

Guide to Pre-call and Recall Services For 6-Week Immunisations

Introduction

One of the most effective health interventions we can do is get our tamariki immunised, however, childhood immunisation rates in Aotearoa are currently below target at 81% for 24-month-olds. Proactively reaching out to parents and caregivers through enrolment at birth and before pēpi are due for immunisations can help ensure that immunisations are on time. There are also important medical checks that take place at 6 weeks, so it's recommended that pēpi get their immunisations and medical check in the same visit and general practice is best placed to coordinate this. It is also important that parents and caregivers have options. Access is one barrier to ensuring tamariki are immunised on time.

The key goal is to increase immunisation rates for tamariki, and the important pre-call, recall and referral work that primary care does is an essential part of this. It's important for parents and caregivers to know that if tamariki have missed their immunisations, they can catch up. Funding is intended to help alleviate some of the administrative pressure currently being experienced by general practice due to workforce constraints and enrolment capacity.

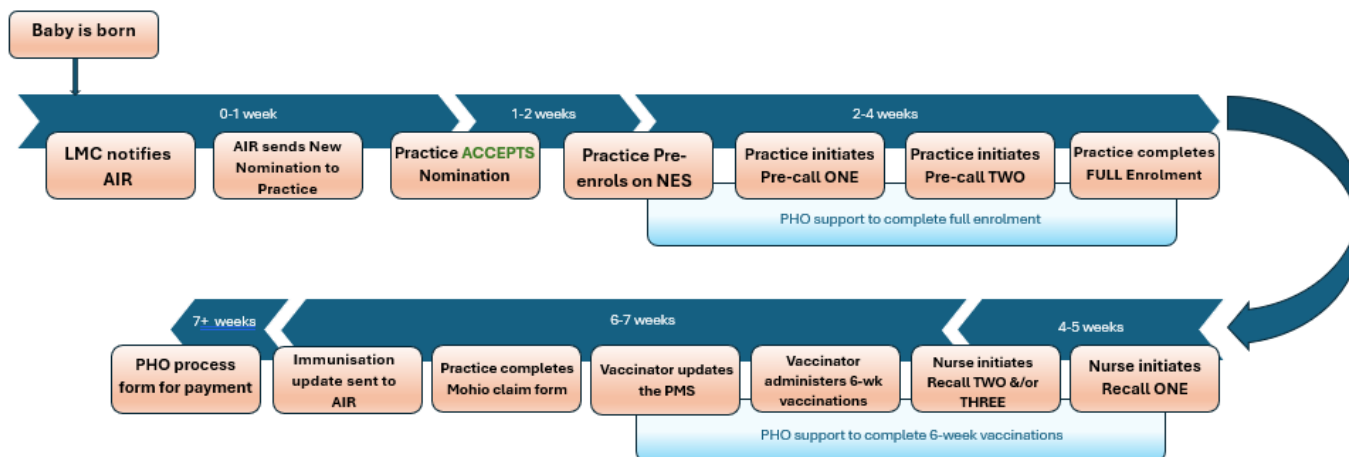
There is now additional funding for general practice for the period 1 April 2024- 30 June 2025, following 6-week immunisation events, regardless of where the vaccination was delivered.

There is a base payment of \$40 for every pēpi upon completion of their 6-week immunisation, and an additional \$40 for pēpi who are immunised and meet high-priority criteria (Māori, Pacific, Community Services Card, Quintile five and those living in a rural setting).

Purpose

This document outlines the process with the recommended timeframes for general practice teams to ensure pre-call and recall processes are completed and babies receive their 6-week immunisation on time.

ACCEPTING A NEW NOMINATION



REJECTING A NEW NOMINATION



Key roles for the practice team

All members of the practice team are important in the process to ensure babies are vaccinated on time.

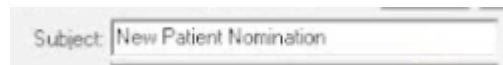
The below table outlines the key tasks, colour coded by role for easy reference.

Administration	<ul style="list-style-type: none"> • Process the new nomination – Accept or Reject • Update the PMS & pre-enrolment in on the NES • Send two Pre-calls • Confirm full enrolment by 4-weeks of age • Facilitate 6-week appointment
Clinical Administrator/HCA	<ul style="list-style-type: none"> • Process Recalls one, two and/or three (if needed)
Authorised Vaccinator	<ul style="list-style-type: none"> • Administer 6-week vaccinations • Update PMS & AIR records • Complete Mōhio claim form
Auckland PHO	<ul style="list-style-type: none"> • Support practice to a successful enrolment before the infant is 12-weeks • Support the practice to complete 6-weeks immunisations • Process payment of Mōhio claim

New Patient Nomination

Location: Provider Inbox – NIR folder

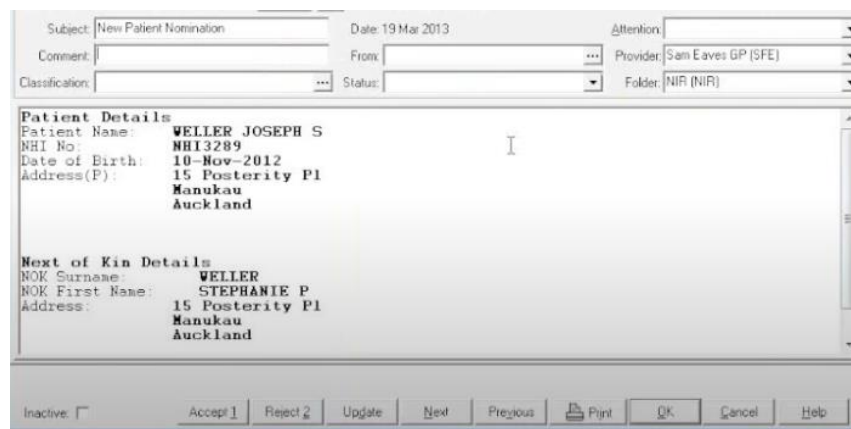
The Inbox subject file is:



Upon receipt of one of the following (whichever comes first):

- AIR New Nomination Notification
- LMC/Birthing Summary
- Transfer of Care Summary
- Direct Contact with mum/guardian

Below is an example of an AIR notification.



Step One: Is mum or close whānau enrolled at the practice?

- A. If No, Reject the notification. This will be followed-up by AIR.

NOTE: consider *all* possibilities before Rejecting a notification

NOTE: *Before Rejecting*, consider the possibility that your practice was nominated by mother/parent/guardian, which may require further investigation.

- B. If Yes – Accept the notification and complete the following steps first:
1. Add baby to the PMS ideally under the same family file as mother or other close whānau member/s.
 2. Update Registration and Enrol in the PMS under “B” (Newborn enrolment).
 3. Go to NES. Find baby and validate the NHI.

NOTE: NEVER CREATE A NEW NHI

The AIR notification provides the NHI number. Always double-check by searching NES under mum’s name e.g. BABY-OF [mother’s first name].

Step two: Enrol baby on NES indicating “Pre-Enrolment” and today’s date.

Step three: Accept the new nomination notification in the Provider Inbox - NIR folder.

Note: When adding the baby in your PMS, ensure all mandatory details are entered correctly. Included are the guides specific to each PMS system.

PMS guides:

- [Medtech32 & Evolution](#)
- [Medtech32](#)
- [Evolution](#)
- [Indici](#)
- [MyPractice – Adding a new family member](#)

Pre-calls

Definition of a Pre-call:

Proactive reminder or notification for upcoming immunisation appointments.

Suggested pre-call method:

“Congratulations on your new arrival!”

- SMS or TXT message
- Email
- Telephone call
- Message via patient portal
- In-person contact

PRECALL-1

Send mother a “Congratulations” SMS message or email upon completion of the pre-enrolment and acceptance of the new patient nomination.

Sample of SMS:

CONGRATULATIONS on your new arrival! We look forward to meeting baby & seeing how you're progressing at the 6wk appt. Please visit our website [\[link\]](#) to complete the online enrolment form for baby or ph [number] to discuss further.

PRECALL-2

At two weeks of age, initiate “New Baby’s Welcome to the Practice” pack.

Include:

- Practice brochure outlining services provided
- Full enrolment form
- Information on how to access medical care after-hours
- Advise six-week due date with:
 - the pre-scheduled date/time if appointment is booked OR,
 - how mother connects to book the appointment herself
- What to expect at the at 6-week check:
 - Mother’s wellbeing & physical check. Please note, this consultation will be free.
 - Baby’s physical check
 - Which diseases baby will be vaccinated against
 - Information on those diseases and the importance of prevention

Refer to the sample the letter/email below.

Letter template:

[Welcome to the Practice template](#)

Add alert for administrators to check enrolment status upon arrival to the six-week appointment. If outstanding, the administrator will request the mother to complete while in clinic.

NOTE: The goal is to ensure the baby remains enrolled with a primary care provider. Pre-Enrolments will end when baby is twelve-months of age. Auckland PHO monitors enrolment status using the practice’s Karo Updates and available BCTI reports and will support the practice to complete outstanding pre-enrolments.

Recalls

Definition of a Recall:

Notification process to remind whānau that 6-week immunisations are due or overdue.

Suggested recall method:

- SMS or TXT message
- Email
- Telephone call
- Message via patient portal
- In-person contact

Use the practice current Recall system demonstrating best practice guidelines to include three recall contacts using two different methods.

Consider the potential costs with each recall method. i.e., SMS vs the patient portal.

Post Vaccination

Auckland PHO Immunisations Policy:

- [Auckland PHO Immunisations Policy & Procedure](#)

Present mother with kete pack and complete the [Post Natal Mōhio form](#).

Update the patient's immunisation schedule in your PMS making sure the AIR notification field is "Opt on".

Enter the vaccination information as 'Given' with the relevant vaccine codes and batch details.

PMS guides:

- [Medtech32](#)
- [Evolution](#)
- [Indici](#)
- [MyPractice - Immunisations](#)

Complete OR task the appropriate member to complete the Mōhio form and submit a claim to the PHO for payment.

Mōhio Form

Criteria for funding:

- One or two pre-calls have been completed
- At least one of three recalls have been processed if needed (*if precall process is successful, recalls do not need to be demonstrated*)
- 6-weeks vaccination has been given either by:
 - a. You, the registered primary care provider, or
 - b. An external authorised vaccinator e.g. pharmacy, outreach provider, another practice
- The child is under 5yrs of age
- Child is enrolled (includes pre-enrolment status)
- Vaccination was given between 1 April 2024 and 30 June 2025

Available funding:

- \$40 – non-high needs
- \$80 – high needs – Māori, Pacific, CSC holder, Q5 &/or rural practices

Mōhio form name:

- 6 Week Precall-Recall Immunisations Claim

Guide to completing the Mōhio form:

1. Select date form completed (today):

Consultation Date

2. Select relevant contract (No if not a rural practice)

Living in GCH Rural 1-3

▼

Yes

No

Unknown

3. Select where vaccination was given.

NOTE; The AIR notification will inform the practice where vaccination was administered by an external provider

Location of Immunisation Provided

▼

In Practice

Pharmacy

Outreach

Other Authorized Immunisation Provider

4. Select the number of Pre-calls processed

Precall

▼

No Precalls

One Precall

Two Precalls

5. Select the number of Recalls processed

Recall

▼

No Recall

One Recall

Two Recalls

Three Recalls

6. Enter date immunisations were given

Date 6 Week IMMS Given

dd/mm/yyyy

Jul
2024

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

7. Indicate where applicable

Referrals Made

- OIS Referral
- Well Child Service
- Local Immunisation Co-ordination
- Other Vaccination Providers Delivery Childhood Vaccinations

8. Select to submit form & generate a claim/invoice to Auckland PHO

Submit Form

Auckland PHO Support

The team at Auckland PHO is dedicated to the success of this programme. We will support the practice by:

- Providing the practice with guidelines & training.
- Assist with the set-up of the providers, SMS templates, auto-tasks, pre-call & recall documents.
- Support the practice with achieving full enrolment before 3 months of age.
- Support the practice to complete the 6-weeks immunisations.
- Provide additional resources for the practice such as kete packs.

Auckland PHO Key Contacts:

Shanaz Khan – Immunisation Coordinator

p: 021 246 6510

e: shanaz@aucklandpho.co.nz

Erin Thompson – PHO Primary Care Support

p: 021 973 134

e: erin@aucklandpho.co.nz

Suzanne Le Lievre – Accounts Assistant

p: 021 660 841

e: suzanne@aucklandpho.co.nz

Glossary to Guides

Medtech Guides	
PMS AIR Checklist	Medtech32 & Evolution
Mandatory fields for Immunisations	Medtech32
Mandatory fields for Immunisations	Evolution
Entering a Vaccination in the PMS	Medtech32
Entering a Vaccination in the PMS	Evolution
Indici Guides	
New patient nomination process	Indici
Entering a Vaccination in the PMS	Indici
MyPractice Guides	
Adding a new family member	MyPractice – Adding a new family member
Entering a Vaccination in the PMS	MyPractice - Immunisations
Auckland PHO templates	
Welcome letter/email	Welcome to the Practice template
Auckland PHO Immunisations Policy & Procedure (July 2024)	Auckland PHO Immunisations Policy & Procedure
Post Natal Screening program	Post Natal Mōhio form
Other Resources	
Tamariki immunisations	Āraimate tamariki –Tamariki immunisations
After your child is immunised	After your child is immunised

FAQs

Questions	Answers
If contact is made prior to receiving the NIR notification from AIR, can the practice add baby in the system and pre-enrol on NES?	Yes. This would include a phone call from the mother or upon receipt of the discharge/transfer of care summary from the LMC/birthing unit.
If the mother or close whānau are not known to the practice OR the notification was received in error, should we Accept or Reject the nomination?	Reject. AIR will be notified and have a system in place to follow-up.
Should all Accepted nominations be pre-enrolled on NES?	Yes. Accepted nominations informs Te Whatu Ora and other providers you are the patients' nominated primary care provider and enrolling in NES ensures the baby is included with the practice capitation funds.
Is a birth certificate required at the time of baby's full enrolment (signed form)?	No. But, you may choose to request a copy at a later date.
What happens if we inactivate or do not respond to AIR's notification?	AIR will continue to send the same nomination until they receive a response of either Accepted or Rejected.
What happens if full enrolment is not received before the baby turns 12 months old?	Capitation funding will end when baby is 12 months old. The practice Karo report highlights outstanding full enrolments.
How can the practice support their patients with transport to their appointment for vaccination?	The practice may opt to use the allocated budget for the Auckland PHO Uber account.