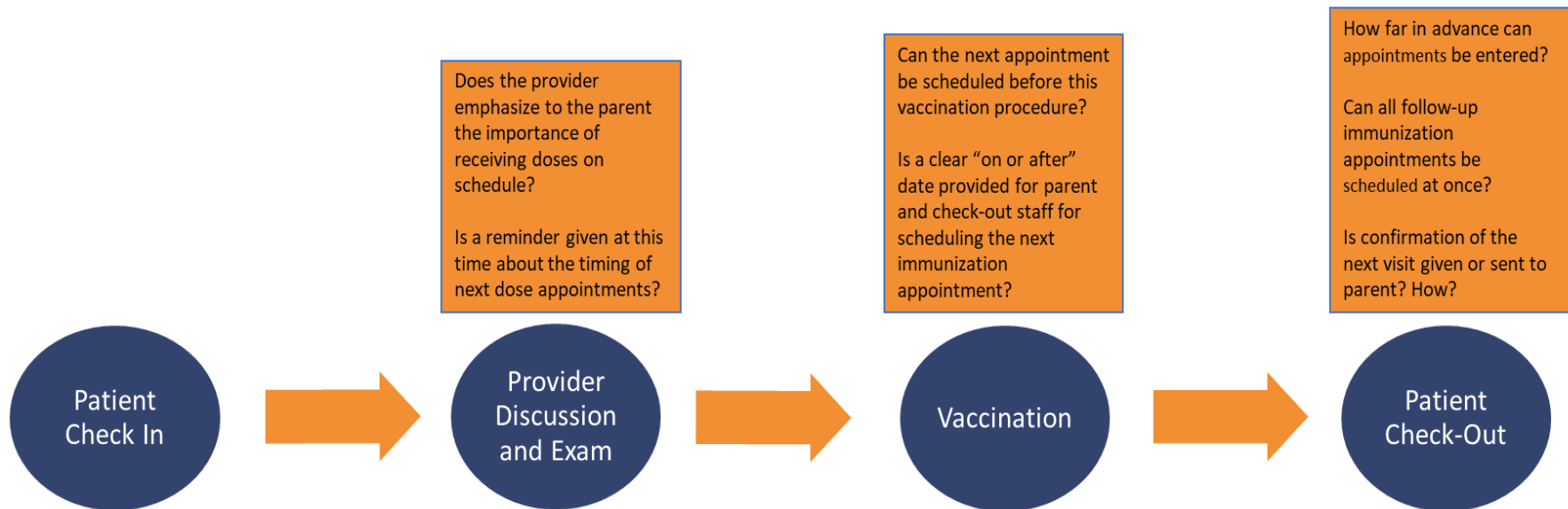


Assessing Processes for Scheduling Next Appointment



Other questions to consider:

1. Are all staff, including clerical, trained to schedule immunization appointments according to ACIP schedule (i.e., minimum ages and intervals) to avoid invalid doses?
2. Will the next immunization appointment be a nurse-only visit or full visit with the prescriber?
3. Will an on-time immunization appointment be congruent with the next well child visit?
4. Is presumptive language used for getting next appointments scheduled? (“We will see you back on xyz date for your next vaccination.”)
5. Has staff consulted the appropriate entity (e.g., IT support, software vendor) regarding any scheduling system limitations?
6. Are staff aware of restrictions that may be imposed by insurance providers regarding scheduling?