit.
- Notices are addressed to each responsible person on a client's record marked to receive notices.
- You can select the output that you need: client lists, address labels, standard letters, or postcards.

How can I make reminder/recall notices?

Log into WIR, on the left hand navigation, under the "Reports" menu, click on the Reminder/Recall option. From there, you can generate the notices. Chapter 16 of the WIR user manual provides step-by-step instructions.

Can I make a custom version for my office?

Yes! Chapter 16 of the WIR manual also gives step-by-step instructions for how to create custom letters or cards. You can include information like office hours, how to make an appointment, and any other special information for your clinic.

How often should I send reminder/recall notices?

- Check with your clinic's guidelines. We recommend sending reminder notices with enough time for a client to schedule an appointment before they are due for vaccination.
- Send recall notices two to three days after a missed vaccine visit.

  Note: You can use the "weeks since last notice" to remove clients from your list who recently received a reminder/recall from a different health care organization.

What do I do when a card or letter is returned with a forwarding address?

Update the address within WIR accordingly.

What do I do when a card or letter is returned without a forwarding address?

Uncheck the "notices" box within the Responsible Person(s) tab in WIR. Do not remove the old address from the client record.

Will all of my clients be included in the report?

Not necessarily. WIR will select information for clients and each of their responsible persons if:

- The “Allow Reminder and Recall Contact?” field on the Client information tab is marked “Yes.”
- The “Allow Sharing of Immunization Data” field on the Client information tab is marked “Yes.”
- The “Notices?” field is checked within the Responsible Person(s) tab.
- Your clinic recorded at least one immunization to the client.

Notes:

- Clients whose information is added or changed may not appear in the results until the next day.
- If any other health care organization documented a client as “Permanently Inactive-Deceased” or “Moved Out of State,” they are removed from your list.
- Clients with a status of “Inactive“ are removed from the list.

Is there a way to focus on specific areas or populations?

City or county local public health departments are able to filter by clients residing in specified cities, census tracts, or zip codes.

Doctor’s offices are able to narrow lists by school, city or zip code.

What are other ways to perform outreach?

The reminder/recall functionality within WIR offers more than just letters and cards! WIR can create a map of the results where there are unvaccinated clients. You can also build a phone or email list to call, text, or email those clients for follow up.

Glossary of terms:

Active: Within WIR, a client has an active status with each provider organization that has recorded an immunization update on their record.

Inactive: Provider organizations can manage their client relationships by changing client statuses to “Inactive” once the client is no longer considered a client of that organization.

Client: The patient receiving immunization services from the provider organization.

Provider organization: The medical practice (clinic, hospital, pharmacy, local health departments etc.) that reports immunization and client information to WIR.

Responsible persons: Individuals who make healthcare decisions for a client, for example a parent or guardian for a minor, or the individual themselves, if they are an adult .