

Automated Reminder Call Scripts¹

Sample Reminder Phone Message Given to Families of Adolescent Girls with a Well-Visit Scheduled and Due for Vaccines (Received 2 Business Days Before Appointment)
<p>This is [hospital/health network name] at [practice name], calling to remind you about an appointment for [patient's first name] on [day and month/date] at [time] with [clinician name]. Please bring your insurance card and your copayments to your visit. If you are scheduled for a physical or are a new patient, please arrive 15 minutes prior to your appointment time. At your visit, these vaccines are due and recommended by your doctor: [list vaccine names]. Getting these vaccines (this vaccine) is an important part of protecting your child's health. If you want to learn more about the vaccines before your visit, please go to the website http://www.chop.edu/centers-programs/vaccine-education-center. Again, that website is http://www.chop.edu/centers-programs/vaccine-education-center. Remember to discuss vaccines with your doctor at your upcoming visit. We look forward to seeing you.</p>
Sample Reminder Phone Message Given to Families of Adolescent Girls Due for a Well- Visit and Due for Vaccines, but with No Visit Scheduled.
<p>This is [hospital/health network name] at [practice name]. We are placing this call because the last visit for [patient's first name] was on [date]. Yearly visits are recommended for teens. Please call our office at [practice phone number] to make an annual visit appointment for [patient's name]. At your visit, these vaccines are due and recommended by your doctor: [list vaccine names]. Getting these vaccines (this vaccine) is an important part of protecting your child's health. If you want to learn more about the vaccines before your visit, please go to the website http://www.chop.edu/centers-programs/vaccine-education-center. Again, that website is http://www.chop.edu/centers-programs/vaccine-education-center. Remember to discuss vaccines with your doctor at your upcoming visit. We look forward to seeing you.</p>
Sample Reminder Phone Message Given to Families Of Adolescent Girls With No Preventive Visit Due, But Due for Vaccines (HPV 2 and 3)
<p>This is [hospital/health network name] at [practice name], We are calling because the following vaccine(s) recommended by your doctor is due: [list vaccine names]. Getting this/these vaccine(s) is an important part of protecting your child's health. If you want to learn more about the vaccines before your visit, please go to the website http://www.chop.edu/centers-programs/vaccine-education-center. Again, that website is http://www.chop.edu/centers-programs/vaccine-education-center. We are calling about [patient's first name]. Please call our office at [practice phone number] to make an appointment about this vaccination. We look forward to seeing you.</p>

¹ These appointment reminders were made 15 days apart if no well-visit was made in response to the first reminder call. If an appointment was scheduled and subsequently missed, the second reminder call occurred 15 days after the missed appointment. Up to 3 calls were made if the line was busy or there was no answer.