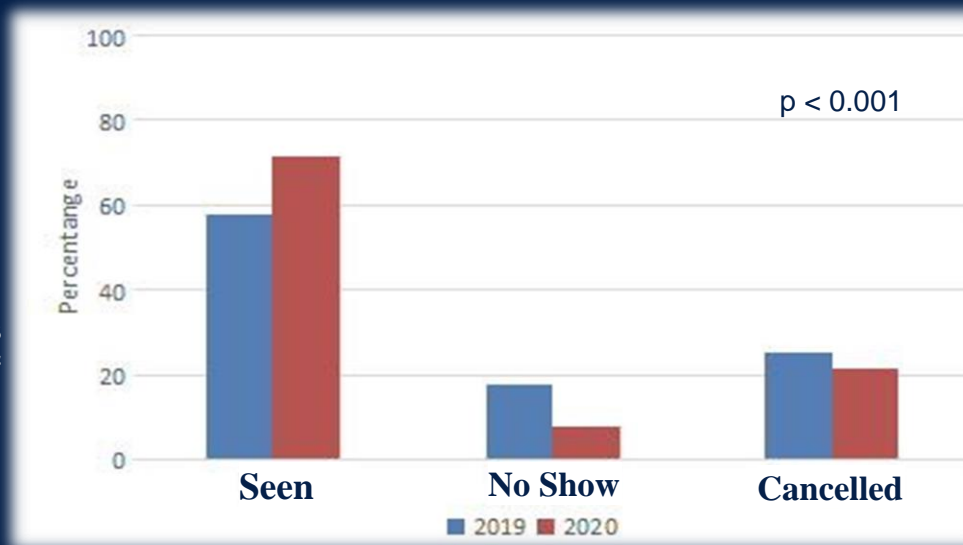


A comparison of pre- and post-COVID-19 pandemic clinic visit no-show rates

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Percentage No Show rates in 2019 and 2020 at UHC Parlier



Background

- Importance of maintaining appointments
 - Cost
 - Time
 - Resources
 - Other factors
- The COVID-19 pandemic has affected numerous aspects of daily life, including seeking medical care

Purpose

- We aimed to analyze no-show rates at our own clinic and explore possible associations with the COVID-19 pandemic
- Question: Have patient no-show rates changed significantly since the COVID-19 pandemic started?

Study Design

- National emergency was called by President Trump on 3/13/2020
- We compared visit status rates from the beginning of April 2019 to the end of July 2019 with the same rates for the corresponding months in 2020
- Analyzed data from United Health Centers in Parlier, CA for all scheduled visits using local EMR (Athena), which included seen, no-show, and canceled, using Chi-square test

Conclusion

- Patient no-show rates from April-July of 2020 were significantly lower compared with those of the 2019 year at UHC, Parlier
- Although results demonstrated significant difference ($P < 0.001$), this was opposite to what we expected
- Confounding factors including the availability of virtual appointments in 2020, may have contributed to this