

SAME DAY CANCELLATION/NO SHOW TRENDS IN OUTPATIENT PSYCHIATRY CLINIC

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Purpose:

In evaluating potential trends in same day cancellation or no show rates in AMS Behavioral Health Clinic based on day of week or time of day (e.g., morning vs. afternoon), it may assist with scheduling when considering "double booking" and whether there are days/times that are likely to be more conducive to this practice.

Methods:

Data obtained by calculating same day cancellation and no show rates among patients scheduled for appointment with resident in AMS Behavioral Health Clinic from the period August 2019-February 2020. Total number of same day cancellations/no shows was calculated as well as the percentage of which occurred on each day of the week (Monday, Tuesday, Wednesday, Friday).

Findings:

Day of week	No shows or cancellations on this day/total	Percentage
Monday	160/567	28.22%
Tuesday	145/567	25.57%
Wednesdays	166/567	29.28%
Fridays	96/567	16.1%

Discussion/Future Directions:

While data may suggest a reduction in same day cancellation rates on Fridays, overall there does not seem to be a significant difference between Mondays, Tuesdays, and Wednesdays. Future considerations include evaluation for differences in rates between time of day (e.g., morning vs afternoon), as well as rates among patients with varying diagnoses, and whether time of year (e.g., holidays) impacts no show/same day cancellation rates

For additional information please contact:
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Insert Key References Here