Assessing Patient/Family Need Access to Care

We recommend interviewing families whose children need to catch up on immunizations. These interviews will help determine how practices can assist parents with having children come to the office for immunizations.  We recommend selecting a sample of families (7 to 10) that might have difficulty bringing children in to the office.  Your nurse care manager/care coordinator might be able to recommend families that are likely to have concerns or difficulties regarding bringing children in to the office and help with outreaching to families to obtain this feedback.

Sample script for understanding patient needs for obtaining immunizations during COVID-19

“We want to understand how the COVID-19 outbreak has affected the health care received by your children.  This information will help us assist families with getting children caught up on important immunizations in order to protect them from other serious diseases and to allow them to enter school.”

1. In what ways has COVID-19 interfered with your child’s receiving routine health care?

* My child didn’t get health care because I was concerned about my child entering the doctor’s office
* The office cancelled the scheduled appointment
* My child had a telehealth visit but was unable to receive immunizations
* Other

1. Even though families are staying home to prevent the spread of COVID-19, immunizations are important to prevent other serious illnesses and to allow entry to school.   We are following the guidelines of the RI Department of Health and can review our process for making the office as safe as possible for office visits to happen in person\*.  We also want to understand from you what would be most helpful around bringing your child in for immunizations.

* What are the times/days that would be easiest for you to bring your child in?

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* Do you have someone who would be able to watch other children at home if our office needs to limit the number of people in the waiting room?

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* Do you have transportation available to get to our office?

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* Do you have masks that would make it safer for you and your family to come to the office?

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* What resources/assistance do you have available to help you with coming into our office so your child can get “caught up” on immunizations? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Do you have other suggestions that might make it easier for you to bring your child in for a well-child visit and immunization visit? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*These are the steps we are taking to ensure your safety when you come to the office:

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2.

3.

4.

5.

6.