

# Central Scheduling

## Lessons Learned Series

### *Is Central Scheduling responsible for No-Shows?*

In a particular client's operations, we observed some significant No-Show and Cancellation rates? These results are not too unusual, maybe somewhat high, for most operations we see.

#### Attendance Pattern for a Radiology Department:

	Attendance	No Show	Cancellation
Radiology Total	83%	11%	6%
Cat Scan	87%	8%	5%
Ultrasound	81%	12%	7%
Mammography	81%	14%	5%
Women's Center	74%	12%	14%

Cancellations may not cause lost capacity if performed early enough to allow other bookings. No shows however are lost capacity/revenue while aggravating the wait time for others who may want to get an appointment. We typically use No Show rates combined with appointment wait time to determine if market share is being lost to competition. In our experience, we noticed patient's double booking. They book with the hospital but continue calling around until they find a more convenient time based upon whatever their criteria is for convenience. A small number of patients after finding a better time call to cancel (see above rates).

The first question is "Do you feel responsible for No Shows" as a scheduling department manager? If yes(right answer), what can you do about it?

1. Ensure schedulers understand how to determine a patient's needs/desires.
2. When you find you are unable to meet many patient's first request, discuss the demand patterns with the service department to develop more options. Show them the numbers above; it is in their interest also.
3. Explore appointment reminder processes especially if you find no shows rescheduling.
4. Contact us for more ideas.