

New York City Citywide Immunization Registry (CIR)- Online Registry:

Coverage Reports, Reminder/Recall and Text Messaging

September 2025



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Assess Practice Readiness for using CIR Recall Text Messaging

- ☐ Do your patients (parents/guardians) accept communication for follow-up and appointments per your organization's patient care protocol and practices, including receiving text messages for immunization recall purposes?
- ☐ Are patient cell phone numbers routinely and accurately updated in your method of reporting by EMR and/or Online Registry by trained staff?
- ☐ Are cell phone numbers correctly captured in the Online Registry and periodically verified with your IT staff, EMR vendor and CIR for accuracy?
- ☐ Is there coordinated effort and decision making on prioritizing groups for recall?
- ☐ Is the **MyList** regularly refreshed and patient information regularly maintained (monthly): patient's Active/Inactive status (MOGE), text messaging acceptance?
- ☐ Are staff available and trained?
- ☐ Is there an available dedicated appointment phone line?
- ☐ Have Online Registry recall lists been generated for review/preview prior to using text messaging?

Coverage, Reminder/Recall



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Difference Between Reminder and Recall

- Reminder: Patients who have immunizations due soon, in the next 28 days.
- Recall: Patients who are due now or past due.

Coverage, Reminder/Recall



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Prepare MyList before running recall jobs:

- ☐ Check the last time MyList was updated and “Who’s in MyList”
- ☐ **Refresh MyList** (located in the MyList screen)
 - ☐ This feature retrieves patients you immunized in the past who are in the CIR but may not already be on MyList.
 - ☐ Choose to limit or expand your patient list based on patients:
 - ☐ Seen within *n* number of years
 - ☐ Looked up in CIR (have not had vaccination at the practice yet)
 - ☐ MOGEs
 - ☐ Review and edit patient’s last valid contact information
 - ☐ MyList is sortable, downloadable to enable review of missing or outdated contact information
 - ☐ Update patient’s active/inactive status, a.k.a. Moved or Gone Elsewhere (MOGE)
The recall list is based on the MyList and the parameters you chose in Refreshing MyList, not what’s in your entire EMR or CIR.

Coverage, Reminder/Recall



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MyList: Who's in your MyList?

Who's in MyList?

On 07/29/2025 at 01:06PM, Emily refreshed this practice's MyList with patients who met the following criteria as of that date:

- Include all patients who have been looked up at this practice within 3 years.
- Do not include patients who have been designated as MOGE (Moved or Gone Elsewhere).

In addition, since the time of that refresh:

- Any patients who were looked up by users at this practice would have been added to the MyList.
- Any patients who were manually removed by users at this practice would have been removed from the MyList.
- Any patient included in a Recall List created from a Flu Coverage Report.

Remove	CIR Id	Active	Imm Status	Lead Status	Last/First	Sex	DOB	Address	Home Phone	Mobile Phone	Accepts Texts	Last Accessed
☐	919878646	Yes			Teststream, Testice	F	03/29/2025	1 Cone Ny, NY 11101	917-319-0521	917-319-0521	Yes	07/23/2025
☐	907512930	Yes			Overdue Jr Jam	M	10/01/2008	1 Fall Street Manhattan, NY 10016	917-319-0521	917-319-0521	Yes	07/22/2025
☐	919417455	Yes			Test_Remindertest	F	08/12/2024	123 45th Ave Brooklyn, NY 11220	929-468-6488	929-468-6488	Yes	07/11/2025
☐	917180570	Yes			Testold, Testeleven	M	08/25/2011	1 11th St Nyc, NY 11111	917-319-0521	917-319-0521	Yes	06/25/2025

Coverage, Reminder/Recall

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Refresh MyList

Refresh MyList

Include Patients who:

- ☐ Have been looked up at this practice: [dropdown]
- ☐ Have received an immunization at this practice: [dropdown]
- ☐ Have received their last immunization at this practice: [dropdown]
- ☐ Do not include patients who have been designated as [dropdown]

Please note after refreshing MyList:

- After refreshing the MyList, any patients who are looked up at this practice will be added to the MyList.
- After refreshing the MyList, any patients who are manually removed from the MyList will be removed from the MyList.
- Patients "removed" from the MyList are only removed from the MyList. They will not be deleted from the Registry.
- After refreshing the MyList, any patients who are included in a Recall List created from a Flu Coverage Report by users at this practice will be added to the MyList.

Cancel [X] Continue [Y]

- Before running the recall, make sure your MyList is up to date.
- MyList is shared by all the Online Registry at your practice therefore any changes you make will affect all users at your site.
- Consider designating one person to update MyList monthly, maintain and run reports.
- Customize your population for recall.
- After refreshing MyList, review your records for any duplicates or missing records.

Coverage, Reminder/Recall

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Patient List (MyList): Active Status, Remove

Before running a coverage, recall or reminder report, you may update a patient's status to let CIR know if the patient is no longer active (a.k.a., Moved or Gone Elsewhere [MOGE] status) at your practice:

- 1) Click **Yes/No** in the Active column.
 - 2) The **Update Patient Info** screen will appear (see next slide). Make your choice.
 - 3) You must do **two** things to **remove** a patient from **MyList** **and** from your practice.
 - a) Update the **Active Status** to "No."
 - b) **Remove** the patient from **MyList** by checking the box in the **Remove** column. Click **Remove**. The record is removed from **MyList**, but remains in CIR.
- To add back a patient, search again in the **Search** screen.

Remove	CIR Id	Active	Imm Status	Lead Status	Last/First	Sex	DOB	Address	Home Phone	Mobile Phone	Accepts Texts	Last Accessed
☐	919878646	Yes			Teststream, Testice	F	03/29/2025	1 Cone Nyc, NY 11101	917	917	Yes	07/23/2025
☐	907512930	Yes			Overdue Jr. Jam	M	10/01/2008	1 Fall Street Manhattan, NY 10016	917	917	Yes	07/22/2025
☐	919417455	Yes			Test, Remindertest	F	08/12/2024	123 45th Ave Brooklyn, NY 11220	929	929	Yes	07/11/2025
☐	917180570	Yes			Testold, Testeleven	M	08/25/2011	1 11th St Nyc, NY 11111	917	917	Yes	06/25/2025
☐	918741467	Yes			Isicetest, Ten Yearold	F	10/01/2010	, NY			No	06/04/2025
☐	918739957	Yes			Testicic, Eight Yearold	F	10/01/2010	, NY			No	06/04/2025

Coverage, Reminder/Recall

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Update Patient Info: Address, Phone, MOGE Status

Please note we are requesting new additional patient information: Cell/mobile phone number and email address. Please update all information. The information will be used to populate your reports and forms.

Patient Information

First Name: ARCHTEST Alternate First: Is patient active? ☒ Yes, patient is currently in my practice ☐ No (select reason)

Last Name: TEST Alternate Last: ☐ Not in my practice (Gone elsewhere) ☐ Not in NYC (Moved) ☐ Patient deceased

DOB: 06/04/2014

Sex: Male

Race: NOT INDICATED Ethnicity: Unknown

House No. / Street / Apt. No.: City / State / ZIP: NY

Medical Rec. No.: Medicaid No.: Mom DOB: Mom First Name: Mom Maiden Name: Primary Contact: First Name: Last Name: Relationship:

Home Phone: NEW Cell/Mobile: (929) 100-1234 NEW Email: test@gmail.com

Note: To request to remove a mobile phone number, please send a request to circ-reports@health.nyc.gov and include only the CIR ID and phone number to remove, or call 347-396-2400.

- Update patient information, address, home phone, parent/guardian cell/mobile phone, and parent/guardian email address, text message status
- Note: Information reported by Vital Records may not be edited online.
- You may send a copy of the revised birth certificate by fax to (347) 396-2559 or call us at (347) 396-2400
- Mark if MOGE (Moved or Gone Elsewhere)
- MOGE choices:
 - Not in my practice
 - Not in NYC (moved)
 - Patient deceased

MOGE Criteria: <https://www.nyc.gov/assets/doh/downloads/pdf/cir/vfc-moge.pdf>

Coverage, Reminder/Recall

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The coverage or recall/reminder reports are only as good as the immunizations and contact information your practice reported to the CIR.

Coverage, Reminder/Recall



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Online Registry – Coverage Report Tools

- Use the Online Registry's to track up-to-date status for your patients and see who is due vaccine.
- Coverage Reports can also help you track how many doses to order.
- To run a Coverage Report, click the **Tools** screen, then click on the link [Create Standard, COVID-19, IQIP, Flu Coverage Reports](#).

This page shows Coverage Reports you have created in the last year. For Coverage Report instructions, click [here](#). For a brief guide on Influenza Coverage Reports, click [here](#). For a brief guide on IQIP Coverage Reports, click [here](#). Click on the link "Done" in the Report Status column on the right to view a Coverage Report. You may use it to create a Recall List for patients who need immunizations or blood lead tests.

[Create Standard, COVID-19, IQIP, Flu, Lead Coverage Reports](#) [Refresh](#)

Recent Coverage Reports (15 Reports)		Type	Name	Patients	UTD%	Coverage Status as of:	Date Created	Report Status
☐		Influenza Coverage Report	"_20250604_02_11-18y"	5	20.0%	06/04/2025	06/04/2025 4:04 PM	Done

Coverage, Reminder/Recall

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Coverage Report Set-up

STOP. Before running recall jobs, see how to Prepare and Refresh MyList

Use this page to find out which patients are up-to-date and optionally create a Recall List for patients who need immunizations or blood lead tests. For Coverage Report instructions, click [here](#). For a brief guide on Influenza Coverage Reports, click [here](#). Consider using [Refresh MyList](#) before running a coverage report. You may view the latest or current criteria of your Online Registry patient list here: [Who's in MyList](#), then return to this tab to refresh the MyList using the choices below.

Create New Coverage Report

Standard Immunization Coverage Report
The patients that will be included are all the patients in "My List" [Who's in MyList?](#) [Refresh MyList](#)

☐ 7-11 month olds with...
3 DTP,
2 Polio,
2 Hib,
2 HepB,
3 Pneumococcal

☐ 19-35 months olds with...
4 DTP,
3 Polio,
1 MMR,
3 HepB,
4 Hib,
1 Varicella,
4 Pneumococcal

☐ 24-35 month olds with...
4 DTP,
3 Polio,
1 MMR,
3 HepB,
4 Hib,
1 Varicella,
4 Pneumococcal

☐ 11-18 year olds with...
1 MCV,
1 Tdap,
HPV Complete (2 or 3 doses)

☐ 13-17 year olds with...
1 MCV,
1 Tdap,
HPV Complete (2 or 3 doses)

Review date (date as of which age will be calculated and report will be run.)
07/29/2025 (mm/dd/yyyy)

☐ Influenza Coverage Report
☐ COVID-19 Coverage Report
☐ IQIP Assessments
☐ Lead Testing Coverage Report

(For flu/IQIP reports, the age range will be appended to the name)
Report Name for identification later: TEST_20250729_01

Cancel Clear Continue

- Select your desired coverage report to run
- Name your report, preferably with your last name and the date
- Click [Continue](#)

Name your Report for you to identify easily later. The report list is shared by all users at your facility

This report is used for standard epidemiological reports, and does not include all recommended immunizations for that age.
Coverage, Reminder/Recall

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Coverage Report Results

- ✓ A green check mark will appear to indicate your coverage report is being processed.
- Click on Recent Coverage Reports to find your report
- Click on [Done](#) to view results.

✓ Your Coverage Report is being processed. Most Coverage Reports can be processed in a few seconds, but others take longer. You can find your Coverage Report in [Recent Coverage Reports](#)

• This page shows Coverage Reports you have created in the last year. For Coverage Report instructions, click [here](#). For a brief guide on Influenza Coverage Reports, click [here](#). For a brief guide on IQIP Coverage Reports, click [here](#). Click on the link "Done" in the Report Status column on the right to view a Coverage Report. You may use it to create a Recall List for patients who need immunizations or blood lead tests.

[Create Standard, COVID-19, IQIP, Flu, Lead Coverage Reports](#) [Refresh](#)

Type	Name	Patients	UTD%	Coverage Status as of	Date Created	Report Status
☐ Standard Coverage Report	"TEST_20250731_01"	11	9.1%	07/31/2025	07/31/2025 2:11 PM	Done
☐ Influenza Coverage Report	"LIANG_20250604_02_11-18y"	5	20.0%	06/04/2025	06/04/2025 4:04 PM	Done

Coverage, Reminder/Recall

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Coverage Report: Create a Recall Job

- The results include a summary and a list of the patients who are not UTD. From here, one may create a recall list and letters.
- Currently, text messaging is not available from this process but can be created using the Custom Recall functions.
- You may take the results to produce a **Recall List**. Click on [Create Recall List](#)

COVID-19 Coverage Report: Liang_20230424_01

0 of 1 patients are up to date (0.0%)

[Create Recall List](#)

[COVID-19 Patient List](#)

Last/First	Sex	DOB
Test, Jane	Female	01/01/1990

Coverage, Reminder/Recall

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Review and Update Records

(a) Review each record

The recall process allows multiple chances to update records. Step through these screens record maintenance has been done.

Select all patients in the recall list

Recall

Our records show that these patients may need the vaccine as shown. To recall patients, first review the records and add any immunizations that were given but not reported to the CIR.

1. Mark the patients who need Recall Letters, then click Continue.

2. Select or compose a Message.

3. Confirm and retrieve your Recall job.

Click on the patient name to view the record in CIR

Coverage, Reminder/Recall

(b) Update immunization record if needed

Immunization

1. Select immunization history information before click "Continue" button at the bottom of the page. Note: Immunization history information is not saved until you click "Continue".

(c) Update patient information

Patient Information

1. Select patient information before click "Continue" button at the bottom of the page. Note: Patient information is not saved until you click "Continue".

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Recall from Coverage Report: Select List or Labels & Letters

After marking the patients to recall and clicking “continue”, select to create:

- a **List** (downloadable in Excel), or
- **Labels & Letters.**
- Click 

PATIENTS

[Search](#)
[MyList](#)
[Reports](#)
[Add/Edit](#)

PRACTICE

[Tools](#)
[Recall](#)
[Adv. Event](#)
[MM/COVID](#)

Reminder / Recall

1. Mark the patients who need Recall Letters, then click Continue.
2. Select to make **Labels & Letters** or make a **List**.
3. Select or compose a Message.
4. Confirm and retrieve your Recall job.

NOTE: To create accurate Recall letters, report all patient immunizations to the registry before continuing.

Select your preferred method:

- ☒ Create a **List** of names, addresses, phone numbers, and immunizations
 - Your Excel document will contain a list of names, dates of birth, sexes, medical record numbers from your practice, CIR IDs, addresses, phone numbers, and the immunizations that are past due for selected patients.
- ☐ Create **Labels and Letters** to print and mail. An Excel summary report containing names, addresses, phone numbers, and the immunizations that are past due for selected patients is included in the output.
 - Your PDF document will contain (1) address labels and (2) a Recall message of your choice with the immunizations that are past due for each patient. Labels and letters will not be printed for those patients missing a street address.

[← Change](#)
[Cancel](#)
[Continue →](#)

Coverage, Reminder/Recall

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Output: List Example

- Recall list output:
- Lists are always found in the Recall area.
- Results include the vaccines targeted in the coverage report, plus any other vaccines due to help avoid missed opportunities.

The screenshot displays the 'Online Registry' application interface. At the top, there are two main sections: 'PATIENTS' and 'PRACTICE'. The 'PATIENTS' section includes icons for Search, MyList, Reports, Add/Edit, Tools, Dashboards, Recall (highlighted with a blue arrow), Adv. Event, VM, Set Up, QuickAdd, and Help. The 'PRACTICE' section includes icons for various medical and administrative functions. Below the navigation bar, there is a 'Reminder / Recall' section with a form for configuring reminders. The form includes fields for Outreach Type (Radio buttons: Reminder, Recall, All of MyList (regardless of UTD status)), Parameter Type (Radio buttons: Standard, Custom), and Contact Method (Radio buttons: List or Letters, Text Message, One Time, Recurrent). A 'Continue' button is at the bottom right of the form. Below the form, there is a 'Reminder/Recall Job List' section with a table showing the list of jobs. The table has columns for Job Name, Contact Method, Based On, Status, Patients, Date Created, and Cancel Job. The first row shows a job named '2023042401' with a status of 'List' and a date created of '04/24/2023 9:43am'.

Online Registry

PATIENTS Search MyList Reports Add/Edit Tools Dashboards Recall Adv. Event VM Set Up QuickAdd ? Help

PRACTICE

Reminder / Recall

Not all combinations are possible.

1. Outreach Type: ☐ Reminder ☐ Recall ☐ All of MyList (regardless of UTD status)

2. Parameter Type: ☐ Standard ☐ Custom

3. Contact Method: ☐ List or Letters ☐ Text Message ☐ One Time ☐ Recurrent [Continue](#)

Reminder/Recall Job List

This table shows Reminder/Recall jobs you have created in the last year. This page will refresh every 2 minutes. You can manually refresh the Job List page using the Refresh Page link.

Showing 20 entries

Delete	Job Name	Contact Method	Based On	Status	Patients	Date Created	Cancel Job
☐	2023042401	List or Letters	Coverage Report	List	150	04/24/2023 9:43am	

1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
2	Recall Name: Example 2023042401														
3	Date Created: 4/24/2023 9:43:29 AM														
4	Created By: Tester														
5	Based On: Coverage Report														
6	Standard Recall Selected Due Now patients														
7	Total Patients: 206, Patients Not UTD: 157 (76%) Patients UTD: 49 (24%)														
8	Last Name	First Name	DOB	Sex	CID II	Medicare Num	Address	City	State	Zip	Home Phone	Cell Phone	Opted Out Text Msg	Due Now	
9	BERGIMAN	BARRY	08/01/1944	M	515010217		350 East Street, Street, 3rd	NYC	NY	10016		917.449.5560	N	Influenza-1, DTP-1, Pneumococcal-1, Zoster-1, COVID-19-3	
10	BERRY TEST	PINK TEST	08/01/1967	F	516728017		5 Blvd	STATEN ISLAND	NY	10320	717-888-8999		N	Influenza-1, HepB-1, DTP-1, MMR-1, Varicella-1, Zoster-1, COVID-19-3	
11	BERBETT	DAVID TEST	01/10/1954	M	516728016		BERBETT VILL	STATEN ISLAND	NY	10320	717-888-8999		N	Influenza-1, HepB-1, DTP-1, MMR-1, Varicella-1, Zoster-1, COVID-19-3	

Coverage, Reminder/Recall

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Reminder/Recall

Follow the on-screen instructions

Use this page to set up Reminder/Recall lists, letters, or text message jobs.

New! Set up REMINDER text message jobs directed at patients who will be due for selected immunizations in the next 28 days. RECALL messages are directed at patients who are due now or past due. Each Outreach Type, REMINDER or RECALL, must be set up as separate jobs. If you wish to direct messages to patients for both REMINDER and RECALL jobs, return to this initial Reminder/Recall screen to set up each of the Outreach Type jobs using the same parameters/criteria - age range, vaccine series - you have selected.

If you have not already done so, before selecting your custom Reminder/Recall criteria, please:

1. Please review patients in MyList. **Refresh MyList before creating a new Reminder/Recall.**
2. Update addresses, cell phone numbers, emails, and immunizations of your patients. *Hint: from MyList, select each patient to view their record, select the Update Patient Info tab, then enter the updated information.*

Patients without cell phone numbers will not receive Reminder/Recall notices via text message. **Note:** Collecting cell phone number data in the CIR is relatively new. Please check that your EMR is set up to report cell phone numbers and/or use the Online Registry's Update Patient Information screen to update cell phone numbers at the time of the patient's visit.

To create a new Reminder/Recall job, follow the steps below.

1. First, choose an **Outreach Type**. Reminders will be sent to patients due immunizations in the next 28 days. Recalls will be sent to patients due immunizations now.
2. Next, choose a **Parameter Type**. If you want to run a job using your MyList, choose "Standard". Choose "Custom" to specify age range, sex, and vaccine type/dose numbers.
3. Then, choose a **Contact Method**. If you are sending text messages, choose the frequency of contact. Recurrent texts for recall jobs will be sent every 28 days, and recurrent texts for reminder jobs will be sent every 14 days, within the start and end date indicated. One-time texts will send only once on the date indicated.

If you are sending text messages, it is recommended to run a List (List or Letters) the first time to view the list of recipients. **You will not be able to view the list of recipients during the text message set up.**

Important: Please read the [reminder/recall instruction guide](#), [brief text messaging guide](#), and [reminder text messaging guide](#) carefully before attempting to set up or send text messages.

To recall patients based on up-to-date rates using list or letters, use the [Coverage Report Tool](#).

1. Outreach Type: ☐ Reminder ☐ Recall

2. Parameter Type: ☐ Standard ☐ Custom

3. Contact Method: ☐ List or Letters ☐ Text Message ☐ One Time ☐ Recurrent

STOP. Before running recall jobs, see how to Prepare and Refresh MyList

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Recall: Custom List or Letters: Set Up Job

Use this page to set up Reminder/Recall lists, letters, or text message jobs.

New! Set up REMINDER text message jobs directed at patients who will be due for selected immunizations in the next 28 days. RECALL messages are directed at patients who are due now or past due. Each Outreach Type, REMINDER or RECALL, must be set up as separate jobs. If you wish to direct messages to patients for both REMINDER and RECALL jobs, return to this initial Reminder/Recall screen to set up each of the Outreach Type jobs using the same parameters/criteria - age range, vaccine series - you have selected.

If you have not already done so, before selecting your custom Reminder/Recall criteria, please:

1. Please review patients in MyList. **Refresh MyList before creating a new Reminder/Recall.**
2. Update addresses, cell phone numbers, emails, and immunizations of your patients. *Hint: from MyList, select each patient to view their record, select the Update Patient Info tab, then enter the updated information.*

Patients without cell phone numbers will not receive Reminder/Recall notices via text message. **Note:** Collecting cell phone number data in the CIR is relatively new. Please check that your EMR is set up to report cell phone numbers and/or use the Online Registry's Update Patient Information screen to update cell phone numbers at the time of the patient's visit.

To create a new Reminder/Recall job, follow the steps below.

1. First, choose an **Outreach Type**. Reminders will be sent to patients due immunizations in the next 28 days. Recalls will be sent to patients due immunizations now.
2. Next, choose a **Parameter Type**. If you want to run a job using your MyList, choose "Standard". Choose "Custom" to specify age range, sex, and vaccine type/dose numbers.
3. Then, choose a **Contact Method**. If you are sending text messages, choose the frequency of contact. Recurrent texts for recall jobs will be sent every 28 days, and recurrent texts for reminder jobs will be sent every 14 days, within the start and end date indicated. One-time texts will send only once on the date indicated.

If you are sending text messages, it is recommended to run a List (List or Letters) the first time to view the list of recipients. **You will not be able to view the list of recipients during the text message set up.**

Important: Please read the [reminder/recall instruction guide](#), [brief text messaging guide](#), and [reminder text messaging guide](#) carefully before attempting to set up or send text messages.

To recall patients based on up-to-date rates using list or letters, use the [Coverage Report Tool](#).

1. Outreach Type: ☐ Reminder ☒ Recall

2. Parameter Type: ☐ Standard ☒ Custom

3. Contact Method: ☒ List or Letters ☐ Text Message ☐ One Time ☐ Recurrent

a. To set up a custom list, or labels & letters for patients Due Now, select the following:

- **Outreach Type:** Recall
- **Parameter Type:** Custom
- **Contact Type:** List or Letter

Click

b. In the next screen, select your criteria from sections A, B, and C.

Coverage, Reminder/Recall

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Recall: Custom List: Select Patient and Immunization Criteria

You are here: Home > Recall > Setting up a List or Letter job

The Registry will find the patients that fit the criteria you chose and save them in a list with the name you choose. To recall patients based on up-to-date rates, use the [Coverage Report Tool](#). For Coverage, Recall/Reminder instructions, click [here](#). Consider using [Refresh MyList](#) before running a Custom Recall.

Important: Please read the [reminder/recall instruction guide](#) carefully before attempting to set up lists or letters.

As of July 2025, the New York State Department of Health and the New York City Health Department IIS recommend HPV vaccination beginning at age 9 years as routine practice. Visit this [page](#) for more details. Note that 9 to 10 year-old patients will now be included in the output for recall jobs based on MyList.

Hints:

- To run a job for 9 and 10-year-olds due for HPV vaccine, in Section A, click the second age grouping choice, "Age Range" and enter "9", click "years", then enter "11" and click "years". In Section C, select Human Papillomavirus vaccine group.
- To run a job for 9 through 18-year-olds due for HPV vaccine and other vaccines, in Section A, click the second age grouping choice, "Age Range" and enter "9", click "years", then enter "18" and click "years". In Section C, click on "Human Papillomavirus" vaccine group or other vaccine groups.
- To run a job for 11 through 18-year-olds due for HPV vaccine or other vaccines, in Section A, click the first age grouping choice, "Specific Age" and click on "11-18 year olds". In Section C, click on "Human Papillomavirus" vaccine group or other vaccine groups.

The patients that will be included are all the patients in "My List" [Who's in MyList?](#) [Refresh MyList](#)

Create Custom Recall Job

A All patients in MyList

Specific Age

☐ 7-11 month olds ☐ 11-18 year olds

☐ 15-35 month olds ☐ 13-17 year olds

☒ 24-35 month olds ☐ 19+ year olds

Age Range

From: years months

To: years months

DOB Range

Include patients born between and

B Sex

☒ Male ☒ Female ☒ All Others

C For immunization series:

Include patients who are missing:

☒ Any age-appropriate immunization from the series below only:

☐ Influenza ☐ Hib ☐ Varicella

☐ HepB ☐ Pneumococcal ☐ HepA

☐ Rotavirus ☐ Polio ☐ Meningococcal

☐ DTaP ☐ MMR ☐ Human Papillomavirus

☐ Tdap ☐ COVID-19

☐ Include patients who do not have the # of specified valid doses from the series chosen below:

☐ Influenza ☐ Hib ☐ Varicella

☐ HepB ☐ Pneumococcal ☐ HepA

☐ Rotavirus ☐ Polio ☐ Meningococcal

☐ DTaP ☐ MMR ☐ Human Papillomavirus

☐ Tdap ☐ COVID-19

Cancel Clear Continue

Select patient and immunization criteria:

- Choose one of the three age range choices in the left column.
- Specify gender, optional.
- Next, choose one of the three choices in the right column to include patients to recall who are:
 - missing age-appropriate immunizations, or
 - missing any age-appropriate immunizations from a specified vaccine series, or
 - missing a specified # of valid doses from specified series.

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Custom Recall List or Letters Example - HPV

You are here: Home > Recall > Setting up a List or Letter job

The Registry will find the patients that fit the criteria you chose and save them in a list with the name you choose. To recall patients based on up-to-date rates, use the [Coverage Report Tool](#). For Coverage, Recall/Reminder instructions, click [here](#). Consider using [Refresh MyList](#) before running a Custom Recall.

Important: Please read the [reminder/recall instruction guide](#) carefully before attempting to set up lists or letters.

As of July 2025, the New York State Department of Health and the New York City Health Department IIS recommend HPV vaccination beginning at age 9 years as routine practice. Visit this [page](#) for more details. Note that 9 to 10 year-old patients will now be included in the output for recall jobs based on MyList.

Hints:

- To run a job for 9 and 10-year-olds due for HPV vaccine, in Section A, click the second age grouping choice, "Age Range" and enter "9", click "years", then enter "11" and click "years". In Section C, select Human Papillomavirus vaccine group.
- To run a job for 9 through 18-year-olds due for HPV vaccine and other vaccines, in Section A, click the second age grouping choice, "Age Range" and enter "9", click "years", then enter "18" and click "years". In Section C, click on "Human Papillomavirus" vaccine group or other vaccine groups.
- To run a job for 11 through 18-year-olds due for HPV vaccine or other vaccines, in Section A, click the first age grouping choice, "Specific Age" and click on "11-18 year olds". In Section C, click on "Human Papillomavirus" vaccine group or other vaccine groups.

The patients that will be included are all the patients in "My List" [Who's in MyList?](#) [Refresh MyList](#)

Create Custom Recall Job

A All patients in MyList

Specific Age

☐ 7-11 month olds ☐ 11-18 year olds

☐ 15-35 month olds ☐ 13-17 year olds

☒ 24-35 month olds ☐ 19+ year olds

Age Range

From: years months

To: years months

DOB Range

Include patients born between and

B Sex

☒ Male ☒ Female ☒ All Others

C For immunization series:

Include patients who are missing:

☒ Any age-appropriate immunization from the series below only:

☐ Influenza ☐ Hib ☐ Varicella

☐ HepB ☐ Pneumococcal ☐ HepA

☐ Rotavirus ☐ Polio ☐ Meningococcal

☐ DTaP ☐ MMR ☒ Human Papillomavirus

☐ Tdap ☐ COVID-19

☐ Include patients who do not have the # of specified valid doses from the series chosen below:

☐ Influenza ☐ Hib ☐ Varicella

☐ HepB ☐ Pneumococcal ☐ HepA

☐ Rotavirus ☐ Polio ☐ Meningococcal

☐ DTaP ☐ MMR ☐ Human Papillomavirus

☐ Tdap ☐ COVID-19

Coverage Report Cancel Clear Continue

Example:

To recall patients who are 9 and 10-years old due for HPV vaccine

- Select "Age Range" and enter "9", click "years", then enter "11" and click "years"
- Keep the gender default options and
- Select "For immunization series: Include patients who are missing...[a]ny age-appropriate immunization from the series only," and choose "Human Papillomavirus"

Results: Patients who are 9 and 10-years old missing the HPV vaccine

Results will also list additional vaccines missing.

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Online Registry Text Messaging

Coverage, Reminder/Recall



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Recall: Custom Text Message

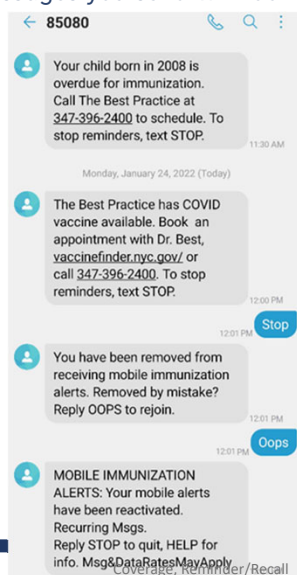
A sample of how the messages you send will look on the screen of a mobile phone:

It is important to include the practice phone number and practice name, shown here as “The Best Practice,” so your patient knows who is sending the message.

Shown are examples of a (1) default message and (2) custom message

Auto-reply confirming patient has opted out of receiving text messages after replying, “STOP”.

Auto-reply confirming patient has opted back in to receive text messages after replying, “OOPS”.



Short Code: 850-80.
This is the number that recipients will see when you text them.

Include the practice appointment phone number.

The recipient always has the option of continuing to receive messages or stopping them.

Coverage, Reminder/Recall



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Custom Text Message – Facility Name and Contact Settings

Before setting up a text message job, you can enter your facility name and phone number in settings

- A. Go to Set Up
- B. On the bottom on the page, enter your facility name and phone number
- C. Click **Confirm** to save your changes

Coverage, Reminder/Recall

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Custom Text Message – Prepare and Update Patient Information

Before creating a custom recall text message job, please do the following:

1. Refresh MyList
2. Review patients in MyList
3. Update patient information to include a cell/mobile number
4. Update the opted in or out status of patients for receiving text messages.

- By default, all patients with a cell number will be opted in to receive text messages.
- If patients ever want to opt out or opt back in to receive text messages, update their status here.

Warning: If you change the opted in or out status of a patient for receiving text messages, all related patients with the same cell/mobile number will automatically be set to the same status. The number will be opted out from other Immunization Bureau messages, including centralized public health messages.

Coverage, Reminder/Recall

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Custom One-Time Text Message – Send Date & Compose Message

c. Enter the date but avoid entering today's date.

d. Next, choose a **default message** or **choose custom message**.

If you choose to send a **default message**, fill in your **facility name** and **contact number** to schedule an appointment. Each patient's year of birth will be populated by the CIR. If you have previously entered your facility name and contact number from Set Up, the information should be automatically shown.

• If you choose to send a **custom message**, please note that it is your responsibility to adhere to the laws, rules, and regulations that apply to the disclosure of confidential and sensitive information in the content of your custom text message.

Coverage, Reminder/Recall

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Recall: Custom Text Message – View Jobs

e. Confirm criteria for the **custom one-time text message**. This is your last chance to update your **MyList** before creating the recall job. Click on the link to see [“Who’s in MyList?”](#) or click the [“Refresh MyList”](#) link.

f. Accept or change the Job Name.

g. Click [Continue](#) to schedule the job.

Coverage, Reminder/Recall

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Custom Recurrent Text Message – Set Up Job

Reminder / Recall

Use this page to set up Reminder/Recall lists, letters, or text message jobs.

New! Set up REMINDER text message jobs directed at patients who will be due for selected immunizations in the next 28 days. RECALL messages are directed at patients who are due now or past due. Each Outreach Type: REMINDER or RECALL, must be set up as separate jobs. If you wish to direct messages to patients for both REMINDER and RECALL jobs, return to this initial Reminder/Recall screen to set up each of the Outreach Type jobs using the same parameters/criteria - age range, vaccine series - you have selected.

If you have not already done so, before selecting your custom Reminder/Recall criteria, please:

1. Please review patients in MyList. Refresh **MyList** before creating a new Reminder/Recall.
2. Update addresses, cell phone numbers, emails, and immunizations of your patients. **Hint: from MyList, select each patient to view their record, select the Update Patient Info tab, then enter the updated information.**

Patients without cell phone numbers will not receive Reminder/Recall notices via text message. **Note:** Collecting cell phone number data in the CIR is relatively new. Please check that your EMR is set up to report cell phone numbers and/or use the Online Registry's Update Patient Information screen to update cell phone numbers at the time of the patient's visit.

To create a new Reminder/Recall job, follow the steps below.

1. First, choose an Outreach Type. Reminders will be sent to patients due immunizations in the next 28 days. Recalls will be sent to patients due immunizations now.
2. Next, choose a Parameter Type. If you want to run a job using your MyList, choose "Standard". Choose "Custom" to specify age range, sex, and vaccine type/dose numbers.
3. Then, choose a Contact Method. If you are sending text messages, choose the frequency of contact. Recurrent texts for recall jobs will be sent every 28 days, and recurrent texts for reminder jobs will be sent every 14 days, within the start and end date indicated. One-time texts will send only once on the date indicated.

If you are sending text messages, it is recommended to run a List (List or Letters) the first time to view the list of recipients. **You will not be able to view the list of recipients during the text message set up.**

Important: Please read the [reminder/recall instruction guide](#), [brief text messaging guide](#), and [reminder text messaging guide](#) carefully before attempting to set up or send text messages.

To recall patients based on up-to-date rates using list or letters, use the [Coverage Report Tool](#).

1. Outreach Type: ☐ Reminder ☒ Recall

2. Parameter Type: ☐ Standard ☒ Custom

3. Contact Method: ☐ List or Letters ☐ One Time ☒ Recurrent

[Continue](#)

a. To set up text message to run one time, select the following:

- **Outreach Type:** Recall
- **Parameter Type:** Custom
- **Contact Type:** Text Message
- **Select:** Recurrent

Click [Continue](#)

b. In the next screen, select your criteria from sections A, B, and C.

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Recall: Custom Recurrent Text Message

Recall / Recall

You are here: Home > Recall > Setting up a Recurring Recall text job

Important: Please read the [reminder/recall instruction guide](#) and [brief text messaging guide](#) carefully before attempting to set up or send text messages.

As of July 2025, the New York State Department of Health and the New York City Health Department IISs recommend HPV vaccination beginning at age 9 years as routine practice. Visit this [page](#) for more details. Note that 9 to 10 year-old patients will now be included in the output for recall jobs based on MyList.

Section A: Specific Age

7-11 month olds ☐ 11-15 year olds ☐ 15-17 year olds ☐ 18-24 year olds ☐ 25-35 year olds ☐ 36-45 year olds ☐ 46-55 year olds ☐ 56-65 year olds ☐ 66-75 year olds ☐ 76-85 year olds ☐ 86-95 year olds ☐ 96-105 year olds ☐

Section B: Age Range

From: To: years ☐ months ☐

Section C: DOB Range

Include patients born between and

Section D: Gender

☒ Male ☐ Female ☐ All Others

Section E: For immunization series:

Include patients who are missing:

- ☐ Any age-appropriate immunization
- ☐ Any age-appropriate immunization from the series below only:
- ☐ Include patients who do not have the # of specified valid doses from the series chosen below:

Section F: Select message (default recommended)

Use default message ☒ Fill in the fields for the sample message provided

Section G: Enter the date range this message will run

NOTE: All recall recurrent jobs will run every 28 days from your start date. Once this job is created, you may stop future recurrent messages by turning off the job on the Reminder/Recall Job List.

From: To:

Section H: Use custom message

Type in your custom message. Your facility name and contact number will precede the message. Set up and save your facility name and number first.

Please do not use any non-English language characters or symbols, which are not supported in this system.

Section I: Facility Information

Facility Name (up to 30 characters):

Recall Facility:

Contact Number (929) 111-1111

Recall Facility (929) 111-1111

[Continue](#)

b. Select patient and immunization criteria:

A. Choose one of the three age range choices in the left column.

B. Specify gender, optional.

C. Next, choose one of the three choices in the right column to include patients to recall who are:

1. missing age-appropriate immunizations, or
2. missing any age-appropriate immunizations from a specified vaccine series, or
3. missing a specified # of valid doses from specified series.

Coverage, Reminder/Recall

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Custom Recurrent Text Message – Enter Date Range & Select and Compose Message

If you choose to send a **default message**, fill in your **facility name** and **contact number** to schedule an appointment. Each patient's year of birth will be populated by the CIR. Use the default message only for patients under 19 years old.

If you choose to send a **custom message**, please note that it is your responsibility to adhere to the laws, rules, and regulations that apply to the disclosure of confidential and sensitive information in the content of your custom text message and include your **facility name** and **contact number**.

c. Enter the date range but avoid entering today's date. Messages will be sent every 28 days. Patients in **MyList** will automatically age in and out, and be added or removed depending on UTD status.

d. Next, choose a **default message** or choose **custom message**.

Coverage, Reminder/Recall

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Recall: Custom Text Message – Confirm and Name Job

Coverage, Reminder/Recall

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Custom Text Message – View Jobs

Use this page to set up Reminder/Recall lists, letters, or text message jobs.

How! Set up REMINDER text message jobs directed at patients who will be due for selected immunization patients who are due now or past due. Each Outreach Type, REMINDER or RECALL, must be set up as for both REMINDER and RECALL jobs. return to this initial Reminder/Recall screen to set up each of the age range, vaccine series - you have selected.

If you have not already done so, before selecting your custom Reminder/Recall criteria, please:

1. Please review patients in MyList. Refresh MyList before creating a new Reminder/Recall.
2. Update addresses, cell phone numbers, emails, and immunizations of your patients. **Hint:** from MyList Update Patient Info tab, then enter the updated information.

Patients without cell phone numbers will not receive Reminder/Recall notices via text message. **Note:** Cell Please check that your EMR is set up to report cell phone numbers and/or use the Online Registry's Update numbers at the time of the patient's visit.

To create a new Reminder/Recall job, follow the steps below.

1. First, choose an Outreach Type. Reminders will be sent to patients due immunizations in the next immunizations now.
2. Next, choose a Parameter Type. If you want to run a job using your MyList, choose "Standard". On type/dose numbers.
3. Then, choose a Contact Method. If you are sending text messages, choose the frequency of contact days, and recurrent texts for reminder jobs will be sent every 14 days, within the start and end date indicated.

If you are sending text messages, it is recommended to run a List (List or Letters) the first time to view. You will not be able to view the list of recipients during the text message set up.

Important: Please read the [reminder/recall instruction guide](#), [brief text messaging guide](#), and [reminder text send text messages](#).

To recall patients based on up-to-date rates using list or letters, use the [Coverage Report Tool](#).

1. Outreach Type: ☐ Reminder ☐ Recall

2. Parameter Type: ☐ Standard ☐ Custom

3. Contact Method: ☐ List or Letters ☐ Text Message ☐ One Time ☐ Recurrent

Reminder/Recall Job List
This table shows Reminder/Recall jobs you have created in the system. This page will refresh every 2 minutes. You can manually refresh the Refresh Page link. Please wait while this page loads completely.

Job Name	Contact Method	Based On	Status
TEST2025080401	Recurrent Text Message	Recall	Active (Next Run: 09/05/25)

Completed Run(s)

Date of Run	Status	Number of Patients
06/10/2025 08:01 am	COMPLETED	24

- To view current or completed jobs:
- Click on **Recall**
- Click on the name of the job in **blue**.
- The job summary of the call, including job status, criteria of the recall and the text message is shown.
- Jobs can be also cancelled from here.

From the **Completed Runs** table, click on the date of your job to view details about the patients included.

Coverage, Reminder/Recall

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Custom Text Message – View Job Run Details

This page displays the list of patients included in the completed job run selected.

Includes reported vaccinations compared against the Immunization Schedule as of the date the list was prepared.

To view a full summary of details for this completed job run, click the "Job Run Details" Excel icon.

Details for Job Name: TEST2025080401TEST

Criteria
Created On: 06/04/2025 4:20 pm
Based On: Patients in My List
All patients in MyList
Sex: All
Doses: Patients missing appropriate immunization

Text Message Type: Recurrent
Start Date: 06/10/2025
End Date: 12/10/2025
Default Message: You or your child born in <BIRTH YEAR> is overdue for immunization. Call RECALL FACILITY at 929-289-0733 to schedule.

Job State: Complete
Last Run: 06/10/2025

Run Date: 06/10/2025 08:01 am
Job Status: COMPLETED
Patient Count: 24

[View Job Run Details](#)

[Excel View Job Run Details](#)

Last Name	First Name	Sex	Date of Birth	Mobile Phone
1 Kiru-Test	Brian-Test	M	02/16/2014	732
2 Kiru-Test	Miles-Test	F	01/15/2015	732
3 Kiru-Test	Missy-Test	F	03/11/2009	732
4 Overdue Jr	Iam	M	10/01/2008	917
5 Recall-Kiru	Boy	M	11/01/2015	732

Click the Excel [View Job Run Details](#) link to view your job run details.

Coverage, Reminder/Recall

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Custom Text Message – Cancel Job (b)

Reminder / Recall

This page shows the details for your Recall Job. You may use this page to (1) view the details, or (2) cancel your job. If you cancel a job in error, you will be given an opportunity to "Keep" the job.

To view the list of patients included in a previously completed job run, click on the date of run of interest in the "Completed Run(s)" section below.

Details for Job Name "TEST2025080401"

Criteria

Created On: 08/04/2025 2:34 pm	Based On: Patients in 'My List'	All patients in MyList	Doses: Patients missing any age appropriate immunization
Rename this Job			

Text Message Type: Recurrent
Start Date: 09/05/2025
End Date: 12/05/2025
Default Message: You or your child born in <BIRTH YEAR> is overdue for immunization. Call RECALL FACILITY at 929-111-1111 to schedule.

Job State: Active (Next Run: 09/05/25)
Next Run: 09/05/2025

Completed Run(s)

Date of Run	Status	Number of Patients
No text message jobs		

If you click the **Cancel Job** link from the Reminder/Recall Job List, you are taken to the View Job screen.

- Review your job details.
- Click the **Cancel Job** button
- Read the pop-up message and click the Cancel Job button to cancel remaining recurrent scheduled jobs, if any
 - If you are trying to cancel a one-time job, we cannot ensure that a job run scheduled the same day as your cancellation request will be terminated in time.

← PREVIOUS **Cancel Job** X

Cancel Job?

Are you sure you want to cancel this job? If you cancel this job, your remaining scheduled jobs will be cancelled. You will still be able to view previously completed jobs.

Note: We cannot ensure that a job run scheduled the same day as your cancellation request will be terminated in time.

- To cancel this job, click "Cancel Job."
- If you would like to continue running this recall job, select "Keep Job."

Cancel Job **Keep Job**

Coverage, Reminder/Recall

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Reminder: "Due Soon" 🟠

Reminder / Recall

Use this page to set up Reminder/Recall lists, letters, or text message jobs.

New! Set up REMINDER text message jobs directed at patients who will be due for selected immunizations in the next 28 days. RECALL messages are directed at patients who are due now or past due. Each Outreach Type, REMINDER or RECALL, must be set up as separate jobs. If you wish to direct messages to patients for both REMINDER and RECALL jobs, return to this initial Reminder/Recall screen to set up each of the Outreach Type jobs using the same parameters/criteria - age range, vaccine series - you have selected.

If you have not already done so, before selecting your custom Reminder/Recall criteria, please:

- Please review patients in MyList. Refresh MyList before creating a new Reminder/Recall.
- Update addresses, cell phone numbers, emails, and immunizations of your patients. Hint: from MyList, select each patient to view their record, select the Update Patient Info tab, then enter the updated information.

Patients without cell phone numbers will not receive Reminder/Recall notices via text message. Note: Collecting cell phone number data in the CIR is relatively new. Please check that your EMR is set up to report cell phone numbers and/or use the Online Registry's Update Patient Information screen to update cell phone numbers at the time of the patient's visit.

To create a new Reminder/Recall job, follow the steps below:

- First, choose an Outreach Type. Reminders will be sent to patients due immunizations in the next 28 days. Recalls will be sent to patients due immunizations now.
- Next, choose a Parameter Type. If you want to run a job using your MyList, choose "Standard." Choose "Custom" to specify age range, sex, and vaccine type/dose numbers.
- Then, choose a Contact Method. If you are sending text messages, choose the frequency of contact. Recurrent texts for recall jobs will be sent every 28 days, and recurrent texts for reminder jobs will be sent every 14 days, within the start and end date indicated. One-time texts will send only once on the date indicated.

If you are sending text messages, it is recommended to run a List (List or Letters) the first time to view the list of recipients. You will not be able to view the list of recipients during the text message set up.

Important: Please read the [reminder/recall instruction guide](#), [brief text messaging guide](#), and [reminder text messaging guide](#) carefully before attempting to set up or send text messages.

To recall patients based on up-to-date rates using list or letters, use the [Coverage Report Tool](#).

1. Outreach Type: ☒ Reminder ☐ Recall
 2. Parameter Type: ☒ Standard ☐ Custom
 3. Contact Method: ☒ List or Letters ☐ Text Message ☐ Recurrent ☐ One Time

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Reminder Name:	Best, MD	2023-04-26										
2	Date Created:	4/26/2023	12:23:08 AM										
3	Created By:	22904											
4	Based On:	Patients in 'My List'											
5	Standard Reminder:	Selected 'Due Soon' patients											
6	Total Patients:	15	Patients UTD:	0 (0%)	Patients not UTD:	14 (93%)	Patients Due Soon:	1 (7%)					
7													
8	Last Name	First Name	DOB	Sex	CIR ID	Medrec Num	Address	City	State	Zip	Home Phone	Cell Phone	Opted Out Text Msg
9	REMINDER TES REMINDER TEST	02/25/2023	F		917656042				NY				
10													
11													
12													

Coverage, Reminder/Recall

Orange status circle indicates To create a list, or labels & letters for patients **Due Soon**, select the following:

- Outreach Type:** Reminder
- Parameter Type:**
 - Standard** – for retrieving patients who do not have any vaccine Due Now (past due);
 - Custom** – for retrieving patients for specific vaccine of interest that are Due Soon, and may also be past due other vaccine
- Contact Type:** List or Letter

The reminder list is based on patients in the **MyList**.

Follow the instructions.

For this group of patients, the excel output will show both vaccines that are **Due Soon** and **Due Now**.

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Replies to Text Message

- The current text messaging functionalities do not allow direct two-way communication to providers; BOI is able to view replies
- Majority of recipients do not reply to the messages.
- <5% of the recipients opt out of messaging from their providers.

Coverage, Reminder/Recall



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Best Practice Tips for using OR Reminder/Recall and Text Messaging (1)

❑ 1. Patient follow-up protocols:

If you choose to use the text messaging tool to communicate with parents and/or guardians of the children, please check your current protocols for contacting patients for follow-up and consult with your own legal advisors regarding text messaging parents, guardians, or patients without express consent. Do not use private health information in text messages.

❑ 2. Patient participation:

Engage patients in support of text messaging for follow-up and appointments. Inform patients that if the mobile number is shared by family members, opting out of receiving a message means opting out all members from receiving future messages, including centralized public health messages from BOI.

❑ 3. Mobile phone number accuracy:

Determine your workflow for routinely updating mobile phone information in the Online Registry. Facilities using HL7 messaging to report to CIR should EMR vendor. Check that numbers are correctly displayed in the Online Registry. Determine workflow and train staff to enter data accurately in the correct screen and data fields.

Coverage, Reminder/Recall

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Best Practice Tips for using OR Reminder/Recall and Text Messaging (2)

- ❑ 4. **Staff roles:** Large sites may want to designate a staff person to manage refreshing MyList and manage recall jobs. Coordinate efforts and decisions on prioritizing groups for recall.
 - ❑ If a recurrent recall text message job is set up, refresh the MyList monthly and update patient Active/Inactive (MOGE) Status.
 - ❑ Run a recall list to preview the group that will receive the message before setting up and sending text messages.
 - ❑ Recalls can increase call volumes. Check that scheduling phone number is given to patients for appointments. Provide staff with scripts, answers to FAQs.
 - ❑ Recurrent jobs will expire and will need to be set up yearly
 - ❑ Check vaccine supplies

Coverage, Reminder/Recall



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Best Practice Tips for using OR Reminder/Recall and Text Messaging (3)

- ❑ 5. **Composing and scheduling text messages tips:**
 - ❑ Avoid scheduling text messages the same day you create them to allow time to cancel the job
 - ❑ Avoid excessive text messages to the same recipient that might cause message fatigue and lead to opting-out
 - ❑ Compose professional and grammatically correct messages
 - ❑ Avoid copying and pasting text from a word processing program into the message box to prevent hidden formatting symbols from appearing in the resulting delivered message
 - ❑ Do not enter foreign language texts. Language conversions cannot be controlled from end-to-end to the recipient's service provider

Coverage, Reminder/Recall



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Further reading

Studies have shown that reminder/recall efforts can improve immunization coverage.

Jacobson Vann JC, Jacobson RM, Coyne-Beasley T, Asafu-Adjei JK, Szilagyi PG. *Patient reminder and recall interventions to improve immunization rates*. Cochrane Database of Systematic Reviews 2018, Issue 1. Art. No.: CD003941. DOI: 10.1002/14651858.CD003941.pub3.

While the Bureau of Immunization may send vaccination recall messages to individuals, messages when sent by the patient's provider are received better and are more effective.

Coverage, Reminder/Recall



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Contact Information

Citywide Immunization Registry (CIR)
NYC Department of Health and Mental Hygiene

General CIR contact information:
Tel: 347-396-2400

View additional guides:
nyc.gov/health/cir

E-mail: cir@health.nyc.gov
(Subject line: Recall; your facility name and code)

Coverage, Reminder/Recall



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