



It's Kind of a Big Deal

Call-2-Recall Phone Scripts

When recording your office's appointment reminder calls, consider the provided scripts to alert parents of adolescents to schedule a 16-year-old visit.

SCRIPT 1: NEW 16-YEAR-OLD IMMUNIZATION PLATFORM VISIT

Good morning, this is (insert name) from the office of (insert office name). I'm calling to let you know about an important change to the CDC immunization schedule. There is now a specific 16-year-old visit, which emphasizes the need for key vaccinations among other preventive care services that should be offered to this age group.^{1,2} Our records indicate that your adolescent may need certain vaccines, including his/her second dose of meningococcal vaccine.

Please call our office today to schedule your adolescent's 16-year-old visit. Our telephone number is (xxx-xxx-xxxx).

References: **1.** Centers for Disease Control and Prevention (CDC). Recommended immunization schedule for children and adolescents aged 18 years or younger, United States, 2017. <https://www.cdc.gov/vaccines/schedules/downloads/child/0-18yrs-child-combined-schedule.pdf>. Accessed March 6, 2017. **2.** CDC. Advisory Committee on Immunization Practices recommended immunization schedule for children and adolescents aged 18 years or younger — United States, 2017. *MMWR*. 2017;66(5):134-135.

SCRIPT 2: ADOLESCENT RECOMMENDATIONS

Good morning, this is (insert name) from the office of (insert office name). I'm calling to let you know about meningococcal vaccination recommendations that may be important for your adolescent child. The vaccine is recommended at 11 or 12 years of age, with a booster dose at 16 years of age.¹ This is because adolescents are at increased risk for meningococcal disease, a rare but potentially life-threatening infection, which includes meningitis.²⁻⁴

You can help protect your child against this potentially life-threatening disease. Please call our office today to schedule an appointment for the first or second dose. Our telephone number is (xxx-xxx-xxxx).

References: **1.** American Academy of Pediatrics Committee on Infectious Diseases. Updated recommendations on the use of meningococcal vaccines. *Pediatrics*. 2014;134(2):400-403. **2.** CDC. Updated recommendations for the use of meningococcal conjugate vaccines—Advisory Committee on Immunization Practices (ACIP), 2010. *MMWR*. 2011;60(3):72-76. **3.** CDC. Prevention and control of meningococcal disease: recommendations of the Advisory Committee on Immunization Practices (ACIP). *MMWR*. 2013;62(RR-2):1-28. **4.** Robertson CA, Greenberg DP, Hedrick J, Pichichero M, Decker MD, Saunders M. Safety and immunogenicity of a booster dose of meningococcal (groups A, C, W, and Y) polysaccharide diphtheria toxoid conjugate vaccine. *Vaccine*. 2016;34(44):5273-5278.



SCRIPT 3: BOOSTER RECOMMENDATION—16 YEARS OF AGE

Good morning, this is (insert name) from the office of (insert office name). Our records indicate that your adolescent child may be due for their second vaccination against meningococcal disease. Our office, as well as leading experts, recommends a booster dose at 16 years of age depending on the age at which they received their first dose.^{1,2} Meningococcal disease is a rare but potentially life-threatening bacterial infection.³⁻⁵

Please call our office today to schedule an appointment for your adolescent's booster dose. Our telephone number is (xxx-xxx-xxxx).

References: **1.** CDC. Recommended immunization schedule for children and adolescents aged 18 years or younger, United States, 2017. <https://www.cdc.gov/vaccines/schedules/downloads/child/0-18yrs-child-combined-schedule.pdf>. Accessed March 6, 2017. **2.** CDC. Advisory Committee on Immunization Practices recommended immunization schedule for children and adolescents aged 18 years or younger — United States, 2017. *MMWR*. 2017;66(5):134-135. **3.** CDC. Updated recommendations for the use of meningococcal conjugate vaccines—Advisory Committee on Immunization Practices (ACIP), 2010. *MMWR*. 2011;60(3):72-76. **4.** CDC. Prevention and control of meningococcal disease: recommendations of the Advisory Committee on Immunization Practices (ACIP). *MMWR*. 2013;62(RR-2):1-28. **5.** Robertson CA, Greenberg DP, Hedrick J, Pichichero M, Decker MD, Saunders M. Safety and immunogenicity of a booster dose of meningococcal (groups A, C, W, and Y) polysaccharide diphtheria toxoid conjugate vaccine. *Vaccine*. 2016;34(44):5273-5278.

SCRIPT 4: BOOSTER RECOMMENDATION—SCHOOL OR CAMP

Good morning, this is (insert name) from the office of (insert office name). I'm calling to let you know that your adolescent child may need a meningococcal vaccination before attending camp or school. Meningococcal vaccination is recommended for adolescents 11 or 12 years of age, with a booster dose at 16 years of age.^{1,2} Some camps, schools, and colleges may require proof of immunization against this rare but potentially life-threatening bacterial infection.³⁻⁵

Please call our office today to schedule an appointment for the vaccination. Our telephone number is (xxx-xxx-xxxx).

References: **1.** CDC. Recommended immunization schedule for children and adolescents aged 18 years or younger, United States, 2017. <https://www.cdc.gov/vaccines/schedules/downloads/child/0-18yrs-child-combined-schedule.pdf>. Accessed March 6, 2017. **2.** CDC. Advisory Committee on Immunization Practices recommended immunization schedule for children and adolescents aged 18 years or younger — United States, 2017. *MMWR*. 2017;66(5):134-135. **3.** CDC. Updated recommendations for the use of meningococcal conjugate vaccines—Advisory Committee on Immunization Practices (ACIP), 2010. *MMWR*. 2011;60(3):72-76. **4.** CDC. Prevention and control of meningococcal disease: recommendations of the Advisory Committee on Immunization Practices (ACIP). *MMWR*. 2013;62(RR-2):1-28. **5.** Robertson CA, Greenberg DP, Hedrick J, Pichichero M, Decker MD, Saunders M. Safety and immunogenicity of a booster dose of meningococcal (groups A, C, W, and Y) polysaccharide diphtheria toxoid conjugate vaccine. *Vaccine*. 2016;34(44):5273-5278.