



The appropriate time to
receive appointment
reminders

The Target

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The consultation aims to determine the most appropriate period for reminding beneficiaries of medical appointments by sharing the opinions and advice of general beneficiaries from community members

Expected effect

Improving the patient experience by providing advance appointment reminders, which help reduce missed appointments, enhance adherence, and improve the efficiency of medical scheduling management.



Counseling Channel

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

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The appropriate time to receive appointment reminders

How far in advance would you like to receive appointment reminders?

☐ One day before.

☐ Three days before.

☐ One week before.

Finished

1-03-2025

Start date

30-03-2025

End date

General

Consultation type

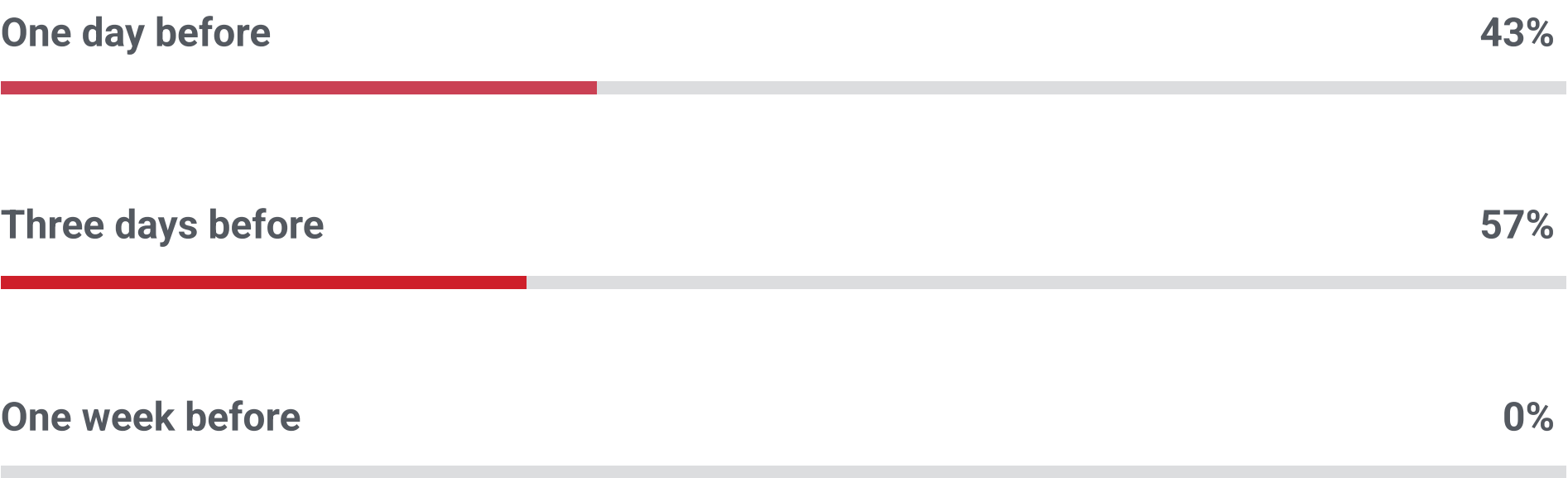
All beneficiaries

Beneficiaries



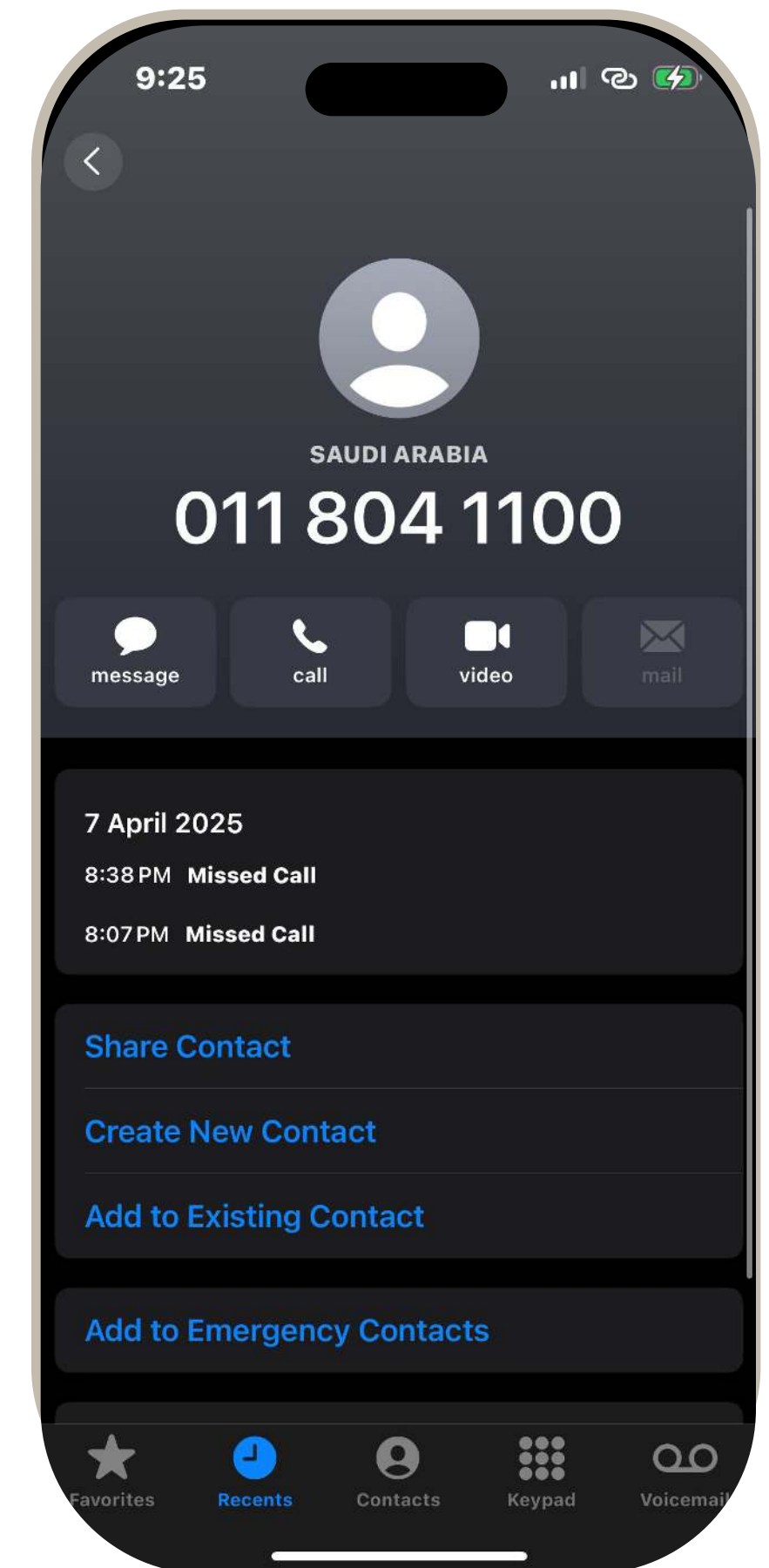
Results

How far in advance would you like
to receive appointment
reminders?



The Impact

Based on the results of the consultation, the opinions of the participants were taken into consideration. As a result, the reviewers are reminded of the appointments through an automated call **three days before** the appointment, so that the beneficiary can decide whether he wants to confirm attendance, cancel, or reschedule.



Thank you

