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 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

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