RVH GRAND ROUNDS

RENFREW VICTORIA HOSPITAL FOUNDATION

Please don't be a no-show

With the ever-increasing demand for testing and diagnostic services in healthcare, it is important to use our resources efficiently.

When you are a 'no show' for a scheduled appointment, it is a missed opportunity to provide those programs and services to other clients.

"It means that specialized equipment and highly skilled staff are under-utilized and wait times increase. Additionally, RVH loses revenue, and, since costs are mostly fixed, this directly impacts our hospital's bottom line," says Tim Sonnenburg, RVH VP of Finance.

No show rates vary across departments. In the Respiratory Therapy department, for example, there are one to two no shows per week.

"This affects wait times because it leaves an open time slot that could have had a patient. It also impacts staffing because we book coverage based on the patient schedule," explains Hieu Duong, Respiratory Therapist.

The RVH Sleep Apnea Study Laboratory runs as high as 10–15% no-show rate for sleep studies, while Medical Imaging has a 9% rate. These rates translate into significant administrative costs, longer wait times, and thousands of dollars in lost revenue.

The effects of no shows in Medical Imaging are felt in particular for specialty procedures, which may have limited availability to begin with.

"No shows contribute to unnecessarily long waits for diagnostic testing and add to patient stress and possible increased visits to the ER or primary care provider, as delayed patients may seek follow up care prior to imaging availability," says Lisa Wherry, Manager, Medical Imaging. "There is a ripple effect throughout the system as workload is increased to rebook or to respond when physicians call to inquire why the procedure was not performed," adds Wherry.

The new MyChart online health record helps patients who sign up by providing reminders of upcoming appointments and preparation instructions. If you are unable to attend your appointment, please contact the hospital as soon as possible at 613-432-4851.

To enrol in MyChart, contact Health Records at 613-432-4851, or visit the Health Records Department or Registration in person. You will need a valid email account.