

## RECALLING PATIENTS FOR WELL CHILD CARE

Make well child care a priority in your clinic, using all staff to encourage scheduling.

1. Front desk staff can view last well child check from their registration screen and schedule the next visit due.
2. MA staff can view last well child check and remind patient to schedule.
3. Clinicians can ask patients to schedule on their way out. Their reminders carry the most weight.

Recall patients who are behind on well child care:

1. Recall school age children during the summer for annual well child care.
2. Recall school age children with asthma during the fall, if they are not already up to date, for well child care, asthma review, and a flu shot.
3. Recall children 0-2 years old year round to keep up with immunization schedules and developmental needs.
4. Recall children year round if they have complex or chronic health issues.

Use an effective method for recall:

1. Postcards have a 10% success rate at a cost of about \$1.00 each.
2. Text to cell and Email have a 20-30% success rate at a cost of 3.5 to 10 cents each.

Remind patients of the appointment

1. Text to cell or email at 72 hours prior to appointment.
2. Personal phone call at 24 hours prior to appointment.

During the well child care appointment, emphasize value of visit (thorough exam, early identification and intervention for problems, immunizations, growth and development). Include anticipatory guidance for the coming year, and schedule the next visit.