

Please take a look at the e-mail I received in November from Marie Meckel, who is the Physicians Assistant at Mason Square that a couple of you will interview soon. At that time, I asked her for few quick thoughts on the no-show issue from her perspective.

RE: no-shows and health care disparities                      Sent: November 18, 2010 6:21 PM

From: Marie Meckel      To: Richard Aronson

so in regards to high st. we had the same problem at mason square, the reasons that we were told were , pts have no idea why they are following up , it was not made clear to them by the resident or provider what the reason is they need to come back. for example, they are seen, they are told they have high blood pressure they are put on a med and are told to follow up , they have no idea why. the pt needs to leave knowing exactly why they are coming back, " you are coming back in 2 wks is i can see if the blood pressure med is working blood pressure can kill you ,its silent you wont get symptoms" pts dont like meds bc they are afraid of side effects " is there anything you want to ask me abuot this med" the pt will not come back if they do not take the med bc they are afriad of side effects like erectile dysfunction that they will not tell you about.

other reasons they dont come back is transport, timing of appt, ( when they leave they have to be asked if the time works for them the appt should NOT be sent home, they should leave with an appt, they will NOT reschedule if its sent home but will tell you if you hand an appt to them that the time is bad.

high st is in a weird place , they need to to get a clear idea from patients on how hard it is to get there, how many buses etc.

what we did which is not working is if pts miss 3 appts they cannot make an appt in advance they can only make same day. i don't know if its affective.

other reasons pts don't show up is that to call access ( our phone system) to cancel an appt you are on hold for 20 min, people hang up they are sick of being on hold,. we need more operators and are trying.

the big reason i think is they have no idea what they are being followed up for. they must leave with a clear idea of what the providers concerns are what the pts concerns are and what the follow up is for

its a big prob at mason square too but providers that know their pts have a better show rate because they trust their provider and know they should come back, in fact on my schedule the ones i know show up the ones i do not know tend to miss appts

its been a big issue at our center as well you might want to talk to someone at mason square and see how effective our no show policy was. i just gave you my ideas but its not data and i dont know if we did a focus group, mabel sharif our outreach worker might have done one.

so glad you are itnerested, keep mason square in mind if you have questions about no shows

glad to hear you are going to high street !

Marie