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Patients Will Avoid Care

VERSION 1

No-shows, noncompliance, and avoidance in care have significant impacts to patient outcomes and practice operations. Alarmingly, during the COVID-19 pandemic, these issues only became worse. Practices experienced and continue to experience difficulty engaging patients, resulting in noncompliance with critical healthcare services including, but not limited to, preventive services, chronic disease management, and medication management. The long-term consequences have yet to be measured, but practices should act now to develop a plan to proactively engage patients in healthcare. This guide will assist with creating your practice's customized plan. To learn more, visit **updox.com.**

The No-Show Problem

No-shows can lead to disruptions in patient-clinician relationships, interruptions in pharmacotherapy, lack of testing follow-up, greater utilization of higher levels of care, psychological stress, and other adverse outcomes for patients.[1] Furthermore, no-shows are troublesome to practice operations and revenue. Understand your no-show problem to determine solutions for your patients and practice.

Top Reasons for Missed Appointments[2]

1. Forgot/Did not know/No reminder call
2. Personal/Work/Unrelated issue
3. Problem with transportation
4. Too sick to come
5. Problem with insurance

Leverage Technology Solutions

- Review data to assess common no-show populations and/or visit types
- Implement automated appointment reminders
- Set automated follow-up communications for no-show appointments
- Prioritize patient accessibility and offer flexible appointments with telehealth
- Stay connected in between visits through secure asynchronous communication

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The Shift to Proactive Care

The word compliance implies that the patient should do what the provider orders.[3] What happens if the provider fails to place that order? Using a patient-centered approach to educate patients about their diseases, treatment plans, and preventative care services is necessary for value-based care and a viable practice. A comprehensive strategy is the key to adherence, researchers say.[3] Learn how technology plays a role in your practice's comprehensive strategy for patient adherence.

Identify and Prioritize Patient Populations

The shift from reactive to proactive care will not happen overnight. Identify and prioritize a few opportunities with eligible patients to get started.

- Well visits (ex. **Medicare annual wellness visits** or **well-child care visits**)[4,5]
- Chronic disease management (ex. **6-month follow-up visits for patients with persistent asthma**)[6]
- **Public health campaigns**[7]
- **High risk populations**[8]

Leverage Technology Solutions

- Review data from your EHR and contracted health plans to identify patients
- Implement broadcast notifications sent by text, email, or phone messages
- Prioritize patient accessibility and offer flexible appointments with telehealth
- Stay connected in between visits through secure asynchronous communication

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Plan Your Approach

Set your practice up for long-term success by implementing these essential steps when planning your approach to proactively engage patients in healthcare.

1

Identify Practice Champions

Selecting one or more individuals to champion the implementation of your virtual waiting room is critical for long-term success. The practice champion(s) will:

- Determine and evaluate goals
- Evaluate and pilot technology
- Develop workflow
- Lead trainings
- Implement a patient communication plan

2

Familiarize Yourself with Updox Resources

Updox has a number of resources available to ensure your practice's success.

- **Updox Website:** updox.com
- **Updox Community:** Our online customer Community allows users to ask questions and view best practices on using Updox products. We also have an extensive Learning Center with training videos and written job aides.
- **Updox Support:** Our support team is available live via chat or by email to assist.

3

Develop Your Plan

Quality Improvement (QI) is a systematic, formal approach to the analysis of practice performance and efforts to improve performance.[9] While QI may seem overwhelming, a quick and easy way to understand and implement QI is with the **Plan-Do-Study-Act (PDSA)** cycle.[10] A PDSA is shorthand for testing a change — by planning it, trying it, observing the results, and acting on what is learned. Use the **PDSA worksheet** to develop a simple plan to get started.[11]

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