



# TRIPLER ARMY MEDICAL CENTER

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## **Patient no-shows are missed opportunities to provide quality healthcare**

“Why do they ask me about my phone number every time I check in?”

“Why do I get email reminders of my appointments?”

Patients at the Schofield Barracks Health Clinic may have noticed these appointment system changes recently, when the Clinic began Operation PRIDE (Patient Reminder Information Database Enterprise), to reduce no-show rates.

“When patients don’t show up as scheduled, there is a real cost,” said Lt. Col. Germaine Oliver, PRIDE coordinator. “That same time slot could have been used to provide care to another patient. A patient who doesn’t make it to an appointment must be scheduled for another appointment, creating additional load for our staff and patients. ”

Time lost or wasted can also be translated into dollars. Oliver noted that the Clinic loses nearly \$97,000 monthly because of no-shows.

To reduce the number of no-shows, the Clinic’s automated phone call reminder system is being supplemented by email and text message reminders. When an appointment is first made, it is also entered into an email messaging system that generates an email to the beneficiary before their scheduled appointments. The system also lets recipients choose if they would like a text message reminder approximately two hours before a scheduled appointment.

Military family members and retirees can also elect to receive these email and text message reminders about their appointments, or they can opt out of these reminders.

“We started Operation PRIDE so that Schofield Barracks Health Clinic can continue to provide the world-class care and access our beneficiaries have come to expect,” Oliver said.

“With the increased population at Schofield Barracks and resource limitations, we need to use every resource wisely. One of the most effective ways to do this is to minimize no-shows.”

Oliver also encourages patients who can’t make an appointment to cancel it as soon as possible, so others can use that appointment time. Appointment cancellations are easy. You can call the Tripler appointment cancellation line, 433-1177 or 433-1164. You can also cancel an appointment by visiting [www.tricareonline.com](http://www.tricareonline.com).