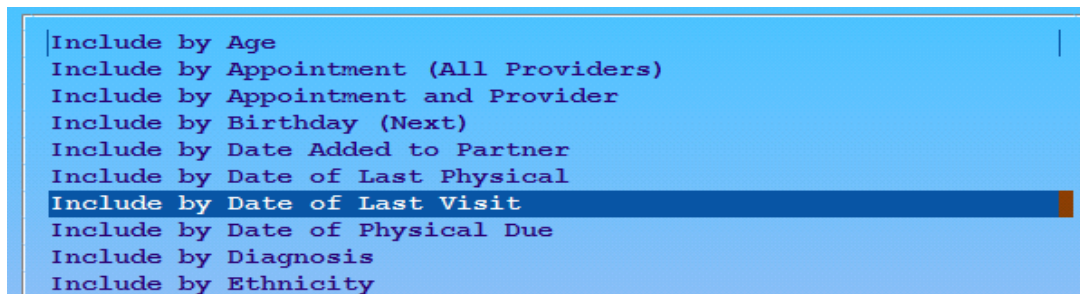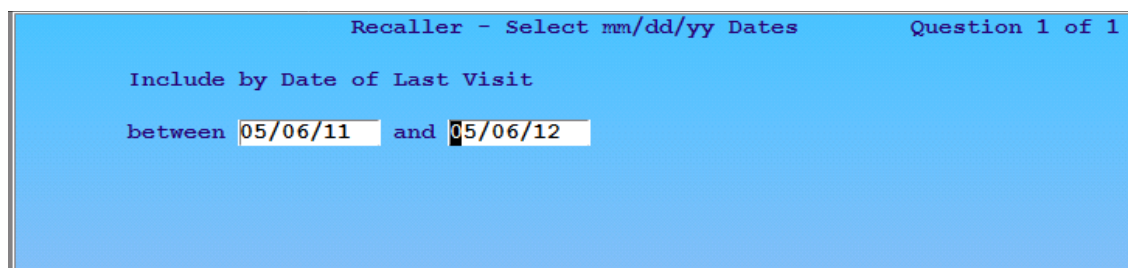**Factor 4: Generate lists of patients who have not been seen recently and pro-actively remind these patients/families and clinicians of services needed.**

As we have described above, the patient `recaller` can be used to generate lists of patients not recently seen. Simply add the "Include by date of last visit" restriction criteria to include patients you have not seen recently.

```
Include by Age
Include by Appointment (All Providers)
Include by Appointment and Provider
Include by Birthday (Next)
Include by Date Added to Partner
Include by Date of Last Physical
Include by Date of Last Visit
Include by Date of Physical Due
Include by Diagnosis
Include by Ethnicity
```

When prompted for date of last visit, press <F7> for "Specific Dates" and specify an appropriate date range indicating the patient has not been seen recently. In the following example, assuming today is 5/6/14, I'm including active patients who have not been seen in the past two years:

```
              Recaller - Select mm/dd/yy Dates       Question 1 of 1

     Include by Date of Last Visit

     between  05/06/11    and  05/06/12
```

Maintaining an ongoing clinical relationship with patients is crucial to the success of a practice. We encourage practices to use specific form letters targeted to specific patient populations you want to address. For example, a letter can be created targeting teenagers you have not recently seen identifying the important work you do (and that you and the AAP recommend be done) *in addition to* the sports physical. The patient `recaller` can be used to identify these teenagers, and your customized letter can be printed for every teenager identified as overdue.