Prevalence and Predictors of No-Show in Internal Medicine Outpatient Clinics: A Cross-Sectional Study in Saudi Arabia

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ABSTRACT

This study aimed to examine the primary causes of patient no-shows in internal medicine (IM) clinics and identify their associated predictors. This cross-sectional observational study was conducted at IM outpatient clinics of the University Medical Center at Imam Mohammad Ibn Saud Islamic University in Riyadh, Saudi Arabia from January to March 2021. Predictors of no-shows were identified using binary logistic regression analysis. The data of 211 patients were identified during the study period. Around 51.7% (n = 109) of the patients had been no-shows in the past two months, with forgetfulness (57.3%), work or house commitments (42.7%), and lack of transportation (9.5%) being the main reasons. Patients who had follow-up visits were more likely to be no-shows than those who were coming to IM clinics for the first time (odds ratio: 1.86; 95% confidence interval: 1.03-3.37; p = 0.040). This study highlights the need for targeted interventions, including enhanced appointment reminder systems, flexible scheduling alternatives, and patient education, to decrease instances of no-shows and optimize clinic operations.

Keywords: appointment, internal medicine, no-show, outpatient, Saudi Arabia

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