





Sociodemographic Factors Associated with No-Shows in Tele-Mental Health Services

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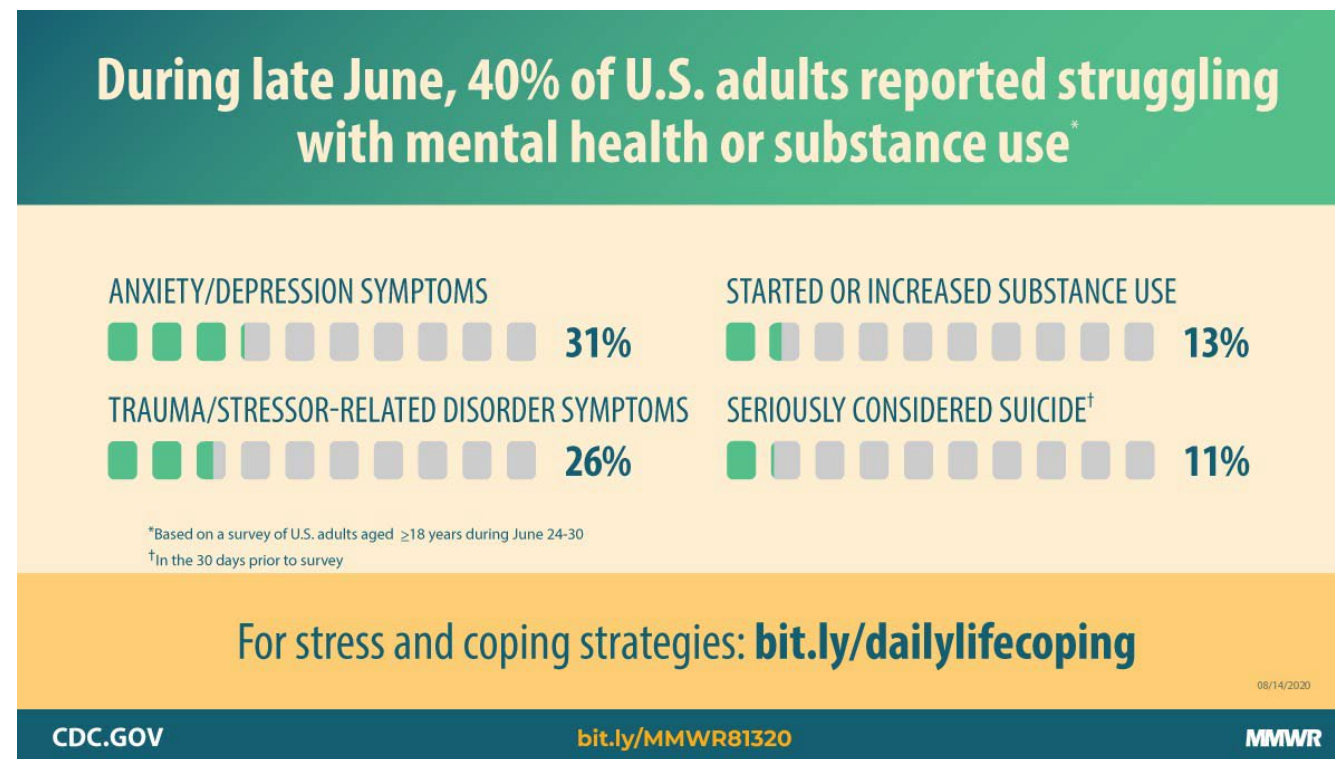


Disclaimer:

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The information, conclusions, and opinions expressed are those of the authors and no endorsement is intended or should be inferred.

Mental Health During the COVID-19 Pandemic



Czeisler MÉ, Lane RI, Petrosky E, et al. Mental Health, Substance Use, and Suicidal Ideation During the COVID-19 Pandemic — United States, June 24–30, 2020. *MMWR Morb Mortal Wkly Rep.* 2020;69:1049–1057. doi:<http://dx.doi.org/10.15585/mmwr.mm6932a1external>

Tele-Mental Health

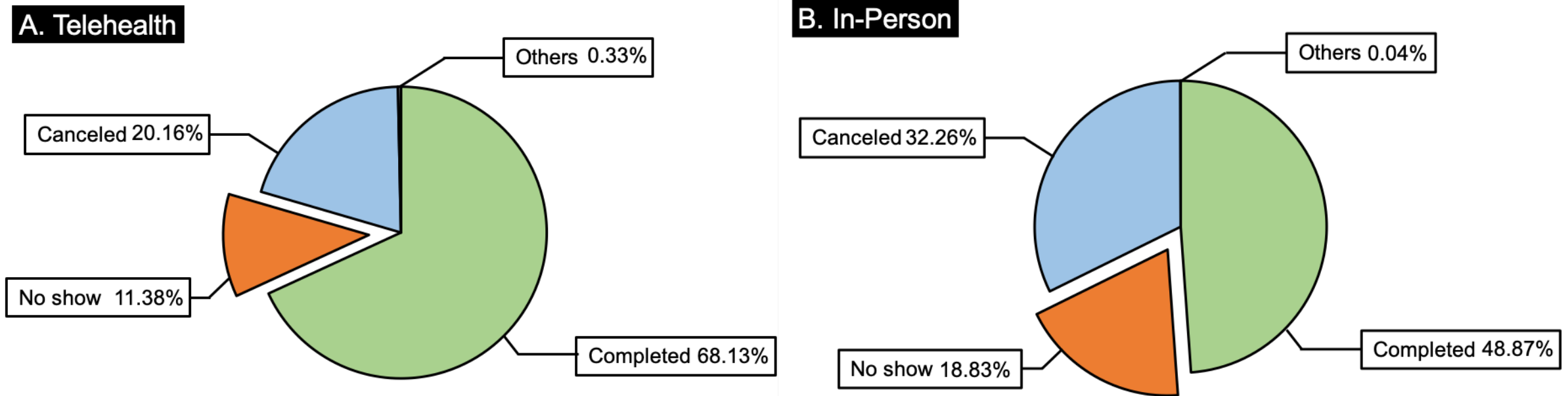


Figure 1. Distribution of appointment status between March 1st, 2020 – June 30th, 2022 at the University of Mississippi Medical Center by visit type

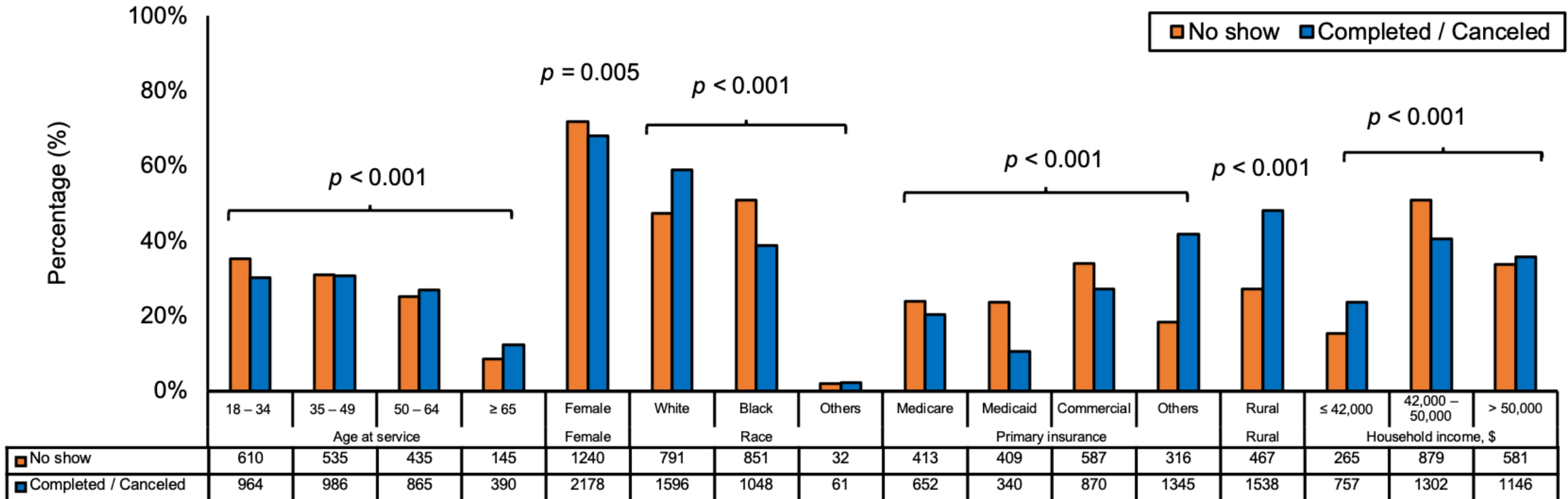
Objective

- Explore the sociodemographic factors contributing to no-shows in tele-mental health services
- Rural areas?

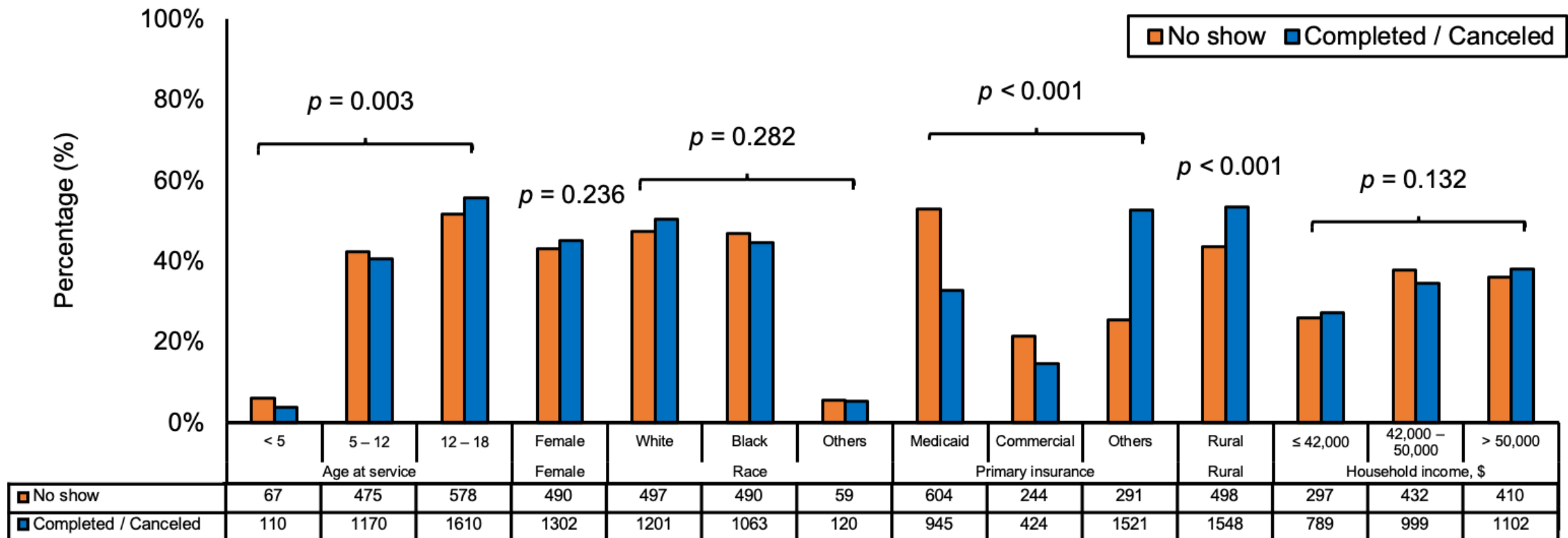
Methods

- Retrospective cohort study
- **P**articipants: patients who had completed, canceled, or no-show TMH appointments for mental health services at the University of Mississippi Medical Center
- **C**omparison: Sociodemographic distributions between the no-show and completed/canceled cohorts
- **T**ime: March 1st, 2020 and June 30th, 2022.
- Subgroup analysis: rural residents

Results (Adult patients)



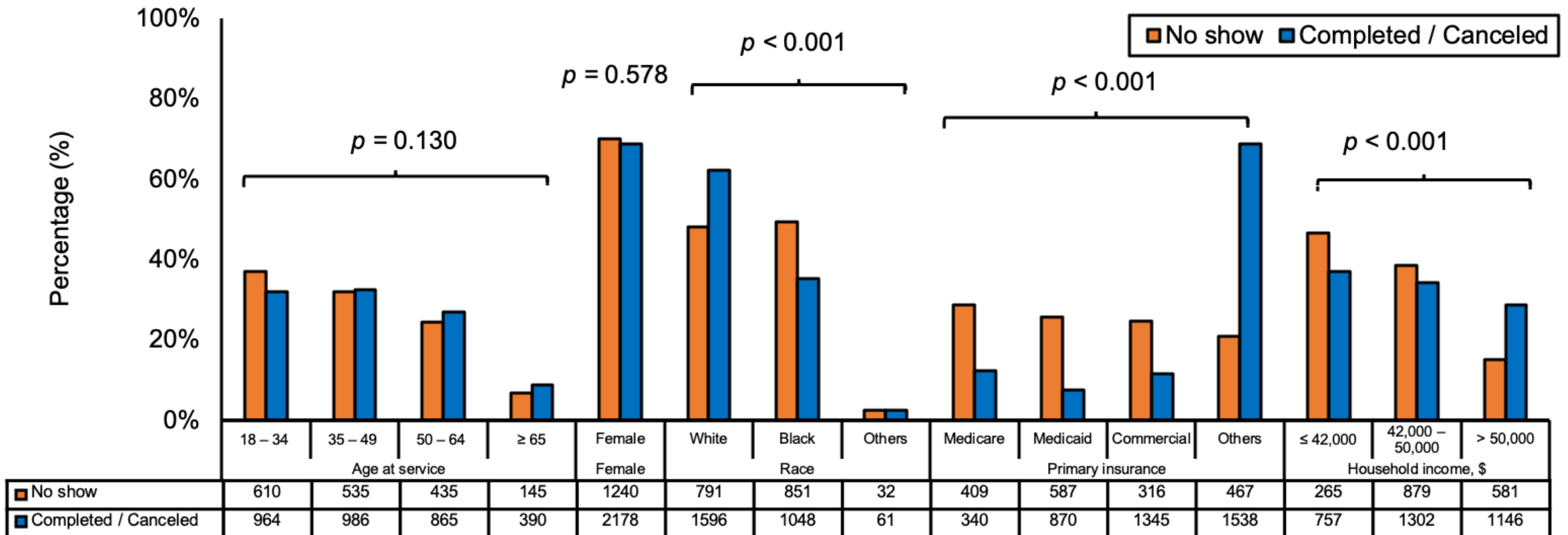
Results (Pediatric patients)



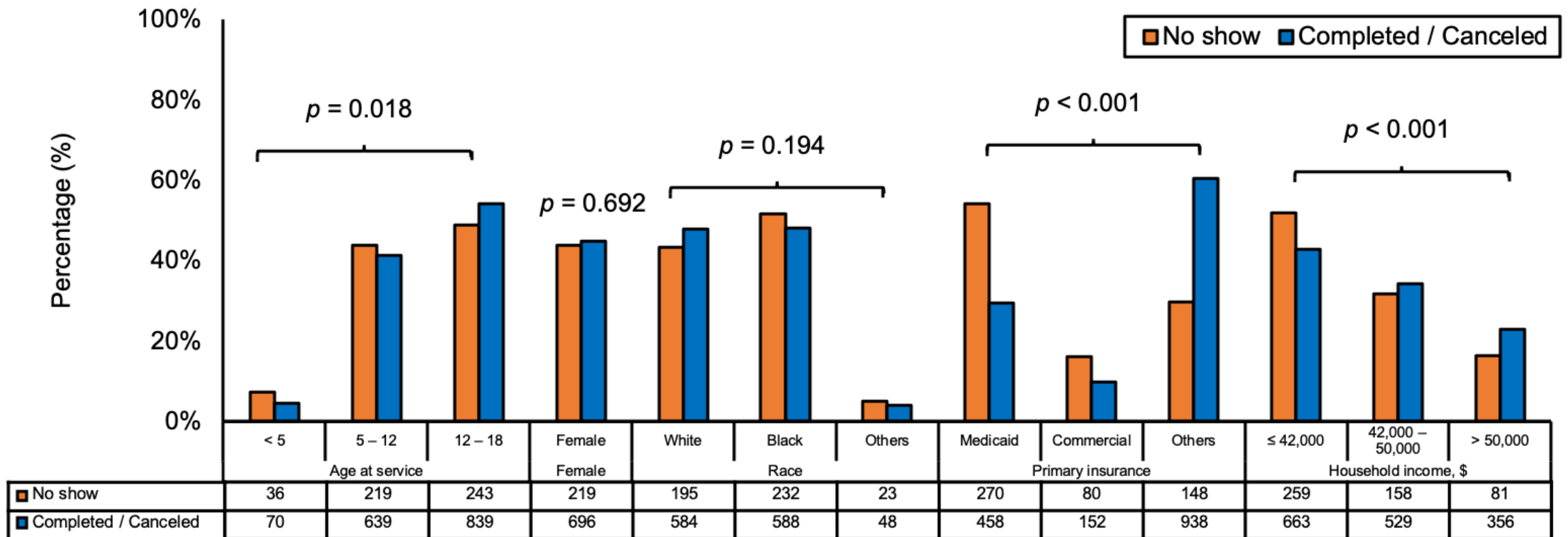
Results (Adult and pediatric patients)

- Both adult and pediatric cohorts saw a **higher prevalence of no-shows among younger ages, urban residents, and Medicaid coverage**, indicating unique challenges for these demographics.
- Additional disparities were observed among adults, with a higher prevalence of no-shows among **females, Black patients, and those with a higher household income.**

Results (Rural adult patients)



Results (Rural pediatric patients)



Results (Rural adult and pediatric patients)

- In rural areas, greater barriers to access were reflected in a higher prevalence of no-shows among
 - Younger
 - Black adults with Medicaid coverage
 - Pediatric patients with Medicaid coverage
 - And lower household incomes.

Conclusion

- This study illuminates the sociodemographic factors associated with no-show appointments in TMH services.
- These findings underscore the necessity of addressing socioeconomic, racial, and geographic disparities in TMH services, and emphasize the need for future research to better understand and address the underlying causes of these disparities, to help ensure equitable mental healthcare access.

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