

Well-Visit Gap Identification Guide

Pediatric Preventive Care



WHEN TO USE THIS GUIDE

Use this workflow for any patient who meets one or more of the following:



Flagged on the MHN Care Gap Report



Approaching a milestone visit window:

- Turning 15 months or 30 months
- Ages 3-21 with no Well-Care Visit recorded in 2026

IMPORTANT

The Care Gap Report can lag approximately **3 months due to payer claims data**. A patient may appear on the report even if a visit was recently completed. *Always confirm the visit status in your EHR before taking action - do not rely on the Care Gap Report alone.*

01

BEFORE THE VISIT - Check the Record



First 15 Months

6 visits required:

Newborn · 1m · 2m
4m · 6m · 9-12m



15-30 Months

2 visits required:

15-month visit
18-24-month visit



Ages 3-21

1 visit per year:
1 Well-Care Visit
in 2026

In the patient record, confirm:

- ☐ Identify the patient's age and confirm which age band applies (see above)
- ☐ Count well-child visits on record - do not count sick visits
- ☐ For patients under 30 months: confirm visit dates fall within the required age window
- ☐ For patients ages 3-21: confirm a Well-Care Visit has been documented in 2026
- ☐ For female patients ages 12-21: a Well-Care Visit with an OB/GYN also satisfies the measure

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02 CALLING THE FAMILY - Scheduling Script

Opening	"Hi, may I speak with [parent/guardian name]? This is [your name] calling from [practice name]."
Reason	"I'm reaching out because we want to make sure [child's name] is up to date on their well-child visit. It looks like we may be due for one, and we'd love to get that scheduled."
If they're unsure	"These visits are a little different from sick appointments - they're a check-in on how [he/she/they] is growing and developing, and they include important screenings we do at this age."
Scheduling	"We have openings on [date/time options]. Would any of those work for your family?"
If they decline	"No problem at all - can I try you again in a few weeks? We want to make sure we find a time that works."
Closing	"Thank you so much. We'll send a reminder before the visit. Is the best number to reach you still [number on file]?"

After every call:

Update the patient record with a note summarizing the call. If a visit was scheduled, document it as a Well-Child or Well-Care Visit in the appointment type field.

03 AT CHECK-IN - Confirm & Flag

- ☐ Confirm today's visit is scheduled as a Well-Child or Well-Care Visit — not a sick visit
- ☐ Verify patient age and confirm the correct age band applies
- ☐ Alert the physician or clinician if the visit will close a care gap
- ☐ Confirm insurance and eligibility are current
- ☐ If patient is here for a sick visit but has an open well-visit gap: flag for the physician or clinician — they may be able to address both
- ☐ Confirm physician or clinician has been notified of gap status

04 AT CHECK-OUT - Close the Loop

- ☐ Confirm the visit was coded as a Well-Child or Well-Care Visit (check with clinical staff if unsure)
- ☐ Schedule the next well-visit before the family leaves — reference age bands in Step 1 for the correct interval
- ☐ Provide any after-visit instructions or follow-up referrals as directed by the physician or clinician
- ☐ Update the patient record: note the visit occurred, confirm visit type, and document any next visit scheduled