



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Reminder Call for Medical Colonoscopy Patients to Reduce Default Rate**

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**Introduction**

There was suboptimal utilization of endoscopy sessions due to significant default rate of colonoscopy patients under medical team in year 2016. Although an overbooking system can compensate the default cases, however, unpredictable attendances will result in extra stress to staff and affect quality of care.

**Objectives**

(1) To decrease colonoscopy default rate

(2) To increase the utilization of endoscopy sessions

(3) To relief staff pressure due to over booking appointment and improve quality of care

**Methodology**

The lists of all Medical Colonoscopy patients will draw out from the OPAS system approximately two weeks before the session. Patients or their close contacts will be reminded about the appointment date by phone. If patient decided to cancel the appointment, quota is released to next patient booking or advancement of priority bookings.

**Result**

From March 2017 to Aug 2017, 371 patients were called and only 25 patients (6.7%) defaulted the examination. As compare with Sep 2016 to Feb 2017 (6 month time) 14.6% default rate were recorded.

Reminder call for Medical colonoscopy patients significantly reduce the default rates and improves utilization of endoscopy sessions. It also helps to decrease staff pressure for an overbooked session due to priority bookings and improves quality of care.