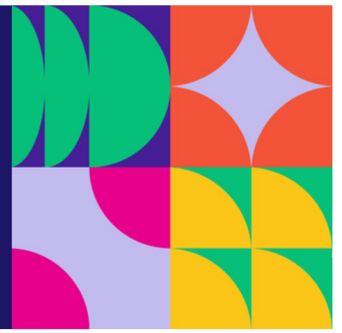




Missed Vaccine Moment Finder

Beyond Flu Shots: Finding Missed Vaccine Opportunities

Missed vaccine opportunities often appear during routine pharmacy encounters: refills, travel questions, medication reviews, Medicare Part D conversations, and even vaccine visits. Use this guide to spot one missed vaccine moment, make a clear recommendation, and build a workflow that helps the team screen, schedule, and follow up consistently.

Start with one missed vaccine moment.

Choose one encounter type where your team could screen more consistently:

- Refill pickup or delivery
- Medication synchronization
- MTM or clinical visit
- Another vaccine encounter
- Chronic condition medication review
- Monthly vaccine focus/event
- Travel question or early refill request
- Medicare Part D conversation

Vaccine moment to improve:

1. Screen

- Review age-based vaccines
- Review condition-based vaccines
- Ask about travel plans
- Check IIS or immunization history
- Watch for follow-up dose gaps

2. Recommend

- Start with presumption
- Connect the vaccine to the patient's risk
- Keep the recommendation clear and confident
- If hesitant, pivot to open-ended questions and reflection

3. Schedule + follow up

- Offer the vaccine during the visit when possible
- Schedule follow-up doses before checkout
- Use bag tags, reminders, or appointment prompts
- Assign follow-up responsibility

Where to build screening into workflow:

- IIS or immunization history check
- Pick-up or bag tag prompts
- Routine part of MTM or other visits
- Screening when patients receive another vaccine
- Medication synchronization screening
- Monthly focus topic or vaccine event

Leverage staff roles to make it consistent:

- Vaccine champion: owns the process and keeps it moving
- Technician: screens, flags opportunities, supports scheduling and follow-up, and administers vaccines when permitted
- Clerk/POS team: reinforces notices and appointments
- Pharmacist: provides clinical assessment, education, recommendations, administration when needed, and documentation oversight

Common Missed Vaccine Moments to Look For

Patient cue:	Screen for:	Workflow step that could catch it:
Age 50+, 65+, or 75+	Shingles, RSV, pneumococcal, Tdap as indicated	Age-based screen during refill, med sync, or vaccine visit
Diabetes, lung disease, heart disease, kidney disease, severe obesity, or immunocompromised status	Condition-based vaccine needs, including RSV or pneumococcal as appropriate	Medication/profile review tied to chronic condition medications
Travel, early refill request, or destination-specific question	Travel-related vaccines, such as hepatitis A, when indicated	Travel prompt at refill request or patient question
Prior vaccine series started or overdue booster	Follow-up doses or overdue Tdap/other routine vaccines	Schedule before checkout and assign reminder ownership

Start with presumption:

"I see you're due for your pneumococcal vaccine today. We can give that while you're here."

If there is hesitancy:

Ask permission, use open-ended questions, reflect back concerns, and support autonomy.

If the patient declines:

Respect the decision, keep trust, and offer to revisit the vaccine at a future visit.

Use a monthly focus to make screening routine

- Pick one topic for the month
- Prepare staff prompts and patient-facing materials
- Tie the focus to refill, med sync, MTM, or vaccine workflows
- Review what worked and adjust for the next month

Take back to your pharmacy:

One missed vaccine moment to target:

One workflow step to test:

Team member who owns it:

How we will follow up:

Bottom line: Missed vaccine opportunities are easier to capture when screening is embedded into everyday encounters, staff practice at the top of their role, recommendations are clear, and follow-up is scheduled before the patient leaves.