Which is Better: Reminder Card/Patient Call Back or Prescheduled Appointment/Notification Letter?

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Abstract

Introduction

The pre-scheduled appointment method results in significantly more patient follow-up appointments when compared to the notification letter method (p-value < 0.001). The pre-scheduled appointment method was found to be significantly more successful than the reminder card method (p-value = 0.001).

We studied two common practices:
• Reminder Card
• Pre-scheduled appointment

We calculated the number of completed successful appointments and the no-show rate; and evaluated the patient’s satisfaction with each method.

Methods

We studied two common practices:
• Reminder Card
• Pre-scheduled appointment

We calculated the number of completed successful appointments and the no-show rate; and evaluated the patient’s satisfaction with each method.

Results

The pre-scheduled appointment method resulted in significantly more patient follow-up appointments when compared to the notification letter method (p-value < 0.001). The pre-scheduled appointment method was found to be significantly more successful than the reminder card method (p-value = 0.001).

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Methods

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Conclusion

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Discussion

There were no significant differences between the two methods.

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References


Pre-scheduled Appointment Process

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References