**Date:** Project commenced 10/12/2024, amended 26/08/2025.

**Title: Practice Guidelines - Immunisation Referral Process**

* **from General Practice (GP) to Southern Outreach Immunisation Service (OIS)**

**Purpose:** Guidelines for consistency of process for referral from General Practice to Southern OIS for Immunisations.

**Guidelines for Practice:** 3 Pre-Call / Recall attempts by Practice – using a range of email, text, or phone calls.

1. **Two weeks prior to due date** - pre-call to book an appointment.
2. **Due date** - phone to book the child for Immunisations

If no answer, text the child’s contact to highlight it is time to book immunisations.

1. **Two weeks after due date -** if no response, phone call and text with the option of an appointment time. Email is a good option here too, as phone number may have changed.
2. **Three weeks after due date -** if no reply phone, text, email and seek alternative contacts. Check Health One for alternate details. Consider whanau choice sending contact details of local Māori or Pacific providers to whanau as an option.
3. **Four weeks after due date -** refer to OIS in ERMS. Consider earlier referral for Māori, Pacific or those whanau identified as Whaikaha (with disabilities).

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| Overdue 6-week Immunisations | Refer to OIS from 8 weeks |
| Overdue 3-month Immunisations | Refer to OIS if overdue 6-week and 3-month Immunisations.  Refer to OIS if overdue 3-month Immunisations at 4 months old. |
| Overdue 5-month Immunisations | Refer to OIS if overdue previous Immunisations plus 5-month Immunisations.  Refer to OIS if overdue 5-month Immunisations at 6 months old. |
| Overdue 12-month Immunisations | Refer to OIS if overdue previous Immunisations plus 12-month Immunisations.  Refer to OIS if overdue 12-month Immunisations at 13 months old. |
| Overdue 15-month Immunisations | Refer to OIS if overdue previous Immunisations plus 15-month Immunisations.  Refer to OIS if overdue 15-month Immunisations at 16 months old. |

**Tips for those doing recalls & ERMS referrals:**

* OIS referrals are for the 0- to 6-year-old cohort only.
* Review immunisations history to determine if child has been previously overdue or if this is out of character for this whānau and refer accordingly, as situations can change suddenly for whanau.
  + Check immunisation spacing for Recall appropriateness.
  + Do not refer to Outreach if you know the child has been unwell or has missed a single appointment.
  + Refer to OIS if you are unable to make contact
* Pre Script email & txt messages; and develop a scripted phone message.
* Always document contact attempt & reset Recall or rationale for timeliness.

Note: the PMS System will record the time, date and name of the person who is doing the contact in progress notes.

* OIS will prioritize based on criteria which include equity lens / priority matrix
* At the immunisation appointment, book in the next set of immunisations.