AUTOMATED PATIENT REMINDERS IMPROVE NO-SHOW RATES

In an age of increased staff workload and prioritizing which calls are most important to make, routine patient reminders often end up at the bottom of the list. Organizations of all sizes face this challenge, but it doesn’t minimize the importance of these patient contacts. Does your practice have an effective patient communication strategy?

**FACTS & FIGURES**

Automated Reminders Reduce No-Show Rates
- Average no-show rates of more than 10% occur in 52% of practices that rely on mailed reminders.¹
- Automated reminders outperformed mailers, with only 27% of practices reporting a no-show rate of over 10%.¹

Missed Appointments are Costly
- On average it costs $100 per missed appointment for a primary care doctor.³
- On average it costs $200 per missed appointment for a specialty practice.³

**did you know?**

A recent study showed that automated appointment reminders improved no-show rates by 26%.²

Automated Reminders Will Save Your Staff Time
- 28% of practices that manually deliver appointment reminders spend multiple hours on the process each day.¹
- 72% of manual calling practices agree that personnel can be best utilized in other areas.¹
- 75% of practices who do not deliver appointment reminders cite a lack of staff time as one of the reasons.¹

Patients Demand Appointment Reminders
- 47% of practices who do not send appointment reminders have an average no-show rate of over 10%.¹
- Over 33% of practices receive complaints from patients who were not reminded of an upcoming appointment.¹

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¹: “Automated Phone Messages Survey”, 2,931 Healthcare Providers
²: “The effectiveness of outpatient appointment reminder systems in reducing no-show rates”, Department of Medicine, University of Medicine and Dentistry of New Jersey
³: “Engagement and Practice Revenue with Integrated Technologies”, Athena Health Study