

# Medical-Dental Patient Integration and its Relationship to Dental Cancellation and No-Show Rates in a Community Health Setting



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## INTRODUCTION

1. Systemic body issues such as diabetes, heart disease, and stroke have been proven to be connected to poor oral health<sup>1</sup>
2. Children who receive dental care at a young age are known to be more likely to continue going to dental appointments into adulthood<sup>2</sup>
3. Patients who receive care through an integrated health system that provides both dental and medical services are part of a fostering environment that benefits the patient<sup>3</sup>
4. Many patients who lack access to dental services seek care in hospital emergency departments where they receive only antibiotics and pain medication but fail to receive assistance on establishing a dental home for more definitive treatment<sup>4</sup>
5. Integration is the biggest priority for decreasing costs to patients and increasing the likelihood of patients seeking care in a timely manner and preventing larger problems down the road<sup>5,6</sup>

## PURPOSE

To identify the success of an established medical-dental integration in a community health center setting by examining cancellation and no-show rates of the patient population

## METHODS

Reviewed charts of patients between 2020 and 2021

**Inclusion Criteria:** Dental patients of record from age 0 to 18 scheduled to be seen by a pediatric dentist at Sun Life Pediatric Dentistry from 1/1/2020 until 12/31/2021

**Exclusion Criteria:** Patients who have never scheduled a dental appointment or have their first visit scheduled after 12/31/2021

**Data Collection:** Age, appointment date, pediatric dental provider, appointment type, visit status, patient status

TABLE 1

Total Appointments Made Based on Patient Type		
Patient Type	Total Appointments	Percentage of Total Appointments
Dental-Only Patient of Record	3,761	31.2%
Combined Medical/Dental Patient of Record	8,275	68.8%

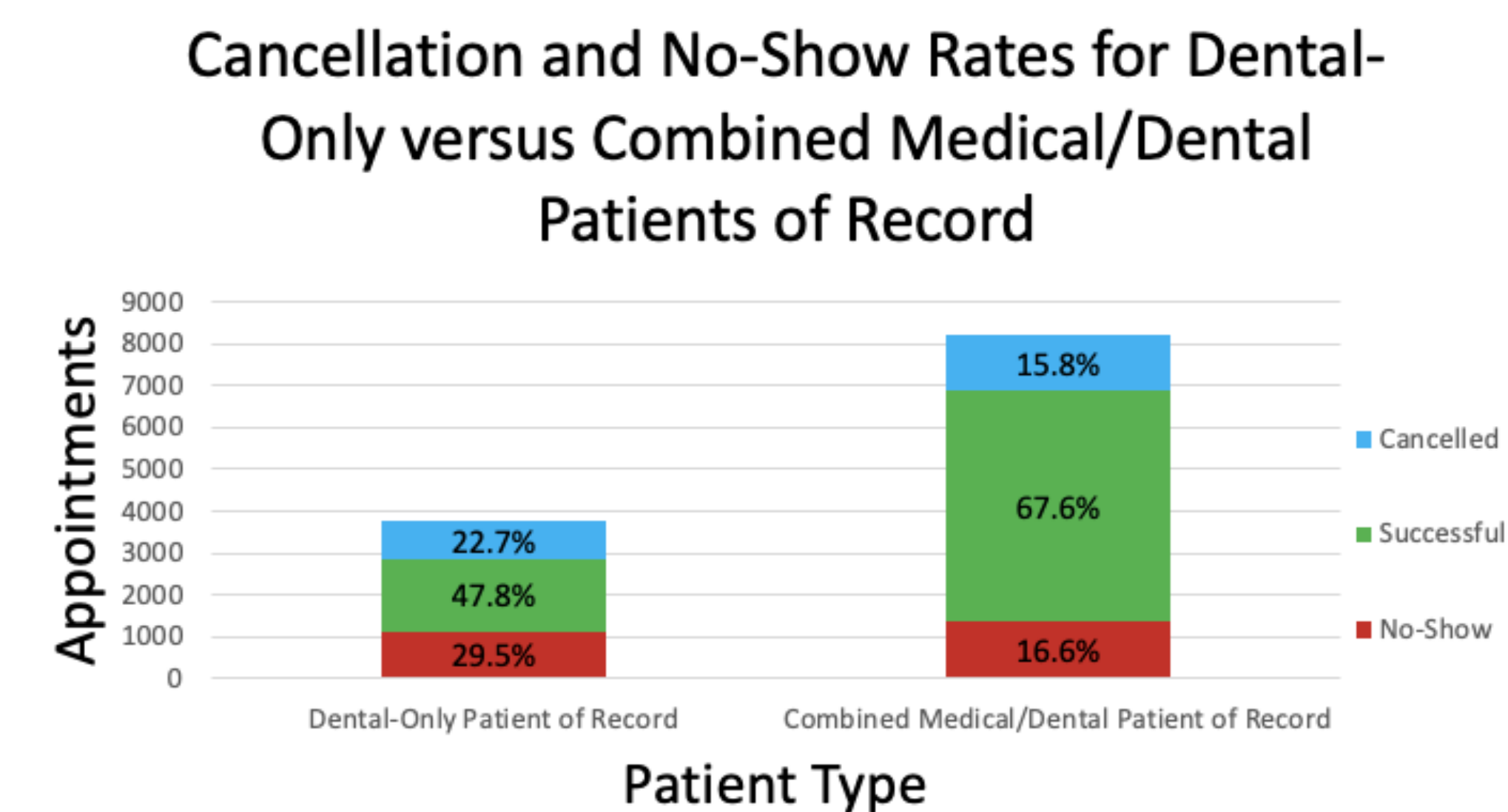
TABLE 2 - RESULTS

Cancellation and No-Show Rates for Dental-Only versus Combined Medical/Dental Patients of Record					
	Dental-Only Patient of Record		Combined Medical/Dental Patient of Record		
	Total Appointments	Percent of Appointments	Total Appointments	Percent of Appointments	
<b>Total Appointments</b>	3,761	31.2%	8,275	68.8%	
<b>Visit Status</b>	Cancelled/Other	843	22.7%	1,289	15.8%
	No-Show	1,093	29.5%	1,353	16.6%
	Successful	1,771	47.8%	5,512	67.6%

## RESULTS

- Of the 3,761 appointments for dental-only patients, the cancellation rate was 843 appointments (22.7%)
- Of the 3,761 appointments for dental-only patients, the no-show rate was 1,095 appointments (29.5%)
- Of the 8,275 appointments for combined medical/dental patients, the cancellation rate was 1,289 appointments (15.8%)
- Of the 8,275 appointments for combined medical/dental patients, the no-show rate was 1,353 appointments (16.6%)
- Chi-square calculation shows statistically significant difference for both cancellation and no-show rates with P-values of 0.001

GRAPH 1



## STRENGTHS AND LIMITATIONS

1. Strength: Statistically significant differences with a p-value < 0.001
2. Strength: Demonstrates how important medical/dental integrations could be on appointment success rates
3. Limitation: Retrospective nature of study cannot prove that decrease in cancellation and no-show rates of integrated patients is directly due to integration
4. Limitation: Data could not be collected from the date the integration began. Unable to determine baseline rates prior to integration

## CONCLUSIONS

1. Medical/dental patients who are part of the integrated health system cancel and no-show at a lower rate than their dental-only counterparts
2. Patients who are seen in an integrated health system have a greater opportunity to understand the importance of oral health due to higher exposure to information during both medical and dental appointments
3. Increased understanding of reasons for cancellation and no-show rates allow the dental office to increase efficiency to serve a greater number of patients within the community

## REFERENCES

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