Automated Patient Reminders

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Objective

Reduce no show rate for medical and dental clinics by 3%, from starting rate of 19%

Background

The day prior to each patient appointment, front office staff made **one reminder phone call**.

Leadership decided to implement a technology solution to improve staff efficiency and consistency in patient outreach.

Relatient was chosen because it was able to interface with current systems and offered additional features such as patient surveys and health maintenance campaigns

Relatient: The HIT Solution

Automated...
Email with the option to cancel, reschedule or confirm **5 days** prior to the appointment.

Call with the option to cancel, reschedule or confirm **3 days** prior to the appointment.

Text with the option to cancel, reschedule or confirm **2 days** prior to the appointment.

Regardless of action taken above: a reminder **text 12 hours** prior to the appointment (evening before morning appointments and morning before afternoon appointments)

Patients were provided an opt-out option for each contact.
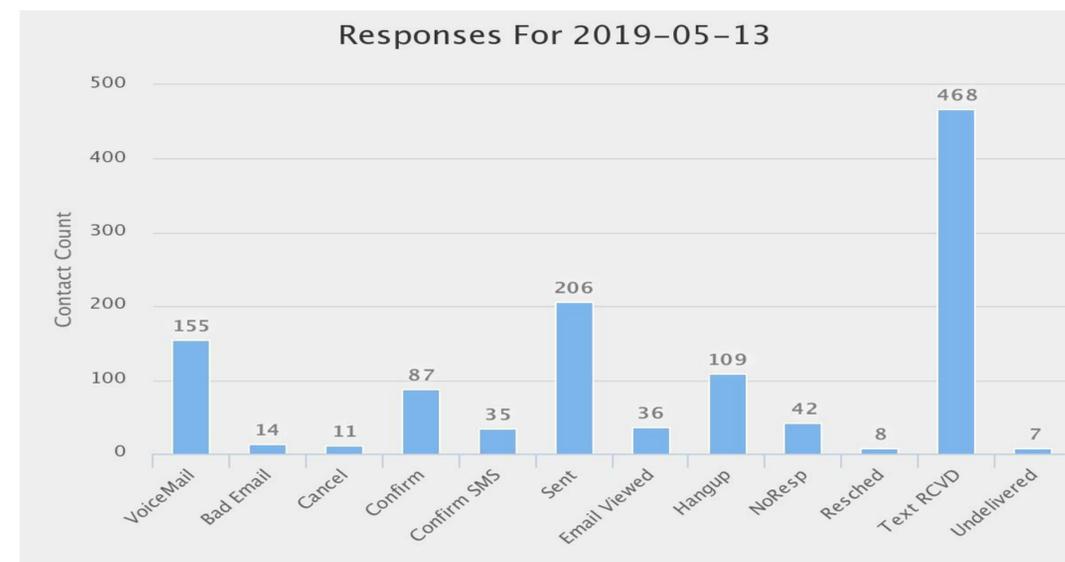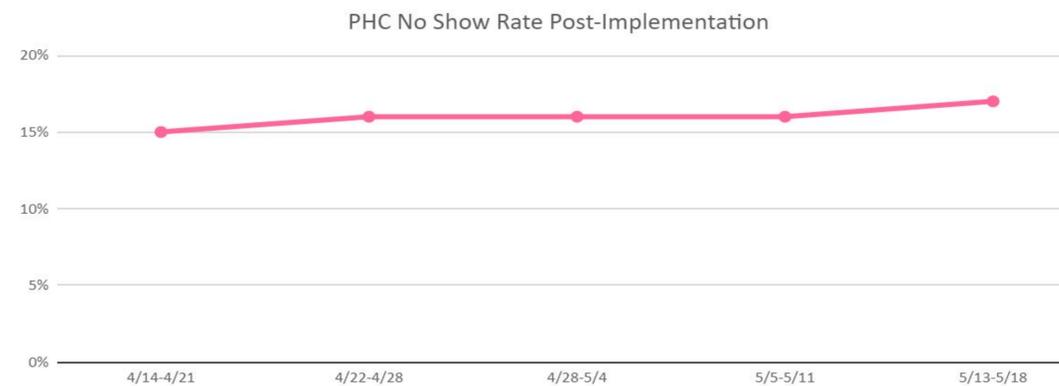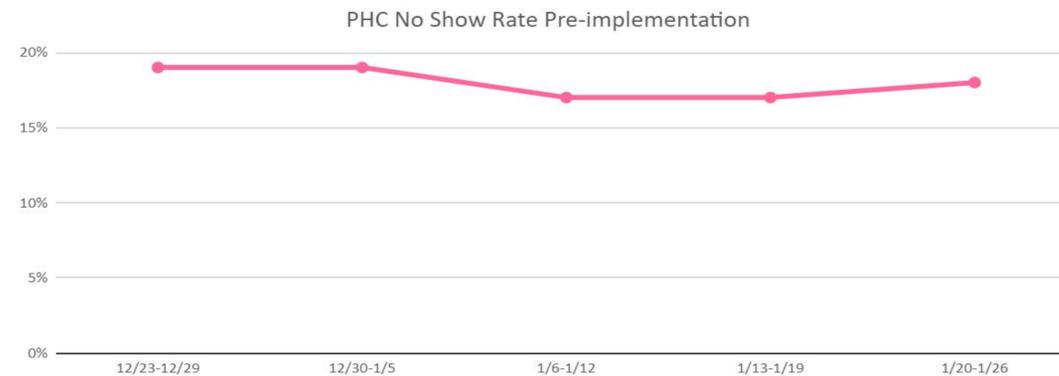
Challenges

The medical and dental teams were moving through the implementation phase at different speeds.

After much discussion, the team decided that it was best to tie the two projects together so that patients who utilize both medical and dental services with our organization have a consistent experience.

While there was some opportunity cost of slowing the implementation down, the team decided that the benefits of a smooth implementation outweighed the potential risks associated with a longer implementation phase.

Metrics

PHC No Show Rate Pre-implementation

PHC No Show Rate Post-Implementation

Responses For 2019-05-13

Contact Count	
VoiceMail	155
Bad Email	14
Cancel	11
Confirm	87
Confirm SMS	35
Sent	206
Email Viewed	36
Hangup	109
NoResp	42
Resched	8
Text RCVD	468
Undelivered	7

Initial Results

All clinics were live with automated patient messaging by 3/1/19

The first month's data showed a 1% drop in the no-show rate for the agency.

The 2nd month's data leveled off with no further decrease in the no-show rate.

An internal PDSA committee was formed to further refine the system.

Reception

In the 2nd month after roll out, patients were surveyed: 74% reported a positive reaction to the change.

Some staff have reported frustration with the change, primarily feeling a lack of transparency into the system.

The PDSA committee is continuing to analyze the data and make recommendations to maximize the results from the system, as well as to address staff and patient feedback regarding the change . This work is ongoing.

Next Steps

The PDSA committee will continue to meet until the goal of a 3% reduction in the agency no-show rate is consistently maintained.

Health Maintenance Campaigns started 5/6/19 with automated messages going out to patients who are due for colorectal cancer screenings. Results are being monitored.

An additional committee has formed to begin the process of implementing automated patient surveys.

PHC primary health care

5/2019