



# To Reduce the average no show rates of patients under the General Dentistry Department to less than 20%

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## **Aim(s):**

The General Dentistry Department showed a high patient no show rate of 28% in 2010. This led to a waste of resources (i.e. Doctor's time) and affected the waiting time for appointments by patients. Revenue loss was also apparent due to this high no show rates.

Hence, the project is aimed at improving the attendance rate of patients' in the General Dentistry department so that appointment slots can be better optimised and medically compromised patients who need earlier slots are able to get it.

The aim then was to reduce the General Dentistry no-show rate from 28% to less than 20% by Jun 2011. This will greatly improve patient access to care; improve productivity of doctors and increase revenue earned by doctors.

## **Methodology:**

A fishbone diagram was done to trace all the causes of patients' not showing up for their appointments despite SMS reminders being sent.

It was proposed that a designated staff call and remind patients booked under the General Dentistry Department one day before the appointment date so that cancelled slots can be used optimally.

The reminder calls started in March 2011 and the slots were cancelled promptly in the system. Staff who has list of patients who are in need of urgent appointments were notified and the cancelled slots were filled by medically compromised patients who needed to be seen urgently. The slots were also filled with new subsidised/private patients.

## **Result:**

The results of the no show rates continued to be tracked after implementation of the reminder calls. The no show rates for the General Dentistry department decreased from an average monthly rate of 28 % to 17%.

Due to the success of this, reminder calls were extended to the Endodontic and Prosthodontic departments as appointment slots were scarce and the no show rates were high in these departments as well.

## **Conclusion:**

Patients satisfaction was enhanced as medically compromised patients were treated earlier and doctor's time was optimised with this reminder calls.