



## Glendale Adventist Family Medicine Residency Program ✦ Glendale, CA

Program Director: **Janet A Cunningham, MD, FAAFP**  
Program Contact: **Sirvard Khanoyan, MD, FAAFP**  
No. of Residents: **24 residents**  
Patient Base: **9,870 all ages**  
Reporting Period: **November 2008 through October 2009**  
Number Audited: **266 children ages 19-35 months**

### BEST PRACTICES

**Administration 3-Step Process.** We have two well trained licensed nurses that staff the immunization and medication room. They follow a 3-step process before administering vaccines:

- ✓ Reviewing the immunization card,
- ✓ Reviewing immunization status in the patients chart (EMR), and
- ✓ Reviewing vaccination status in the online California Immunization Registry (CAIR System).

**Electronic Medical Records.** We implemented EMR in September 2004. Our electronic medical records allow us to readily access the patients immunization records for record maintenance, retrieval, and review.

**Reminder/Recall Systems.** Utilizing our electronic medical records we run monthly reports of children who are overdue for vaccines. The patient's parents are contacted by phone or mail and a reminder is placed in the medical records such that when the child's chart is opened the next time it alerts the providers that the child is due for immunizations.

**Education Packets.** Vaccine information sheets are always available in the office

**Patient Status Assessment.** During every visit the medical assistant reviews the patients immunization status and alerts the provider if child is due for vaccines.

**Readily Available Vaccines.** We have a vaccine coordinator who manages inventory and makes sure we always have adequate supply of vaccines.

**Walk-In Appointments.** We allow walk-ins to update vaccines.