



Appointment Reminders via Text Update

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Pilot Overview

- Goal: reduce no-show rate
- 3 Providers: Dr. Nikurs, Dr. Nodine, APRN Wang
- Baseline No Show Rate: 30%
- Text Reminder: 3 days / 2 days / 1 day before appointment

Results

- 26% response rate to text messages
- No-show rate **decreased by 3%**
- What does that mean? 50 more patients kept their appointment.

Next Step

- Change text reminder to 2 days / 1 day before appointment



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