Exclusion Criteria for Making Clients Inactive from an Organization

Guidance for Local Health Departments for the 2026 Annual Immunization Assessment

In public health, it's vital to know who is unvaccinated. This is key for preventing disease, especially during outbreaks. It is critical to accurately assess immunization compliance in your facility and the county for this purpose. Follow these instructions to designate exclusion criteria for making clients inactive from your organization to return an accurate report.

Use the Status field under the "Client Information" tab in the NCIR (shown below) to change the status of a patient to "Inactive" or "Permanently Inactive - Deceased".



Set the client's status to "**Inactive**" if one of the following categories are applicable:

- **Moved or Gone Elsewhere (MOGE)**: any client confirmed as receiving immunization services elsewhere. Document this in the client's permanent medical record. The documentation must include the estimated service transfer date **and** the new service provider (as specific as possible, e.g., Client transferred to C. Pediatrics in Nov 2022), if known.
- **Unable to locate:** the expectation is that LHDs will make reasonable efforts to locate a client who may need immunizations. However, tracking resources should be allocated in an efficient manner. Therefore, a LHD may identify a client as "unable to locate" if *all three* of the following conditions are met:

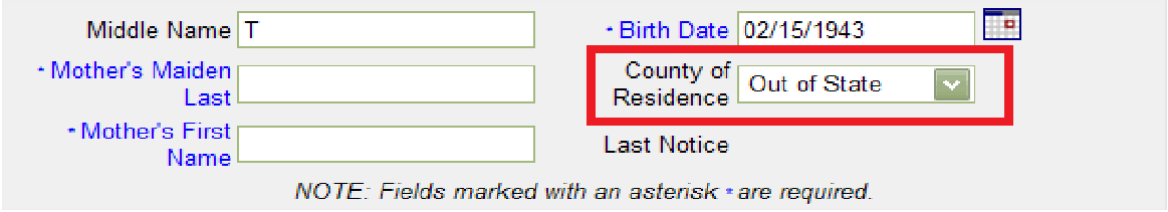
    1. The client has not received any service from the LHD in the last 12 months, AND
    2. The client's phone number is no longer valid. Either the phone is disconnected, or the family no longer lives there), AND
    3. A postcard or letter has been returned and no other address is known; or a certified letter is returned; or there is no address entered for the client.

    Note: The client will remain in the county assessment and will be identified as unable to locate. Please do not change the client's county of residence unless you know the correct county.

Relevant information should be documented in the client's medical record. The documentation must include:

- The date the phone number was verified as no longer valid, and
- The date the address was validated as being no longer valid (as specific as possible).

Within NCIR, every client's County of Residence and Responsible Person(s) address information should be verified at each encounter. If a client has moved out of state, the county of residence should be changed to "Out of State", as shown below:



If you are uncertain of the North Carolina county of residence, ask the client/responsible person.

- No client should have "Unknown" listed as their county of residence.
- All clients in a county will be included in calculating its immunization compliance rate, regardless of their status in any organization.
- Countywide compliance rates are used in determining the statewide rate.

If you give a client a specific vaccination(s), such as a flu shot, you *must* ensure they are age-appropriately immunized with all vaccinations.

- Always update a client's NCIR record. Include any historical immunization(s), and those given during the visit.
- Then, provide the client with a completed, current copy of the record.
- If the client is receiving all immunizations elsewhere, set their status to "**inactive**".
- If the client is **NOT** age-appropriately immunized and has no other immunization home, continue to follow-up until the client is age-appropriately immunized, or until his/her status changes to 'inactive" for a valid reason.

A client/parent/guardian that delays or refuses to come to your facility for an immunization(s), even after repeated follow-up *should not* be made "inactive." Instead, you should:

- Document the notification dates (calls or letters) in the client's permanent medical record per your agency's protocol.
- You can set the NCIR Responsible Person(s) notice to “no” if you do not want to continue trying to contact the client via that method. However, the client should remain active in your organization.
- Further follow-up is necessary until they are appropriately vaccinated.

If a client, parent, guardian refuses an immunization(s), or can’t receive it for any reason at a routine office visit, you should:

- Document that information appropriately in the NCIR Client Comment(s),
- Document in the medical record according to your agency protocol.
- The client should stay active with your organization. Further follow-up is necessary.

How to contact us:

If you have questions about which status to assign to a specific client, contact your Regional Immunization Program Consultant.