Children's Hospital of Philadelphia PolicyLab

Reimagining No-shows as a Symptom and Not a Diagnosis: A Strength-based, Trauma-sensitive Approach

Visit Article

The words used to describe patients have the power to influence their care. “No-show” is shorthand for a patient missing an appointment without alerting the health care team. This term has its contextual root in business, in which a customer’s failure to attend an appointment can be seen as inconsiderate because it translates to lost income and longer wait times. In an economic system that commodifies health care, the pressure to minimize loss drives solutions for patient no-shows such as penalization. The efficiency gained by reducing no-show rates in this manner comes at a cost paid by those who face the greatest healthcare inequities.

Journal:

Pediatrics
Authors: Daniela Brissett, Shelby Davies