

Improving dental service utilization rate using a proactive telephone-based scheduling strategy in primary healthcare

Garrido J.C.

Matamala D.

Velásquez R.C.

Campos V.

Objective: To determine the effect of a proactive telephone-based scheduling strategy to improve dental service utilization rate in primary healthcare. **Material and Methods:** A retrospective study was carried out based on the dental appointments? records of a primary healthcare center

before-strategy and after-strategy periods. The variables studied for both periods were the number of dental appointments requested, dental appointments undergone, no-shows, and available quotas.

Data collection was performed by two researchers between May and June 2018. Descriptive

statistics were used to calculate the absolute and relative frequencies. **Results:** A total of 10,193

records of dental appointments were registered within the two periods. After-strategy period, dental appointments undergone increased by 16,7%, no-shows decreased by 3%, and available quotas

decreased by 21.3%. **Conclusion:** A proactive telephone-based scheduling strategy increased the dental service utilization rate in primary healthcare. © 2019, Universidade Federal do Parana. All

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