PROBLEM
In our practice (Aurora Lakeland Family Medicine Clinic) as of August 2021, 17% of patients with HTN were not at goal blood pressure.

BACKGROUND
One of the most common conditions managed in primary care is hypertension (HTN). Patients being lost to follow-up for uncontrolled HTN can lead to poor health outcomes. Research has shown that phone call reminders can decrease no-show rates among patients and that calls from staff members are more effective than automated phone calls.

OBJECTIVE
Our goal was to determine if resident physician outreach via phone calls to patients would improve patient compliance with follow-up for uncontrolled HTN.

METHODS
Between September and November of 2021, 23 patients with uncontrolled HTN were seen by third-year family medicine residents in our practice. After management plans were made to improve control, patients were instructed to return to clinic for follow-up within 4 weeks. Patients who failed to return for their follow-up were called by the resident physician to remind them to schedule their appointment. Alerts were sent via the EMR to the physicians when patients were due for follow-up, and phone calls were made between September and December of 2021.

RESULTS
Sixteen (69.5%) patients followed-up as scheduled without need for intervention. Of the 7 remaining patients, 3 returned for follow-up after receiving a call (42.9% response rate). The remaining 4 patients were contacted but did not return to clinic.

CONCLUSIONS
Direct physician outreach via phone calls to patients failing to follow-up for chronic conditions can improve patient participation in follow-up care.

REFERENCES