Can Mobile Phone Short Message Service (SMS) Reminders Reduce Non-attendance of Type 2 Diabetes Mellitus Appointments in a General Outpatient Clinic?

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Hospital Authority Convention 2017
17/5/2017
Management of DM in GOPC

Doctors

Nurses

Physiotherapist

Optometrist

Podiatrist

Dietitian

Healthy Eating
Problems

Dietitian
Nurse Counselling
Physiotherapist
Optometrist
Doctor Consultation
Blood Taking
Methodology

Randomized Controlled Trial \((ClinicalTrials.gov \, #NCT03077702)\)

- **248** subjects with history of diabetes and more than 1 future appointment approached

- **228** eligible subjects identified

- **Subjects excluded:**
  - 15 refused to participate
  - 5 not eligible

- **Randomization**

  - **Intervention Group** \((N=128)\)
    - SMS sent to subjects 24-72 hours before scheduled appointment
  - **Control Group** \((N=120)\)
    - Subjects received usual care

- Appointment status retrieved and analyzed
**Results**

*Non-attendance rate of various DM services (as at 31/1/2017)*

- **DMCS**: 2.0%
- **DMIC**: 0.0%
- **Retinal Photo**: 9.4%
- **Dietitian**: 21.4%
- **DM Group Education**: 25.0%
- **Blood taking**: 1.8%
- **Physio**: 10.0%
- **Overall**: 18.6%

*N=377*  
*indicate p <0.05*
Thank You!

Q & A

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