

## **Retention Risk Screener Questions**

### **Common Reasons for Missing Appointments**

- Trouble getting a medical appointment at a time that was convenient for you
- Problems getting someone to answer the phone when you called to schedule a medical appointment
- Problems making appointments for medical care because you did not have a telephone
- Forgot about your medical appointment
- Don't put appointments on calendar
- Life is busy and chaotic so it is difficult to keep appointments
- Something unexpected came up and you missed your medical appointment
- Other needs come before your medical care
- Had trouble talking with your medical provider
- Had bad experiences with medical provider
- Too sick to come to your medical appointment
- Felt well and didn't think you needed to see the doctor
- Felt sad and depressed and didn't want to go to your medical appointment
- Just didn't feel like going to your medical appointment
- Afraid that people might see you coming to this clinic
- Problems arranging childcare
- Had to take care of someone else
- Transportation problems
- Didn't have someone to help you get to your medical appointment
- Could not take time off work

- An unexpected event happened that caused you to miss your medical appointment
- You were under the influence of alcohol or drugs and missed your medical appointment
- You were in jail or prison
- Had housing problems or were homeless
- Had payment issues
- Other problem or difficulty (indicate below)