	Patient/Caregiver	
ABUSE Rating	Notes	
(Antiblotic-Abstaining Angels)		
Excellent	Candidate for sainthood	
Good	Model citizen	
Fair	Occasional abuser	
Poor	Frequent abuser	
Bad	Habitual abuser	
Awful	Antibiotic addict and dealer	
	Excellent Good Fair Poor Bad	

Reminder Systems Improve Immunization Rates

Gina Pugliese, RN, MS Martin S. Favero, PhD

Immunization rates for children and adults remain below national goals. While experts recommend that healthcare professionals remind patients of needed immunizations, few practitioners actually use reminders. Little is known about the effectiveness of reminders in different settings or patient populations. Szilagyi and colleagues reported on a literature review to assess the effectiveness of patient reminder systems in improving immunization rates and to compare the effectiveness of different types of reminders for a variety of patient populations.

The search was performed using MEDLINE, EMBASE, PsychINFO, Sociological Abstracts, and CAB Health Abstracts. Relevant articles, as well as pub-

lished abstracts, conference proceedings, and files of study collaborators, were searched for relevant references.

English-language studies involving patient reminder/recall interventions were eligible for review if they involved randomized controlled trials, controlled before-after studies, or interrupted time series, and measured immunization rates.

Of 109 studies identified, 41 met eligibility criteria. Patient reminder systems were effective in improving immunization rates in 33 (80%) of the 41 studies, irrespective of baseline immunization rates, patient age, setting, or vaccination type. Increases in immunization rates due to reminders ranged from 5 to 20 percentage points. Reminders were effective for childhood vaccinations, childhood influenza vaccinations, adult pneumococcus or tetanus vaccinations, and adult

influenza vaccinations. While reminders were most effective in academic settings, they were also highly effective in private practice settings and public health clinics. All types of reminders were effective (postcards, letters, and telephone or autodialer calls), with telephone reminders being most effective but costliest.

The authors concluded that patient reminder systems in primary-care settings are effective in improving immunization rates. Primary-care physicians should use patient reminders to improve immunization delivery.

FROM: Szilagyi PG, Bordley C, Vann JC, Chelminski A, Kraus RM, Margolis PA, et al. Effect of patient reminder/recall interventions on immunization rates: a review. *JAMA* 2000;284:1820-1827.



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