

RECALLING PATIENTS FOR CHRONIC CONDITIONS

Make care for chronic conditions a priority in your clinic, using effective recall methods to encourage scheduling.

Gather a list of all patients who have a chronic condition, such as asthma:

1. Use your EMR or billing software to gather a list of all children who had a visit billed with a certain diagnosis or group of diagnoses. OR
2. Use your EMR to gather a list of all children who have a certain diagnosis or group of diagnoses on their Problem List.
3. Sort your list into two groups – those who have had the recommended follow up visit, treatment, or diagnostic test in the required timeframe, and those who have not.
4. Recall those who have not had the recommended follow up visit, treatment, or test.

Recall patients who are behind on care for their chronic condition:

1. Recall all children with a complex condition for their annual well child care.
2. Recall school age children with asthma during the fall, if they are not already up to date, for asthma review and a flu shot.
3. Recall children year round if they have complex or chronic health issues. Consider focused recall every month for a different condition. Some conditions require frequent diagnostic tests; match your recall to the required schedule.

Use an effective method for recall:

1. Text to cell and Email have a 40-50% success rate at a cost of 3.5 to 10 cents each.
2. Postcards have a 10% success rate at a cost of about \$1.00 each.
3. Phone call costs staff time, but may be necessary for those who do not schedule after previous efforts.

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 review visit, emphasize value of physician time with the patient (thorough exam, early identification and intervention for problems, immunizations, growth and development, parental concerns). Include anticipatory guidance for the coming year, and schedule the next visit.