

# Impact of Telephone Reminders Prior to Appointments to Reduce the Number of “No-Show” Rates

Mary Daniel, DNP, APRN, OCN, FNP-C, Ghouse B Shaik, MSN, NP-C, Susan Varghese, PhD, MSN, ANP-C

## Background

Patient no-shows for scheduled primary care appointments are common. No-shows of patients to their scheduled appointments have a significant impact on healthcare systems, including lower clinical efficiency, unused appointment slots, reduce patient quality of care, and loss of revenue. Various factors influence no-show rates, such as gender, age, service quality, number of preceding appointments, lack of information about the reason for the appointment and prolonged wait times. No-show rates were reported from 12% to 80% in various healthcare settings. An estimated 67,000 no-shows can cost healthcare system approximately \$7 million dollars. Reduction in no-show rates reported from 20.99% to 7.07% with the use of telephone reminders

## Aim

### Primary aim

Explore the feasibility of a reminder telephone call prior to a scheduled appointment.

### Secondary aim

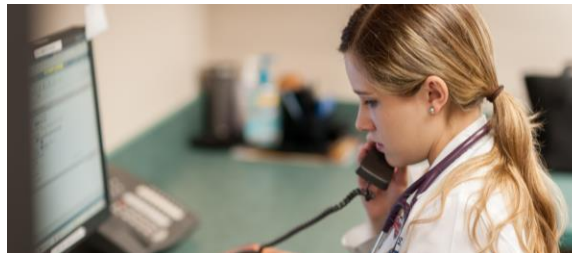
- Examine the number of “no-show” rates for appointments pre and post reminder calls.
- Impact of reminder telephone calls in reducing “no-show” rates.
- Revenue saved with reduction in “no-show” rates.

## Method

513 patients scheduled for a benign hematology consult from March to May 2022 received a telephone call prior to their scheduled appointments as a reminder and to provide the rationale for the consult. A retrospective chart review was also done to assess the number of no-shows in the benign hematology clinic from March to May 2021, to examine the difference in no-show rates pre and post telephone reminder calls.

## Conclusion

- Telephone reminders prior to scheduled appointments are feasible.
- Positive impact of telephone reminders on decreasing “no show” rates.
- Decrease in “no show” rates equates to decrease in loss of revenue.



## Results

