



## Labrador-Grenfell Health

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***For Immediate Release***

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### **Labrador-Grenfell Health Expanding the Automated Notification System for Diagnostic Imaging Appointments**

**(Happy Valley-Goose Bay, NL):** Labrador-Grenfell Health announced today the expansion of its Automated Notification System (ANS), which reminds clients of their clinical (outpatient) appointments in selected areas.

Beginning February 5, 2018, clients who have a Diagnostic Imaging appointment (starting with Ultrasound, followed by CT and Mammography) will be notified by the method of their choice (telephone, e-mail or text) one week prior to their clinical appointment. The automated notification gives clients an opportunity to either confirm their appointment, or to cancel it, which allows other clients to be booked into any unfilled appointment slots.

In December 2016, the Automated Notification System was piloted for Endoscopy procedures throughout the province's Regional Health Authorities in an effort to reduce the number of 'no shows' – client who do not keep or do not call in advance to cancel an appointment. Missed appointments can affect a client's medical outcomes, and place additional demands on wait times for others requiring appointments.

"The public is already accustomed to receiving automated notifications by telephone, e-mail or text, so the response Labrador-Grenfell Health has received from individuals has been positive," said Barbara Molgaard Blake, Chief Executive Officer (Interim), Labrador-Grenfell Health. "By giving clients a choice in the way they wish to receive automated notifications, we are delivering important information by their preferred method, as well as making headway on tackling the problem of missed appointments."

Diagnostic Imaging is a high-volume department that has been significantly impacted by high 'no-show' rates. During 2016-17, at Labrador-Grenfell Health alone, 967 (or 12 per cent) of 8,243 scheduled diagnostic tests, were no shows. "These missed appointments represent more than 484 hours of lost scan time for patients, and approximately \$27,000 in unproductive technologist time," added Ms. Molgaard Blake. "No shows are not anticipated and do not allow enough time to book someone else in that vacant appointment slot. In addition, clerical staff spend additional time re-scheduling the missed appointments – all of which can impact wait times for an important diagnostic service."

As part of an evaluation of the initial implementation of the ANS, more than 3,000 Endoscopy clients province-wide were surveyed for their feedback. The findings showed that nearly three

per cent of clients had forgotten about their appointment prior to receiving the automated reminder. Based on 40,000 provincial appointments per year, this translates into 1,200 no show appointments that were prevented through the new notification system.

For more information on the Automated Notification System and to access a list of Frequently Asked Questions (FAQs), visit [www.lghealth.ca](http://www.lghealth.ca)

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