The Efficacy of Telephone Reminder in Reducing the Non-attendance rate of outpatient OGD: A randomized controlled trial

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Keywords:
endoscopy
non-attendance rate
telephone reminder
default rate

Introduction
Procedural non-attendance is an important source of waste of healthcare resources and may delay patient management. Several observational and interventional studies have shown telephone reminders to be effective in reducing the non-attendance rate.

Objectives
To evaluate the efficacy of a telephone reminder in reducing the non-attendance rate in outpatient OGD

Methodology
This is a prospective, randomized controlled study conducted at the Combined Endoscopy Unit of the Alice Ho Miu Ling Nethersole Hospital. All patients attending our unit for outpatient OGD will be randomized to either receiving a telephone reminder 3-7 days prior to procedure (intervention arm) or no reminder as per current practice (control arm). Randomization was based on the date of the scheduled procedure with even numbered dates enrolled into the intervention arm. The primary end-point is the non-attendance rate. Multivariate regression analysis was used to rule out the effect of potential confounding factors.

Result
A total 180 patients enrolled into each study arm for a total of 360 patients. A telephone reminder was found to significantly decrease the non-attendance rate from 19.4% to 7.2% (p=0.01).