Reminders

- A few logistics reminders to make sure we have an effective meeting:
  - Please join the audio via phone (instead of computer microphone), and enter your audio PIN. NNOHA staff will manually unmute your line. From there, you will be able to mute your line when you're not speaking, and unmute to speak.
  - Use the questions box to send messages to the panelists or NNOHA staff.
No-Show Management - NNOHA

Caroline Darcy, Project Manager
April 17, 2014
Discussion Questions

• What is your current no-show rate, and how do you measure it?
• What do you think are the causes of no-shows in your program? Do you have particular scenarios that you struggle with?
• What have you tried? What worked?
• What other challenges are you facing?
Why Manage No-Show?

- To maximize access to care for patients who are responsible for keeping their appointments
- Unfilled chairs mean lost opportunities
- To created predictability so that staff won’t have to scramble to fill empty chairs – and it’s usually too late anyway!
- Managing no-shows leads to control instead of chaos, anxiety & stress; overall it leads to a better environment
Predictability

Standardization leads to predictability
How do you measure your no-show rate?

– We suggest you use the number of scheduled appointments before fill-ins as your denominator
– Example: On Monday there are 15 patients scheduled
– On Monday: 5 patients no-show & 3 cancel without proper notice = 8 total no-show/last minute cancelations
– Even if you are able to fill any of those 8 slots, there are still 8 total no-show/last minute cancelations

Calculation is: $\frac{8}{15} = 53\%$
What do you think are the causes of no-shows in your program?

– In our experience:
  
  • New patients are always at high risk for being no-shows – they may not yet be fully invested in their oral health care
  
  • Emergency patients often break follow-up appointments—they feel better after palliative treatment and decide they don’t need to return
Best Practices to Manage No-Shows

– Develop a formal no-show policy in writing, educate patients about the policy & have them sign acknowledging that they have read it
– We suggest a strong, zero-tolerance no show policy that is uniformly enforced by all staff
– Use scripting to help patients understand why they need to keep their appointments
– Make sure the policy is consistently enforced
Best Practices to Manage No-Show Shows

• Make reminder calls 48 hours in advance and consider removing appointments for patients who don’t have a working phone
  • When forced to leave a voicemail message while confirming appointments, consider requiring the patient to call back no later than the day before the scheduled appointment to confirm
  • If they do not respond/confirm, consider removing the appointment from the schedule
Best Practices to Manage No-Shows

• Consider not scheduling appointments out past 30-45 days (especially hygiene appointments)

• Identify who has the authority to schedule appointments and how appointments are scheduled - create a policy

• Only give out appointments one at a time. When the patients shows up for that appointment, make the next and so on
Best Practices to Manage No-Shows

- Limit the number of new patients scheduled each day.
- Do not schedule appointments for multiple family members on the same day unless these patients have a track record of reliability in showing up for their appointments. Never do this for new patients – this is a privilege to be earned.
Partnering to Strengthen and Preserve the Oral Health Safety Net
Discussion Questions

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- What have you tried? What worked?
- What other challenges are you facing?
Contact Us!

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