Title of Intervention: Computer-Generated Telephone Reminder Calls

Intervention Strategies: Individual Education

Purpose of the Intervention: To evaluate the effectiveness of computer generated telephone reminder calls in increasing kept appointment rates in a public health setting

Population: Clients with scheduled appointments for immunization

Setting: A public health clinic in Georgia; health care facility-based

Partners: None mentioned

Intervention Description:
- Individual Education: Intervention clients were assigned to receive a computer generated telephone message in the evening prior to their appointment. An automated dialing machine made as many as nine attempts to contact households of clients in the intervention group. Households of clients received one of four messages specific to the program for which the clients had an appointment.

Theory: Not mentioned

Resources Required:
- Staff/Volunteers: Study staff
- Training: Not mentioned
- Technology: Automated dialing machine
- Space: Not mentioned
- Budget: Not mentioned
- Intervention: Automated dialing machine
- Evaluation: Appointment records

Evaluation:
- Design: Randomized controlled trial
- Methods and Measures:
    - Kept appointments were recorded by study staff.

Outcomes:
- Short term Impact: Improvement in kept appointment rates associated with receiving the reminder message was highest for immunization which means that immunization compliance and timing was improved.
- Long Term Impact: Not measured

Maintenance: Not mentioned

Lessons Learned: A computer generated telephone reminder system can conserve resources for urban health clinics where clients have a high level of telephone ownership.

Citation(s): Dini EF, Linkins RW, Chaney M. (1995). Effectiveness of Computer-Generated Telephone Messages in Increasing Clinic Visits. Arch Pediatr Adolesc. 149:902-05.