**Smart Appointment Reminder by QR Code**

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**Introduction**

One of the major reasons for the high default rate in SOPCs is that the patients forget the appointments or it clashes with other activities. Imagine if you have make an appointment 3 months later, it is not easy to remind yourself such a follow-up. Some people may mark it on the calendar using their smartphones. However, most of the patients won’t do it because the input is not so convenient and there is so much information to type in.

**Objectives**

Is there any better, smarter ways for the patients to manage the clinical appointments on smartphones? Is there any service we can facilitate the patients to mark the appointments on their smartphone calendar in a convenient way? The service should also be privacy issue free.

**Methodology**

Yes. In UCH, a self-serviced kiosk is setup at the exit of the SOPCs. After making appointments in the OPAS System, the patients will get an appointment slip with a 1D barcode. They bring the slip to the kiosk, and Step 1 - use the attached barcode scanner to scan the appointment slip, a QR code will be shown on the kiosk screen. Step 2 – use any QR code reader on the smartphone to scan the QR code Done. The appointment is marked on the patients’ phone. Concerning the privacy issue, only the title “基督教聯合醫院覆診”, appointment date and time are added to the calendar event. No clinic name, specialty name nor patients’ name will be shown. Sensitive appointments such as Psychiatry and Clinical Psychology appointments will
not be shown neither. The service is applicable to all services being booked by OPAS in UCH, YFS and the 5 GOPCs.

**Result**
A patient survey has been conducted for this service. Of all the patients who have used it: 97.1% agree the service is convenient 100% agree it is useful 94.1% is satisfied with the service 97.1% will use the service again and recommend to their family and friends