

Self-Reported Reasons Why HIV/AIDS Patients Miss Appointments in a Metropolitan Specialty Clinic

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Background

- 66% of HIV + patients linked to care; but only 25% virally suppressed
- Barriers to viral suppression exist even with linked patients
- One obstacle to care may be missed medical appointments
- 28% national no-show rate challenges disease management

Objectives

- Investigate self-reported reasons HIV + patients miss medical appointments
- Ask patients the best way to remind them of future medical appointments

Methods

- Anonymous bilingual survey (English & Spanish)
- Collected over four-month period from January to April 2014
- One metropolitan clinic

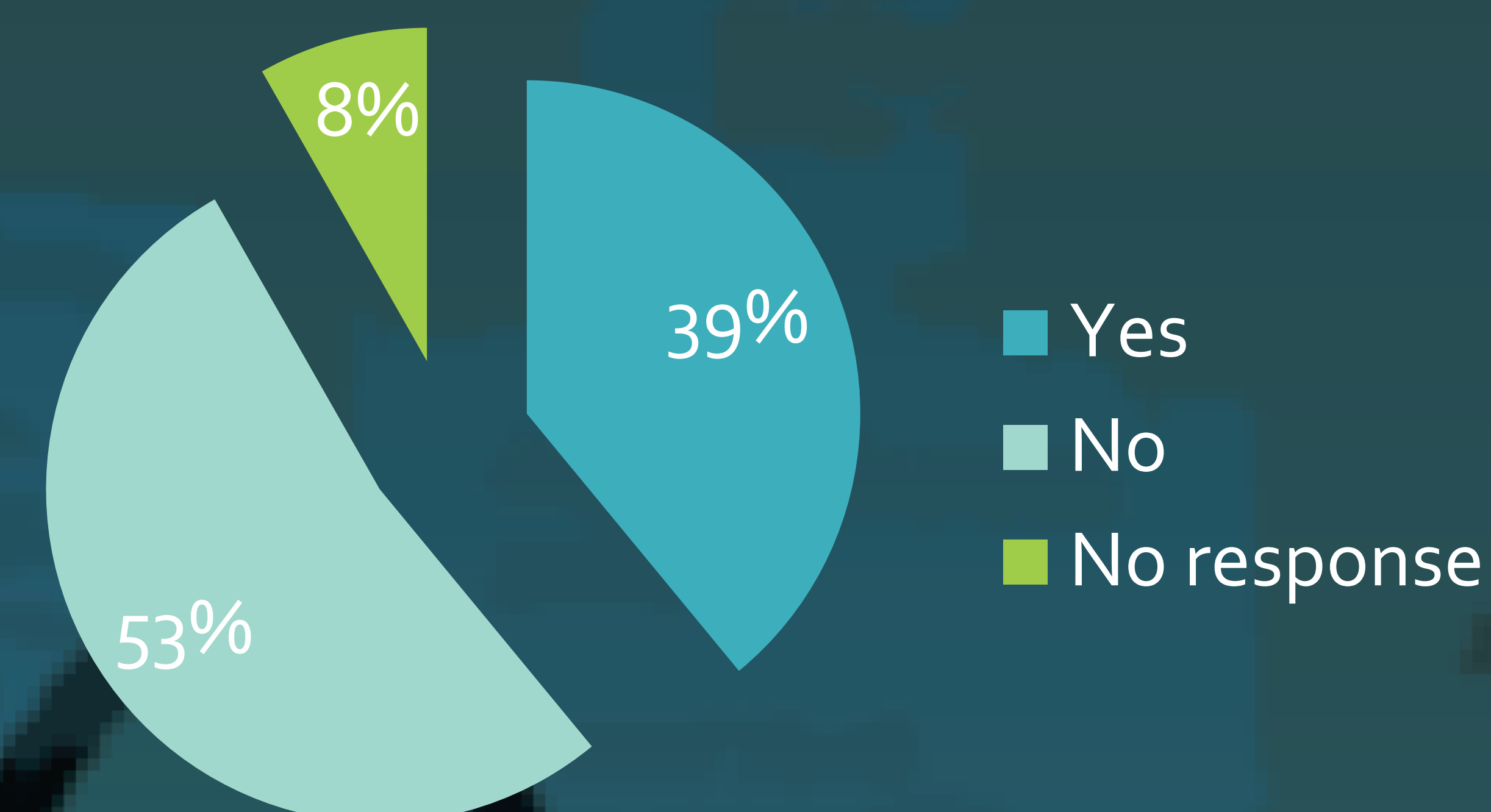
Analysis

- Measures
 - Missed appointment in last 12 months at this clinic
 - Reason for missed appointment
 - Best way to remind of future appointments
- Descriptive statistics
- Chi-squared test used to compare responses by language

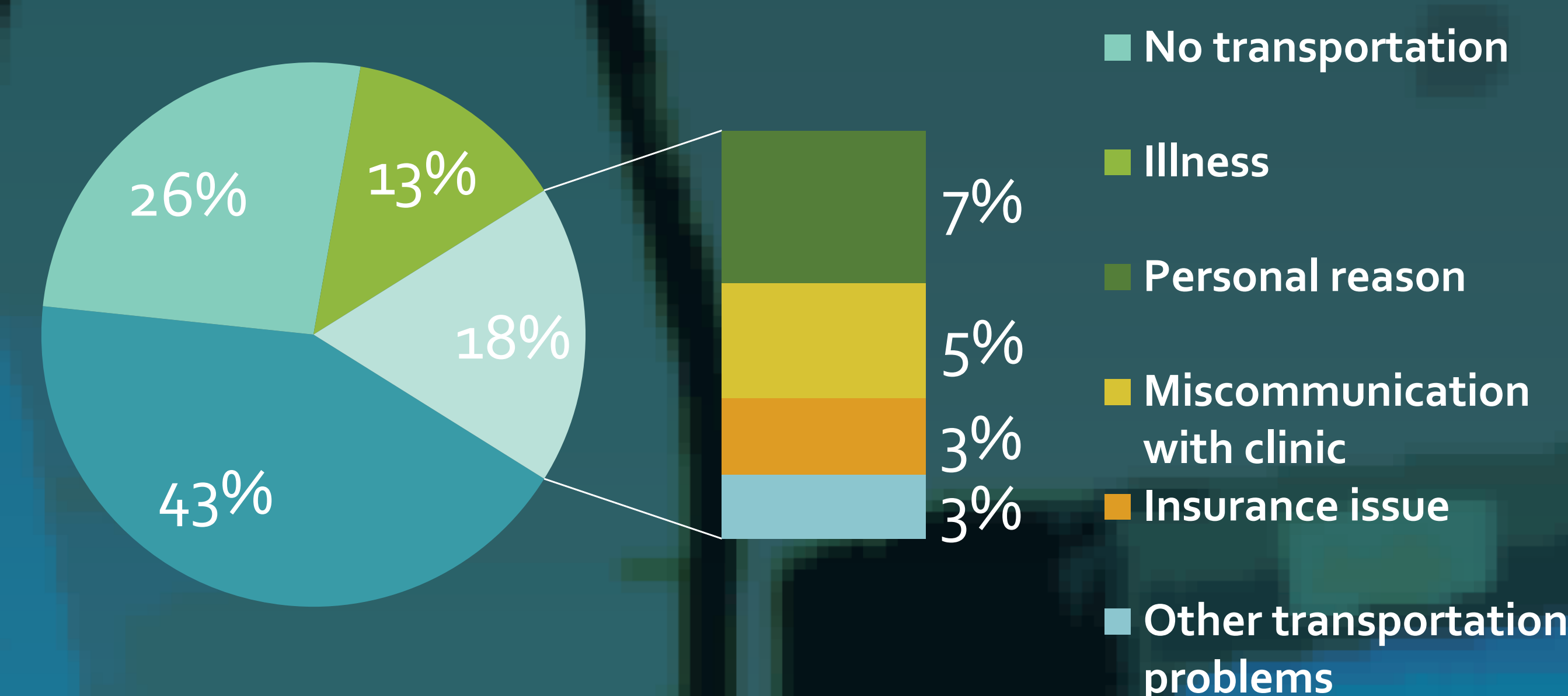
Results

- 328 HIV + patients completed survey
 - 84% English
 - 16% Spanish
- Approximately 1,000 HIV + patients in the clinic
- Most from Fresno County, California

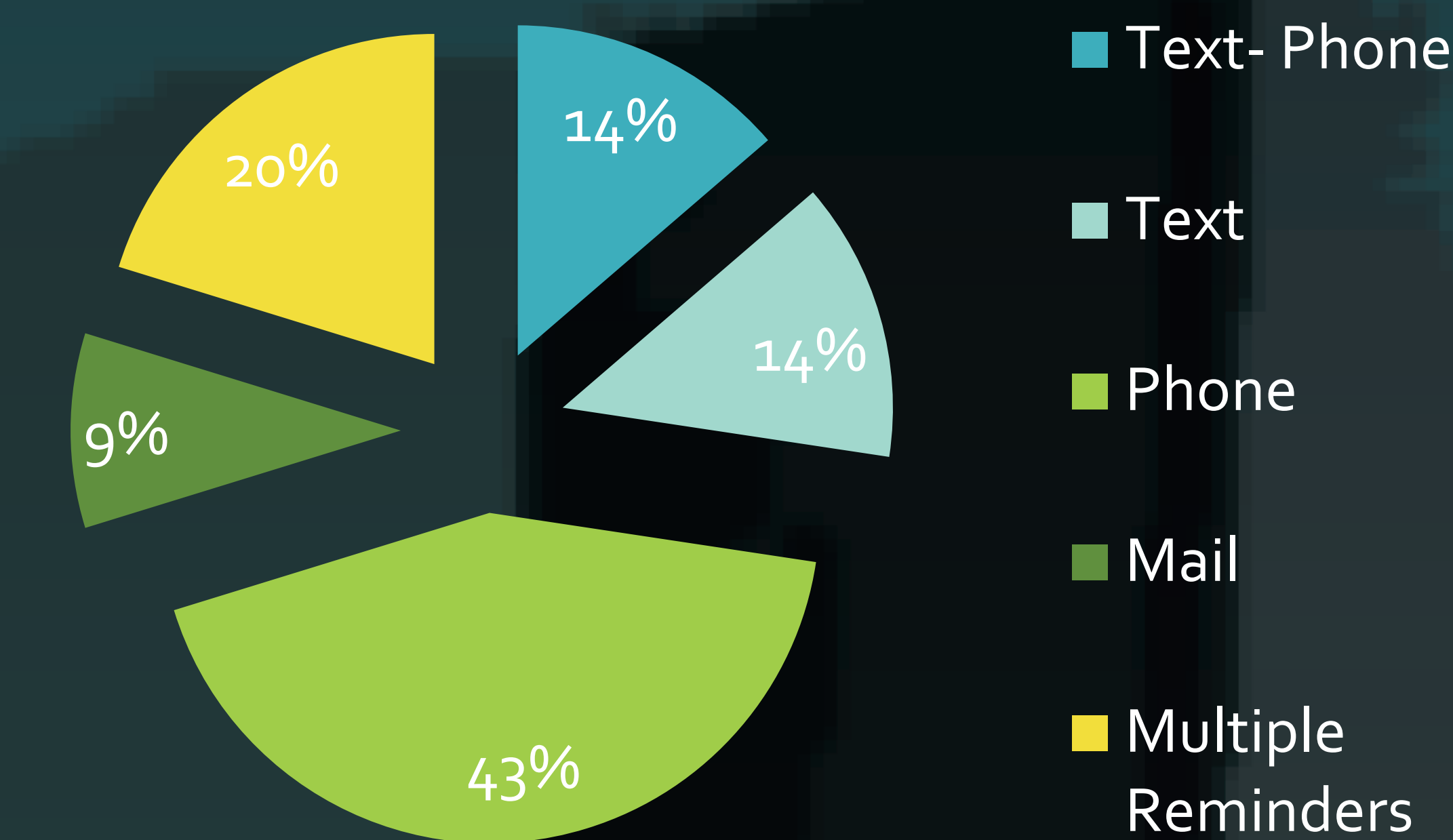
Missed Appointment in Last Year



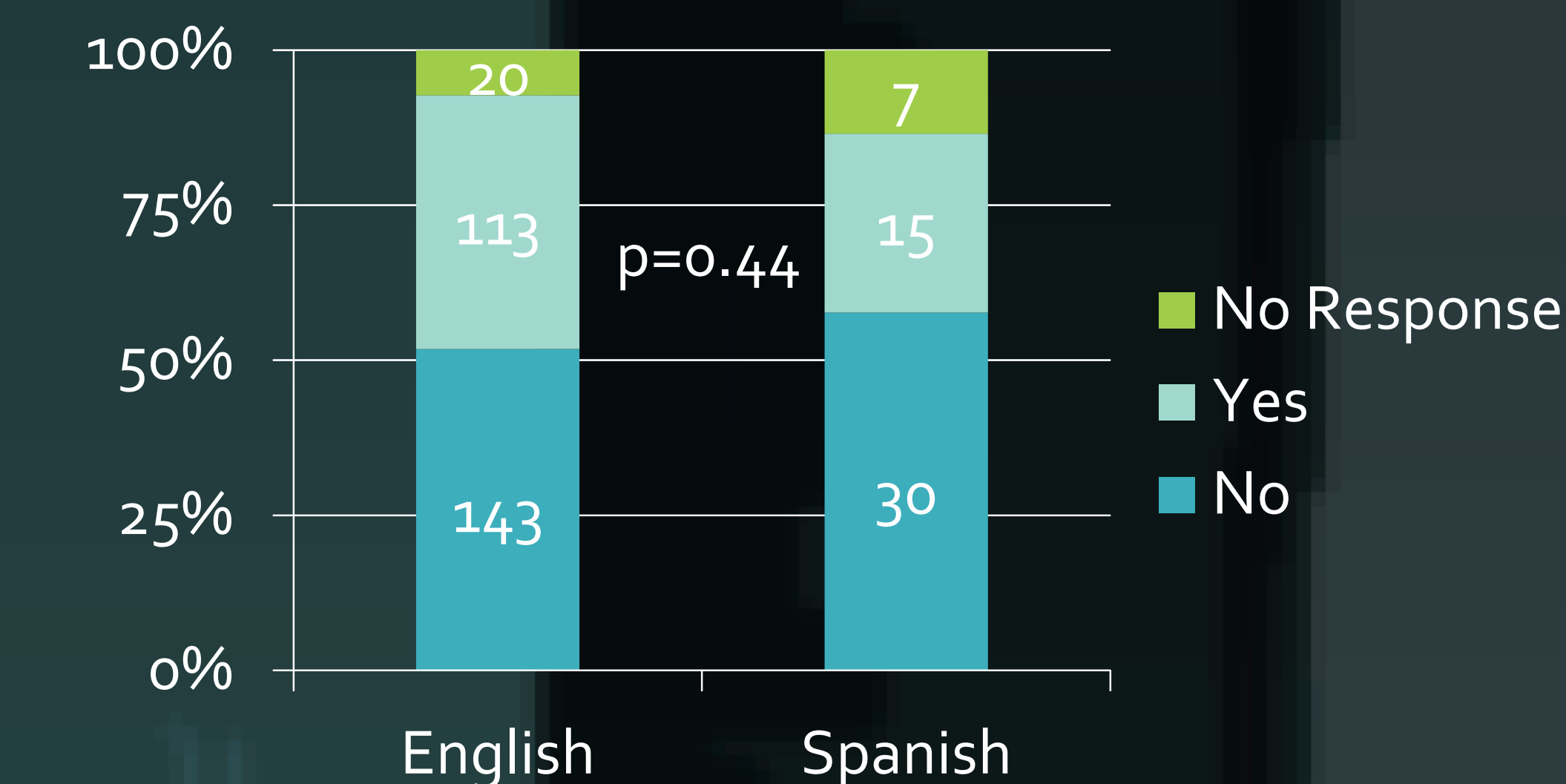
Reasons for Missing Appointment



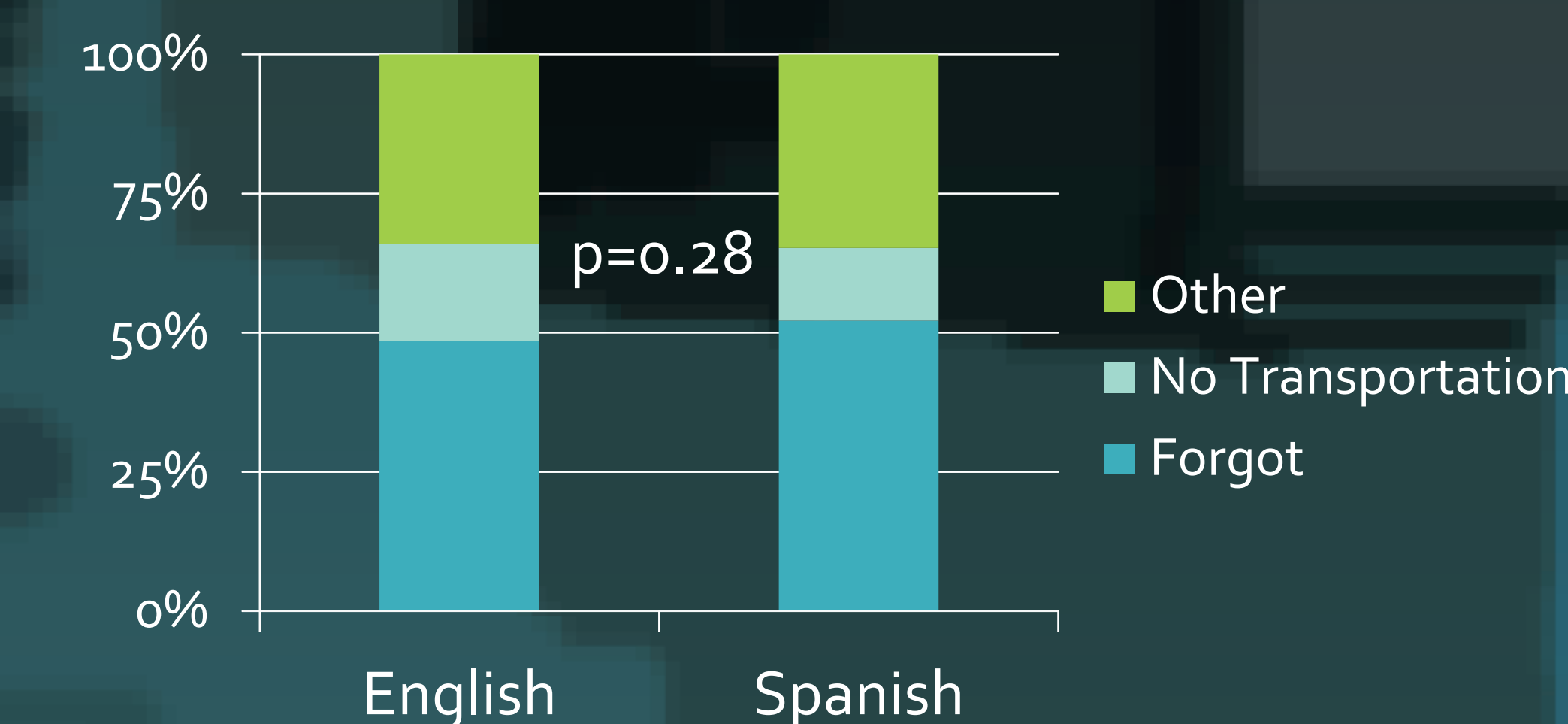
Best Way to be Reminded of Appointment



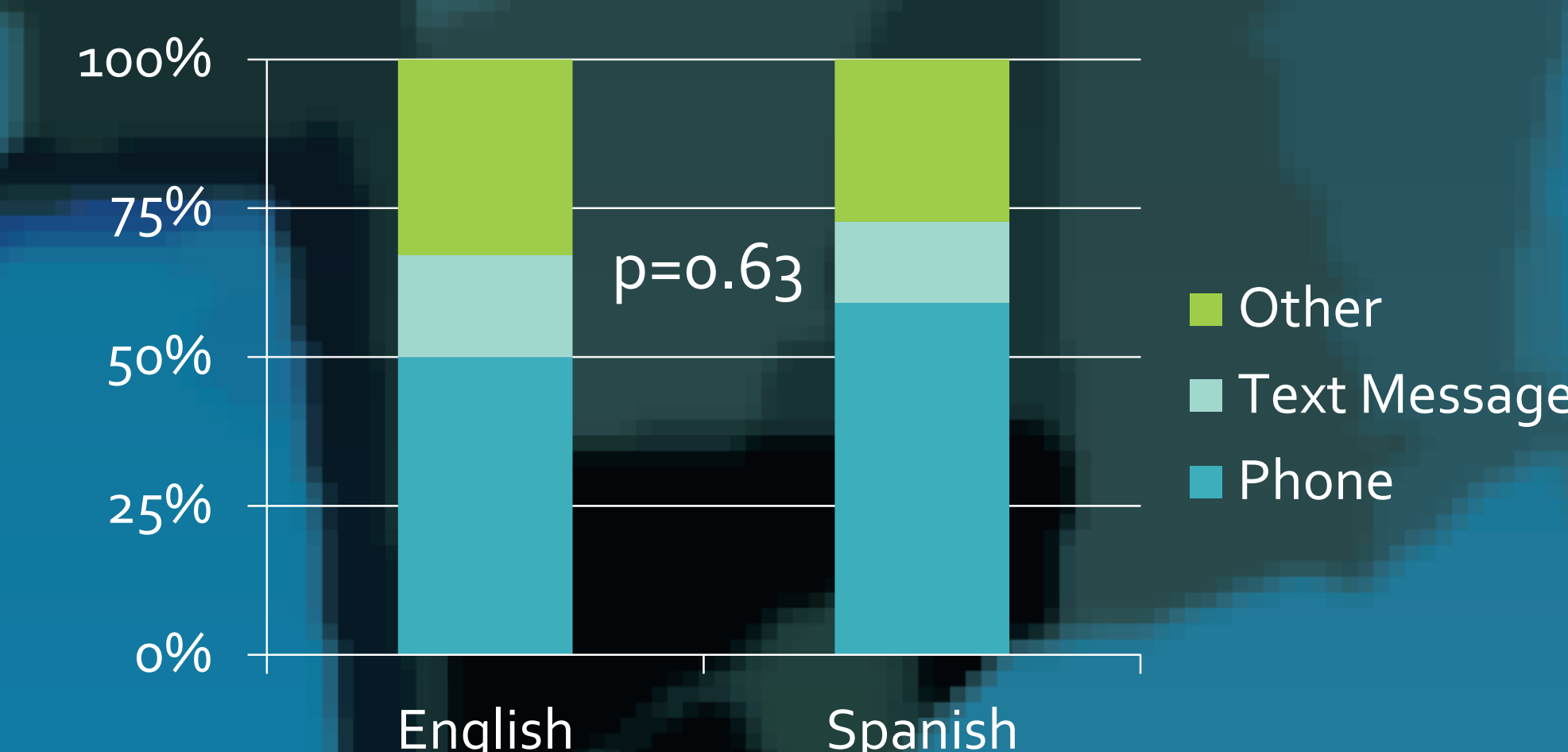
Missed Appointment in Last Year



Reasons for Missing Appointment



Appointment Reminders



Discussion

- More than half of survey respondents have missed an appointment
- No differences based on language
- Phone reminder is a part of clinic practice, yet patients think this is the best way to be reminded of appointments

Limitations

- Potential for duplication since anonymous over 4 month period
- Small sample of Spanish-speaking participants

Conclusions

- 69% of reasons reported for HIV + patients missing appointments
 - Forgetting
 - Transportation problems
- Potential ways to alleviate the current no-show rate should address these areas for biggest impact
- Implementation does not need language adjustment

Potential Solutions to Consider

- Forgetting appointment
 - Phone call
 - Phone call followed by text message
- Transportation problem
 - Identify patients with transportation problems & investigate ways to address with social worker