

MEMO

TO: Prevention Partnership Providers and
Local Public Health Units

FROM: Rahel Gemmeda, MS
Immunization Quality Assurance Coordinator

RE: Adolescent Recall

DATE: February 13, 2013

In March, the North Dakota Department of Health (NDDoH) will start conducting statewide recall of adolescents ages 13 – 18 who are behind on their immunizations based on the North Dakota Immunization Information System (NDIIS).

The immunization program will utilize information from the NDIIS to recall adolescents who are 30 or more days overdue for varicella (chickenpox), human papillomavirus (HPV), meningococcal conjugate (MCV4) and tetanus, diphtheria, and acellular pertussis (Tdap) vaccines using postcards and automated phone calls. For HPV recalls, the NDDoH will only contact patients who have started the HPV vaccine series and are behind on second and third doses. The NDDoH will not be recalling adolescents who have never started the HPV vaccination series.

In order to effectively recall children for immunizations, it is important that providers update address and phone number information in the NDIIS. The NDDoH will also attempt to update address information in NDIIS by submitting current addresses of adolescents to the US Postal Services (USPS) National Change of Address (NCOA) system to get updated address information.

Postcards will be mailed to parents to recall them for their children's immunizations. The postcards will be mailed starting from June 2013 to August 2014 on a quarterly basis. Starting from March 2013 through August 2014, the immunization program will use an automated calling system to call parents of adolescents past due for immunizations on a monthly basis.

Parents will be able to opt-out of receiving immunization recalls if they so choose. They will just need to complete an electronic form that will be available on the immunization program website.

Numerous studies have shown that reminders and recalls are effective at increasing immunization rates. The recall messages will be generic and refer the patients to contact their primary health care provider or local public health unit. **Providers should expect to receive calls from patients who have been notified that they are past due for immunizations and want to schedule an appointment for vaccination.**

If you have any questions, please contact the NDDoH Immunization Program at 701.328.3386 or toll-free at 800.472.2180.