



Consultation Results of the most effective ways to remind patient of their appointments

The Target

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The consultation aims to measure the most effective ways to remind beneficiaries of medical appointments by sharing the opinions and advice of general beneficiaries from community members

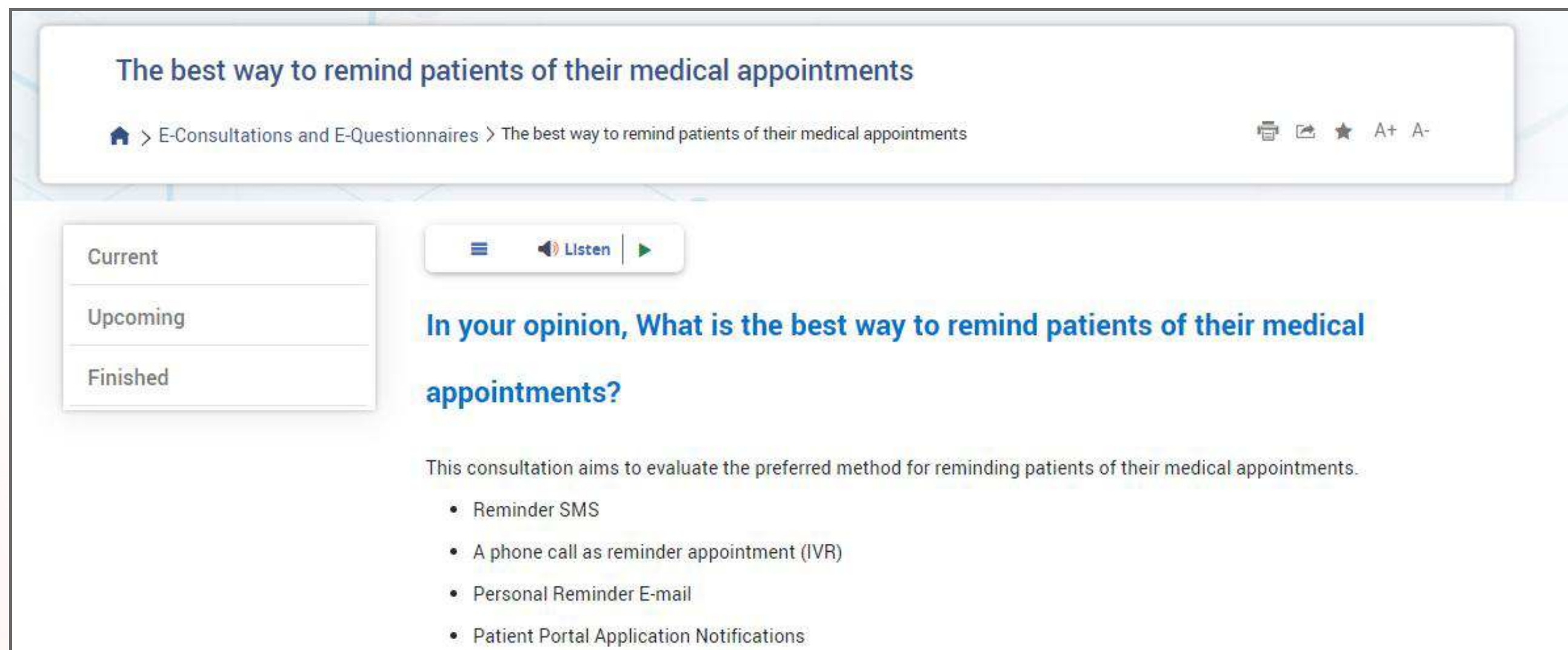
Expected effect

Identifying patients' preferred method of reminder will have positive effects on the quality of healthcare provided to them and will help to better understand patients' needs and expectations, which will enable us to provide more efficient and effective care



Counseling Channel

The consultation was published on the website of the Ministry of National Guard Health Affairs

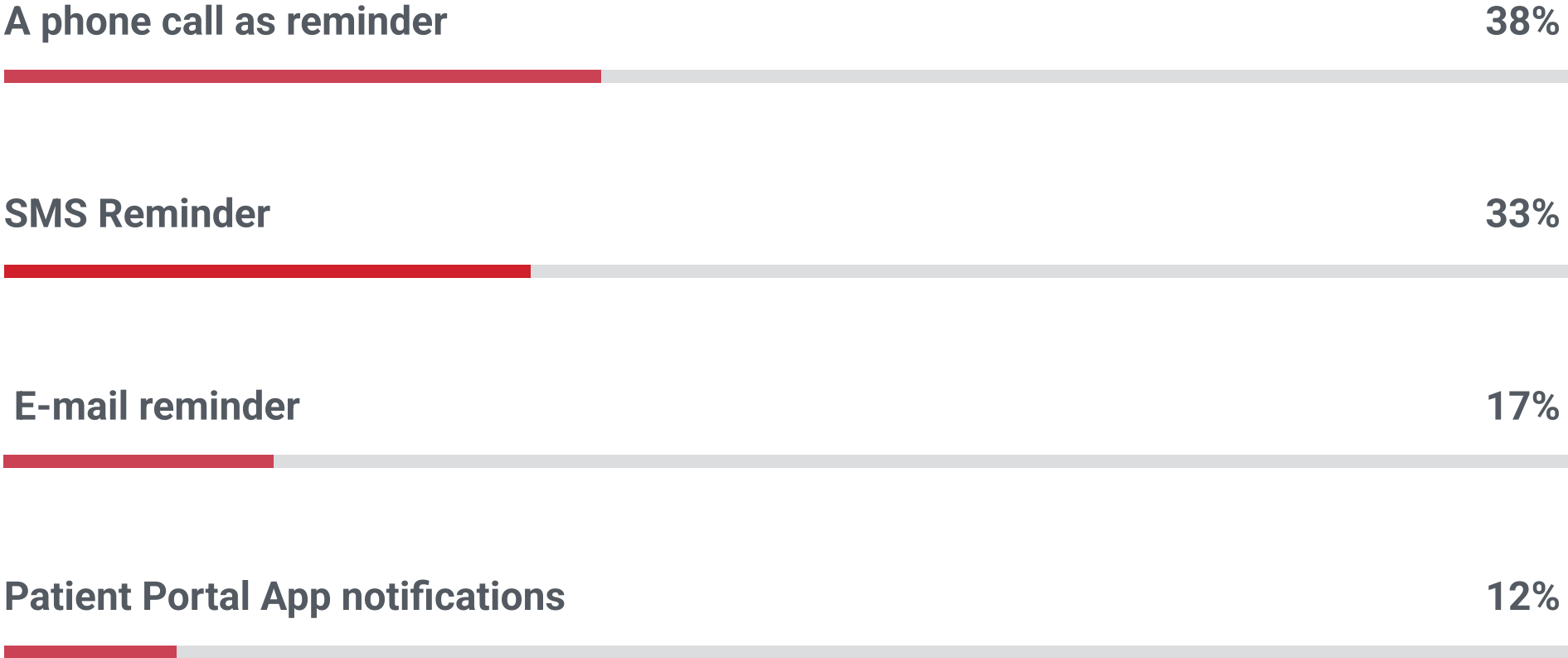


The screenshot shows a web page with the following elements:

- Title:** The best way to remind patients of their medical appointments
- Breadcrumbs:** Home > E-Consultations and E-Questionnaires > The best way to remind patients of their medical appointments
- Navigation:** A sidebar menu with options: Current, Upcoming, and Finished.
- Audio Player:** A 'Listen' button with a play icon.
- Section Header:** In your opinion, What is the best way to remind patients of their medical appointments?
- Text:** This consultation aims to evaluate the preferred method for reminding patients of their medical appointments.
- List-Group:**
 - Reminder SMS
 - A phone call as reminder appointment (IVR)
 - Personal Reminder E-mail
 - Patient Portal Application Notifications

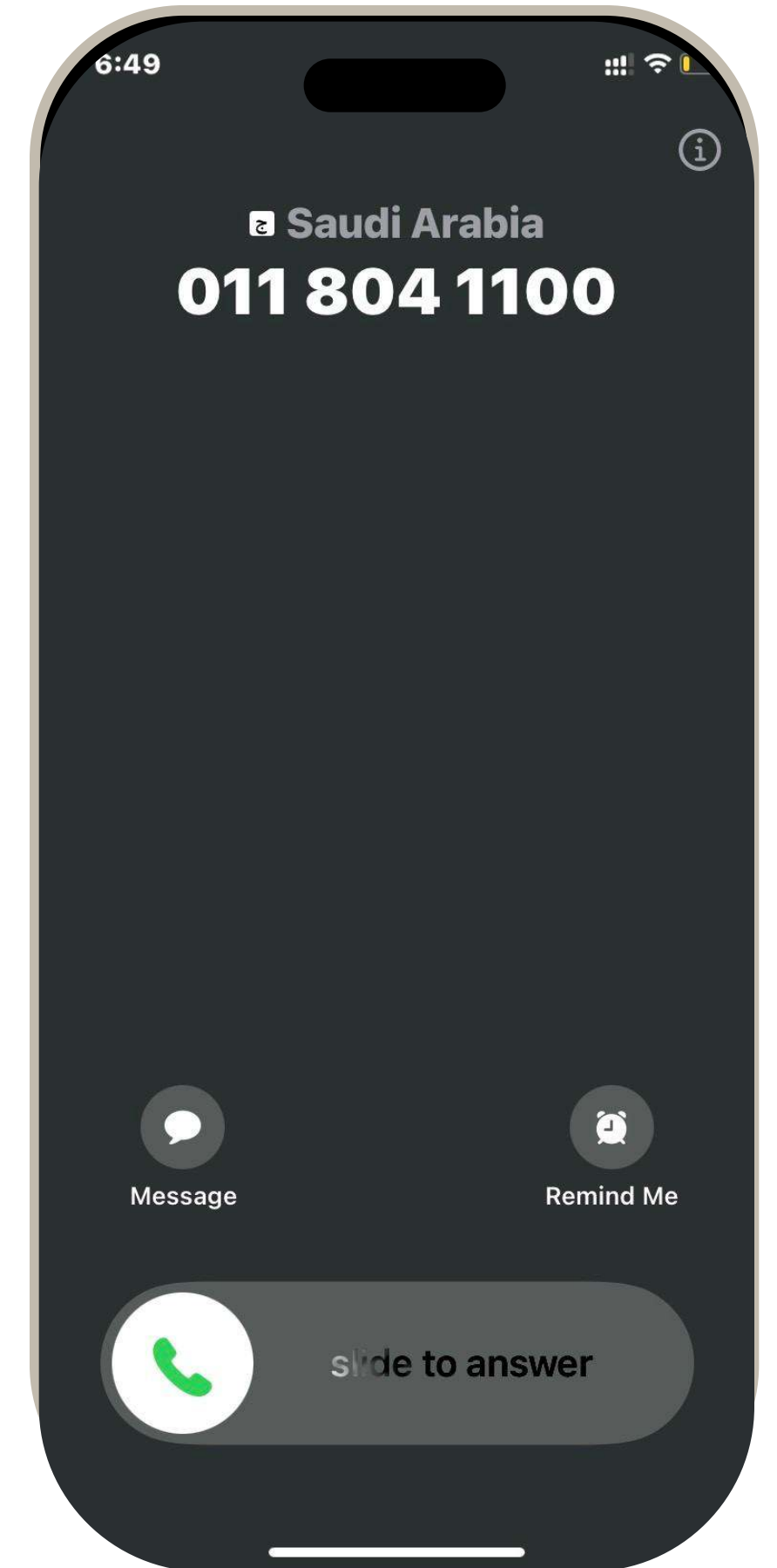
Results

What is the best way to remind patients of their medical appointments?



The Impact

Based on the consultation results, participants' feedback was taken into consideration, and as a result, a service for automated calls three days prior to the appointment was activated to remind about the appointment and confirm attendance, cancellation, or rescheduling.



Thank you

