

Annually, between 23% and 34% of scheduled outpatient appointments are missed (Crutchfield & Kistler, 2017). It is a significant deterrent to efficient health care delivery, and it leads to inefficiency in practice. The reasons for missed appointments vary from forgetfulness, age, distance to the appointment, and appointment lead time. A review of the literature supported that the use of a reminder system improves patient appointment attendance. Four hundred and forty veterans scheduled for outpatient physical exam participated in the pre-intervention group and 403 in the intervention group. A phone call and text message reminders were sent to veterans a day before their scheduled appointment. The outcome measure was a reduction in the current no show rate from 30.5% to 19.5% after six weeks of intervention. The DNP student utilized the Health Promotion Model (HPM) and Lewin's change theory as a theoretical framework to guide this project. Findings showed 11% increase in the rate of appointment attendance.

*Keywords:* missed appointment, no show, veterans, Veterans Health Administration, appointment attendance, appointment lead time