BUMED NOTICE 6300

From: Chief, Bureau of Medicine and Surgery

Subj: IMPLEMENTATION OF AUDIOREMINDER IN PRIMARY AND SPECIALTY CARE CLINICS

Ref: (a) AudioCARE Systems’ AudioREMINDER User Guide, June 2017
(b) Military Health System’s Guide to Access Success, December 2008

1. **Purpose.** This notice directs the implementation of AudioCARE Systems’ AudioREMINDER in Navy Medicine primary and specialty care clinics per reference (a). The overarching objective of this guidance is to establish medical treatment facility (MTF) procedures for reminding patients of their appointments to reduce patient cancellations and no-shows, improve access to care, and decrease MTF variation.

2. **Scope.** This notice applies to all Navy MTFs and Budget Submitting Office 18 medical activities, excluding sites that have implemented Military Health System GENESIS.

3. **Background.** In 2011, the Military Health System instituted AudioREMINDER, a free automated appointment reminder telephonic system that calls patients reminding them of upcoming appointments, as a recommended privacy compliant solution per reference (b). Although reference (b) tasked each MTF to develop its own procedures for managing and tracking patient cancellations and no-shows, it did not specify direct use of AudioREMINDER. From 30 September 2015 to 10 May 2017, the Naval Audit Service completed the subject audit, “Wait Time at Navy Medical Treatment Facilities,” with an objective to verify that wait times for medical appointments at selected MTFs were reasonable and accurately recorded. The audit noted a lack of effective controls to reduce patient cancellations and no-shows resulting in longer wait times for patients needing appointments. The Naval Audit Service recommended the Surgeon General of the Navy establish procedures for MTF personnel to remind patients of their appointments.

4. **Responsibilities**

   a. Bureau of Medicine and Surgery (BUMED) Assistant Deputy Chief, Healthcare Operations (BUMED-M3) must:

      (1) Ensure Navy Medicine regional commanders implement AudioREMINDER in primary and specialty clinics per reference (a).
(2) Monitor patient cancellations and no-show performance through the Navy MTF Vitals Report or other recurring Navy metrics briefs as appropriate.

b. Commanders, Navy Medicine East and West must:

(1) Ensure MTF commanding officers implement AudioREMINDER in primary and specialty clinics per reference (a).

(2) Monitor performance data on patient cancellations and no-shows.

(3) Collect and forward data and plan of action and milestones for patient cancellations and no-show performance, as appropriate, to BUMED-M3 for tracking and performance management.

c. MTF Commanding Officers and Officers in Charge must:

(1) Implement AudioREMINDER in primary and specialty clinics per reference (a).

(2) Monitor performance data on patient cancellations and no-shows, and ensure appropriate staff members are tasked to manually implement any cancellation requests prior to the beginning of clinic hours daily per reference (a).

(3) Collect and forward data and plan of action and milestones, as appropriate, to their regional commanders for tracking and performance management.

5. Timeline. Full compliance with this guidance is required within 3 months of signature.

6. Records Management. Records created as a result of this notice, regardless of media and format, must be managed per the Secretary of the Navy Manual 5210.1 of January 2012.

7. Information Management Control. The reports required in paragraphs 4b(3) and 4c(3) are exempt from reports control per the Secretary of the Navy Manual 5214.1 of December 2005, part IV, subparagraph 7k.

C. FORREST FAISON III

Releasability and distribution:
This notice is cleared for public release and is available electronically only via the Navy Medicine Web site at: http://www.med.navy.mil/directives/Pages/BUMEDNotices.aspx.