



Best Practices for Flu Season



Are you ready for
the 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, & 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