

Office Manager's Checklist

Every encounter with a child under two presents an opportunity for immunization and education. Carefully designed office procedures can boost immunization rates dramatically. Please use the checklist below to evaluate your office and identify improvements that will help make every visit count.

In the waiting room...

- ❑ Poster and/or brochures educate parents about the importance for timely immunization and explain why health care providers want to immunize all children, even those with mild illness.
- ❑ Posters and/or brochures remind parents to request an immunization status update at each visit.
- ❑ The practice team routinely assesses the immunization status of siblings under age two accompanying the patient
- ❑ Parent addresses a postcard remind for next immunizations.

In the back office...

- ❑ Posters or signs remind office staff to assess immunization status at each visit.
- ❑ Staff members assess immunization status of patients when they pull charts for office visits.
- ❑ Staff members flag charts with printed stickers or post-it notes when immunizations are due.
- ❑ Clinical staff routinely assesses the immunization status of the two-year-old population using Clinical Assessment Software Application (CASA), DHS consultants or a Lot Quality Assessment. Contact your local coalition for more information.
- ❑ Posters or signs display current immunization schedule, accelerated immunization schedule, and valid contraindications.
- ❑ A tickler file or computer system tracks children due for immunization.

In the refrigerator/freezer...

- ❑ A thermometer monitors the internal temperature.

In the exam room...

- Posters remind patients to request an immunization status update at each visit.
- Signs prominently display current immunization schedules.
- Posters and/or brochures educate parents.
- Staff member obtain initial consent for immunizations and distribute Vaccine Information Statement sheets at each immunization visit.
- Staff members review immunization schedule with parents, explaining when future shots are due. Pre-printed immunization schedules in tear-off format are provided to parent.
- All information should be given to parents PRIOR to the immunization (before the child cries).
- Staff members of the practice team can assess immunization status, obtain consent, give injections, and identify valid contraindications.
- The practice team can immunize patients without prior physical exams.
- Immunizations are drawn up (away from the child) and arranged for easy use.