



Service Priorities and Programmes
Electronic Presentations

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Telephone reminder service to patients for elective colonoscopy

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Introduction

In order to prepare for colonoscopy, patients are generally instructed to fast after midnight on the day of procedure. If patients are taking anti-HT drugs, they are allowed to take medication with sips of water. However, this instruction is sometimes misinterpreted by patients, resulted in cancellation of procedure. 30% patients have HT were found high BP due to omission of anti-HT drugs, ~10% colonoscopies of these cases were cancelled due to high BP.

Objectives

A new telephone reminder service for elective colonoscopy was started in order to avoid unnecessary cancellation of colonoscopy due to not taking anti-HT drugs and high BP.

Methodology

Telephone reminder service was introduced from 1/2017 to 3/2017 in TMH. Reminder call by a nurse to patients was made 2 days prior to colonoscopy. Patients were reminded to have proper bowel and diet preparation, as well as to take anti-HT drugs with sips of water on the procedure day.

Result

A patient survey about this program was conducted. 38% patients did not realize that they should take anti-HT drugs as usual. 95% patients thought this program was clear and helpful. 78% patients expressed that information provided can reduce their worries on the medication issue before colonoscopy. Patients with HT that had high BP on admission were significantly decreased from 30% to 10%; the cancellation rate dropped from 9.70% (29/299) to 0% (0/80)(p-value 0.001). This Telephone reminder service has not only enhanced patients' safety, but also reduced cancellation of colonoscopy appointment and extra-resources in managing patients with uncontrolled HP on admission.