## Client (Patient) Reminder Planning Guide

Implement and integrate patient reminder system into clinic workflow


## Prompt patient

 to action
## OUTPUT:

Delivery of reminders

- Measure: Delivery of reminders
- Example: Number of patients given reminders divided by the number of patients due for screening
- Number of patients who received reminders divided by the number of patients due for screening

Patient schedules and keeps an appointment for cancer screening


## Potential challenges:

Limited electronic health record system, limited staff time if reminders are not automated; incomplete records or incorrect contact information

## OUTPUT:

Increased screening appointments by patients

- Measure: Appointments among eligible patients
- Example: Number of patients scheduled for screening appointments divided by the number of patients receiving reminders
- Example: Number of patients showing up for screening appointments divided by the number of patients scheduled

Patient completes cancer screening


## Potential challenges:

Inconvenient clinic hours, limited capacity or resources to follow-up abnormal screening results, patient fear, cost, lack of transportation

## OUTCOME:

Increased screening and diagnostic tests completed by patients

- Measure: Screening completion
- Example: Number of patients completing screening divided by the number of patients referred for screening
- Example: Number of patients completing diagnostic follow-up divided by the number of patients with positive screening tests

Increased cancer screening


## OUTCOME:

Increased clinic-level rates of cancer screening

- Measure: Age-eligible clinic population up-to-date with recommended cancer screening
- Example: Uniform Data System (UDS), Healthcare Effectiveness Data Information Set (HEDIS), National Quality Forum (NQF) 12-month measure used to calculate screening rate

