

## Hot Topics In Risk Management



Every day we hear from our insureds on the Risk Management Hotline, and we will be sharing some of those questions and answers with you.

**Our Risk Management Team is here** to help you minimize and mitigate Medical Professional Liability risk.



## Preparing Your Practice for Post COVID-19 Patient Care - Vaccinations

In recent years, measles, mumps, and whooping cough resurfaced as a result of patients and parents foregoing immunizations. COVID-19 has led many pediatric, internal medicine, and family practices and their patients to postpone well visits, routine appointments, and vaccinations. Preteens, teenagers, and young adults may have needed meningitis or human papillomaviruses vaccines. Adults may have been in the process of hepatitis, tetanus, shingles, meningitis, or flu vaccines. Delaying vaccinations during the COVID-19 pandemic could result in other outbreaks of vaccine preventable diseases.

Primary care practices can start preparing now for the rush to make appointments when stay-at-home orders are lifted and/or non-essential and elective health and medical services are restored.

- Educate patients and parents during in-person appointments, telemedicine visits, and telephone calls about vaccine preventable diseases and vaccination recommendations.
- Document these discussions in the patients' medical records.
- Review patient medical records to identify patients at high risk if vaccinations are not timely and notify high risk patients of the risks and benefits of delaying vaccinations.
- Set up a vaccination tracking and follow up procedure for all patients. The procedure can be simple or sophisticated, using a hand-drawn chart in a spiral-bound notebook, MS Excel or other spreadsheets, or electronic health record alerts and reminders. If your practice is currently offering vaccinations, your staff can explain to patients the process for coming to the practice and the COVID-19 precautions taken by the practice. If your practice is not offering vaccinations, begin to schedule follow-up or vaccination appointments now.
- Send patient reminders when vaccinations are due or overdue.

Planning for and managing the vaccination needs of your patients now may prevent scheduling problems and complaints when patients and parents begin calling and expecting immediate appointments.

The Risk Management Services Hotline is for questions about daily operations or urgent situations. Call or email the Hotline for more information about the COVID-19 pandemic, vaccinations, or other topics, or to schedule on-site or Zoom education, professional liability risk assessments, and consultations,

Risk Management Services Hotline  
Monday-Friday 8:30 am MST – 5:00 pm MST  
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