

**Title of Intervention:** Immunizations Reminder Calls using Computer Generated Telephones

**Intervention Strategies:** Individual Education

**Purpose of the Intervention:** To examine the effectiveness of computer generated telephone reminders in improving infants receiving on-time immunizations

**Population:** Parents of infants younger than six months who are visiting the clinic for the first time

**Setting:** An urban pediatric clinic; health care facility-based

**Partners:** None mentioned

**Intervention Description:**

- Individual Education: A computer called the mothers and reminded them of their children's appointments. If the mother wished to cancel the appointment, or if the mother did not show for a scheduled appointment, the computer called back in a few days and asked her to make a new appointment.

**Theory:** Not mentioned

**Resources Required:**

- Staff/Volunteers: Research assistant to review patients' medical records and collect other information
- Training: Not mentioned
- Technology: Computer generated telephones
- Space: Not mentioned
- Budget: Not mentioned
- Intervention: Automated phone call system
- Evaluation: Computer, analysis software

**Evaluation:**

- Design: Matched experiment/comparison groups; post-test only
- Methods and Measures:
  - The number of on-time immunizations was compared between the intervention and comparison groups.

**Outcomes:**

- Short term Impact: Not measured
- Long Term Impact: Immunization compliance at the clinic was increased. The overall on-time immunization rate for the intervention group was 1.56 times higher than that for the comparison group.

**Maintenance:** Not mentioned

**Lessons Learned:** The study found that infants older at time of review were less likely to be on time than younger infants. The results suggest that parents who are reminded by a computer are more likely to make well child care visits to the clinic.

**Citation(s):** Alemi, F., et al., Computer reminders improve on-time immunization rates. *Med Care*, 1996. 34(10 Suppl): p. OS45-51.