



# Reducing First Visit No Show Rates at Neuroscience Clinic



National Neuroscience Institute  
SingHealth

Ms Amy Chew Yee Pheng  
Ms Tan Chew Seah  
Ms Siti Nuraini Bte Mawi  
Ms Logeswari D/O Asogan  
Ms Farah Julieanna Bte Mohd Saleh  
Ms Meneka D/O Sohan Chand

## Background

- Neuroscience Clinic (NSOC) has been facing a high no show rates for first visit patients for a prolong period of time
- Statistics from Jan 2015 to May 2015 show an average no show rate of 37.5% for Neurology Registrar's Clinics.
- Our valuable first visit slots are underutilized and has lengthened patient's waiting time for first visit appointments
- A current 1 way SMS reminder system is in place to send SMS reminder 3 days before patient's appointment

## Aim

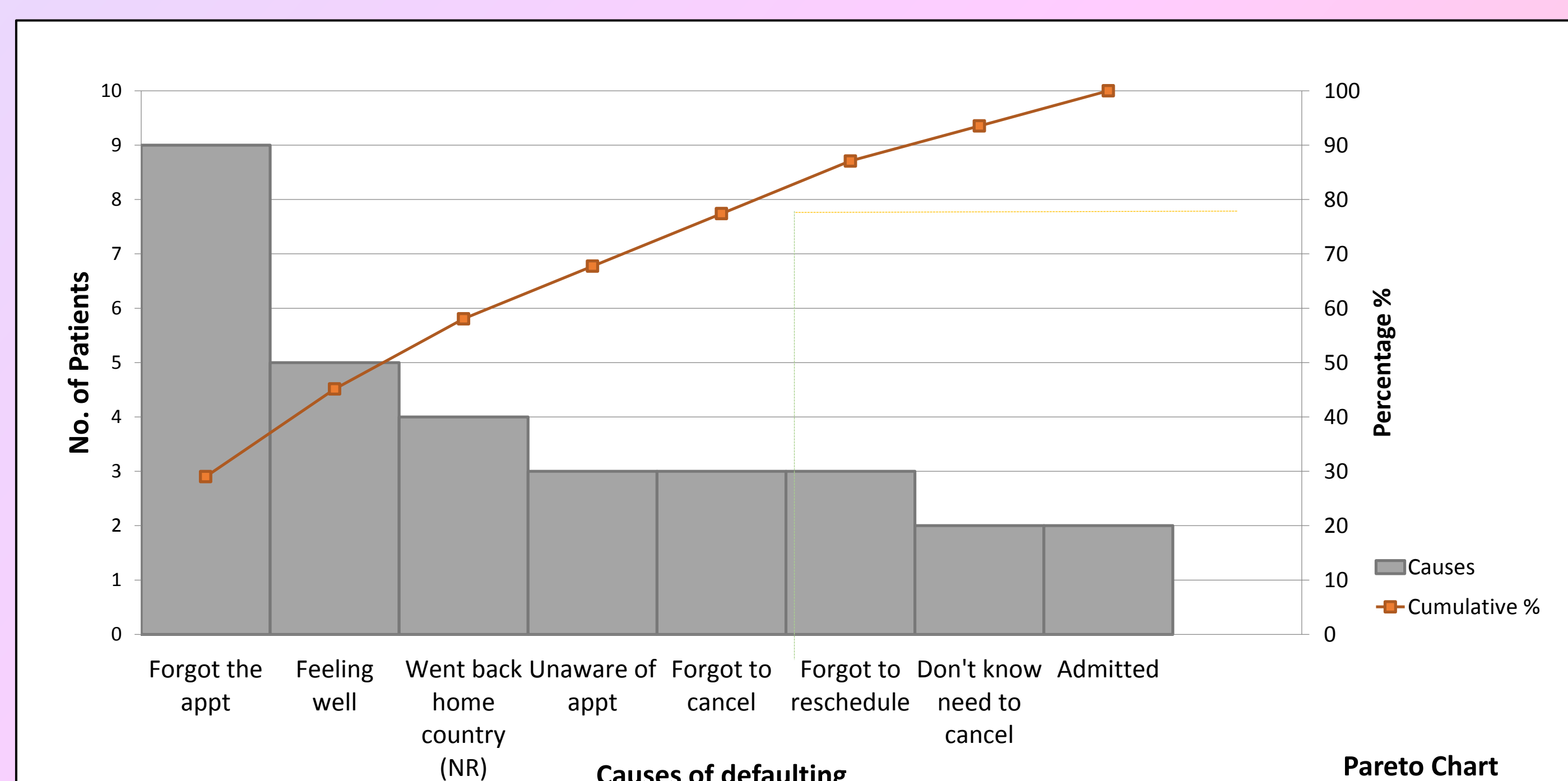
- To reduce first visit no show rates in NSOC Registrar's clinic by 50% in 5 months

## Methodology

- The team brainstormed on possible causes of no show using Ishikawa Diagram (Fig. 1)
- Root causes of No show were verified by calling No show patients to ask the reasons for defaulting appointment (Pareto Chart Fig.2)



Ishikawa Diagram (Fig. 1)



Pareto Chart (Fig. 2)

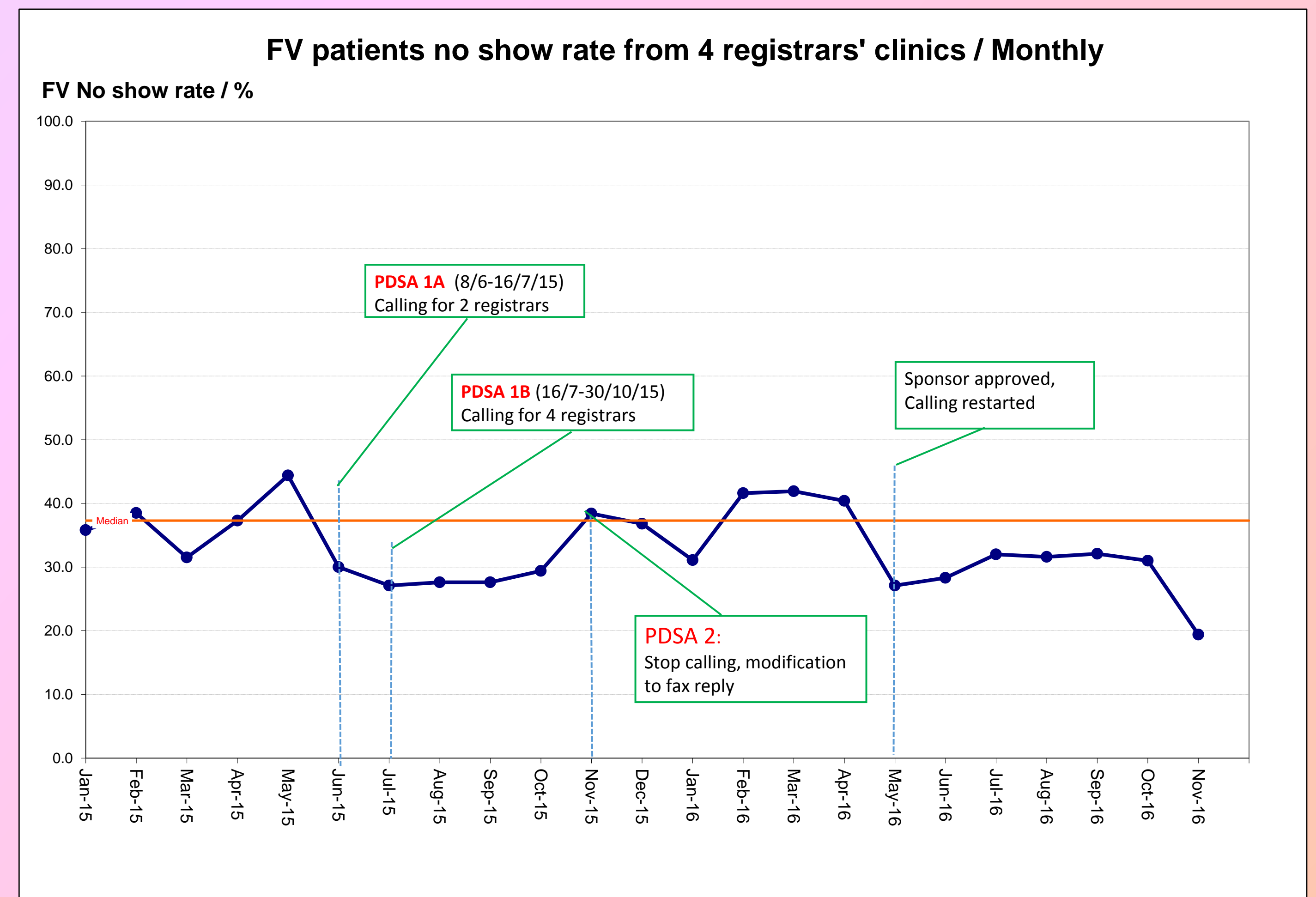
## 3. Calling First Visit Patients

- The team called First visit patients 3 days before their appointment to confirm attendance
- For patients who wish to reschedule or cancel, backfilling of patients were done
- The team also did some modifications to the fax reply form to our referring center (Fig. 3)
- Clinic expanded first visit calling to 2 other Registrar's Clinic

Fax reply form (Fig 3)

## Results

- First Visit No show rates dropped from 37.5% to 28% (Fig. 4)
- Improvement of 9.5%



First visit no show rates (Fig. 4)

## Conclusion

- First Visit No show rates in the clinic were reduced
- Waiting time for First visit appointments were reduced due to better utilization of the slots
- Patient satisfaction were increased due to lesser waiting time for their First Visit appointments
- The WHOLE clinic's effort and team work is crucial to the success of the project
- It is important to keep refining the workflow by having staff feedback