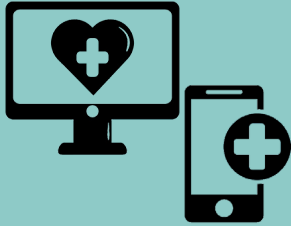


Best Practices for Scheduling Immunization Appointments



✓ LET PATIENTS BOOK ONLINE, IN-PERSON OR OVER THE PHONE.

The ability to book appointments using multiple methods allows efficiency and flexibility for your patients.



✓ OFFER MULTIPLE TIME-SLOT OPTIONS TO PATIENTS.

Give patients as many options as possible to choose the best time slot for their schedule. This will reduce the chance of cancellations due to time conflicts.



✓ RECORD PATIENT'S CONTACT INFORMATION.

Update/confirm patient's phone number, e-mail, and mailing address at each visit. You'll need to be able to contact them for an upcoming appointment or to reschedule their next appointment.



✓ SEND PATIENT REMINDERS BEFORE THEIR APPOINTMENT.

Using different methods of appointment reminders reduces the risk of patients missing or canceling appointments.



✓ DESIGNATE AN APPOINTMENT SCHEDULER FOR YOUR OFFICE.

Designate an individual(s) to manage appointment scheduling and provide them with training on childhood/adolescent immunization schedules.



Texas Department of State
Health Services