



Factors Associated with Patient No-Show Rates in an Academic Pain Management Practice

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INTRODUCTION

Increasing access to care is a way to address the public health need to treat chronic pain, particularly for patients of lower socioeconomic status. The purpose of this study was to examine patient characteristics of those who did not show up for their scheduled first pain medicine appointment in order to identify factors that may improve access to care.

METHODS

Retrospective study of 810 patients between January 1st, 2022 - December 31st, 2023. All patients scheduled for a first pain clinic appointment were included.

RESULTS

- Mean age 57 years, majority were females (65%)
- Overall no-show rate was 57% (68% in 2023 vs. 32% in 2022)
- Mean of 133 days (4.3 months) from scheduling to the appointment date
- Patients age ≤30 years had the highest no-show rate (69%), and those ≥81 years had the lowest (49%)
- Hispanic and Caucasian patients had similar no-show rates (59% and 57%, respectively) and Asian patients had lower rate (41%)
- No significant difference between no-show rates of first pain medicine appointment based on age, sex, or race

Improving access to care is imperative, especially for patients of **lower socioeconomic status**

High no-show rates were present particularly among **younger patients**

Having a **referral** from another specialty predicted **lower no-show rates**

Educational initiatives & quality improvement techniques in clinics can be implemented to expand access to care



RESULTS

- Referral from another specialty had a significantly lower no-show rate (36% vs. 89%, p<0.001)
- Presence of referral (p<0.001) was a significant predictor of lower no show rates
- Low back pain was the most prevalent concern (43%). Of the 191 patients with low back pain, internal medicine (38.7%) was the most referring specialty followed by the emergency department (21.9%).

Table 1. Demographic Information

Total	810
Age (mean)	57
Year of appointment	
2022	271
2023	539
No Show	459 (57%)
2022	145 (32%)
2023	314 (68%)
Days to appointment (mean)	133
Months to appointment (mean)	4.3