

# PROJECT: APPOINTMENT COMPLIANCE

CYNTHIA E. GUZMÁN, PHD, MSCP  
DIRECTOR OF BEHAVIORAL HEALTH



## OUR PURPOSE

To examine the impact of “no show rate” after the implementation of reminder phone calls.

## WHAT WE DID

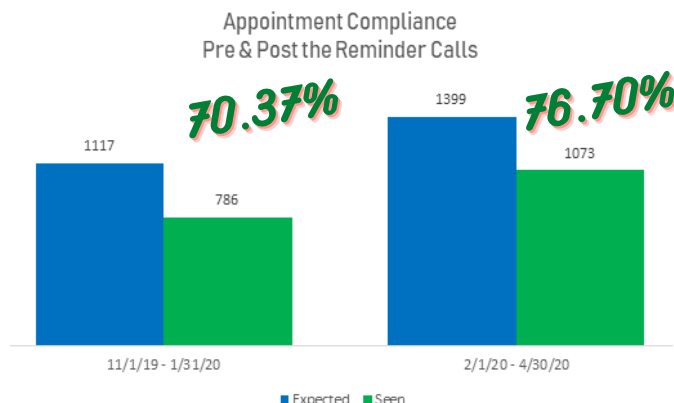
The BH Receptionist provided reminder phone calls to patients 24 hours prior to their appointment. We used baseline data without reminder calls (November 1, 2019 - January 31, 2020) as compared to the project time frame: February 1, 2020 - April 30, 2020 with implementation of reminder calls.

## OUR GOAL

To determine if the implementation of reminder calls is beneficial for appointment compliance.

## OUR RESULTS

Not only did we see an increase in the number of individual appointments made from the previous three months (n=282), but appointment compliance went up by 6.33%! The “no show” rate (as defined by expected appointments divided by the number of appointments attended) went from 70.37% before reminder calls to 76.70% after.



## REFLECTION

The results of this study suggest reminder phone calls are beneficial to a patient’s appointment compliance.

Ambulatory health care centers generally have a 30% no show rate, however SDHC BH is proud to give evidence of a 23.3% no show rate in the given period.

The increase in show rate took place during the initial months of the COVID-19 pandemic and despite guidelines to “stay home”, our patients continued to follow up with their behavioral health care!

Reminder phone calls will now continue from this point forward in our department.

