



Best Practices for Flu Season

Office staff support

- Use the most current information on flu shots and dosage, such as those referenced in *Resources*. Check updates as the season progresses.
- Keep staff aware of the latest flu information at monthly staff meetings. Discuss educational resources, on-hand supplies, patient immunization status, and rates.
- Train office staff to review patient immunization records to identify those who need a flu shot.
- Document all immunizations in the California Immunization Registry (CAIR).
- Identify patients who may need more than one dose of the flu shot to be protected the entire season.

Different approaches

- Implement standing orders for flu shots.
- Send flu shot reminders via text messages, post cards and by telephone to your patients.
- Include and publicize evening and weekend hours. Designate a specific clinic room or area for flu appointments, walk-ins, referrals, and mass clinics.

Patient education

- If a patient declines the flu shot, have the physician address their concerns.
- Display flu vaccine posters in reception area as well as in exam rooms (www.cdc.gov/flu/resource-center/freeresources).
- When a patient has doubts, take time to further discuss and educate on the benefits of flu shots.
- Offer language-appropriate fact sheets to patients about the importance of vaccination, myths versus facts, and do's and don'ts to prevent or reduce spreading flu viruses.

Resources

California Department of Public Health (CDPH)
www.cdph.ca.gov

Flu & Respiratory Disease Prevention Promotional Materials EZIZ
<http://eziz.org/resources/flu-promo-materials/>

Centers for Disease Control and Prevention (CDC)
www.cdc.gov/flu/index.htm

World Health Organization (WHO)
www.who.int/influenza/vaccines/virus/recommendations



Are you ready for
the flu season?