

Recalls and Reminders

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Reminders/Recalls in the General Practice Setting

Letters or telephone calls for the following:

- Diabetes
- Ischemic heart disease
- Atrial Fibrillation
- Asthma
- Arthritis
- Chronic pain
- Obesity
- Depression/Anxiety
- Pap smears
- Travel immunisations
- Follow-up blood tests eg STD, Vit D, B12, TFT, lipids etc
- Skin checks
- Follow – up bone scans, breast check/symptom



Reminders/Recalls in the General Practice Setting

- Systems need to be structured and streamlined
- Patients need to see the benefits of this high quality preventative health care service
- Better patient engagement will occur if they , the patient, perceive their doctor/nurse are concerned about their health.
- Reliable financial return to the practice.



Developing the Reminder/Recall System

- Identify eligible patients – use Extraction Tool
- Develop letters in templates to have specific information regarding the need for the reminder/recall.
- Inform patients about the system, the importance of it and what to expect eg letter or telephone call.
- Check what the patient has been offered before. Why have they not returned? Market the service as an essential aspect of their health and independence.

Managing the Reminder/Recall System

- Training around adding reminders/recalls to the patients file as well as removing it once it has been completed.
- Regular running of reports for up and coming reminders as well as overdue reminders.



To have a well functioning reminder/recall system, I believe the practice needs the following:-

- Regular dedicated administration time.
- Staff committed to understanding the importance of the reminder/recall system.
- Training in the use of the Extraction Tool
- Enthusiastic, professional staff that encourage patients to engage with preventative health measures.
- Practice owners valuing reminders/recalls therefore providing the financial support to develop and manage.

My take home message - staff need dedicated time to develop and manage the system for it to be successful for all.



Acknowledgements

This program is funded by the
Australian Government
Department of Health



Australian Government

Department of Health