

# Patient Portal Use Associated with 21 Million Fewer Visit No-Shows in 2024

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## Key Findings:

- Patients with an active patient portal account at the time of scheduling their appointment were 21.5 % less likely to no-show than those without an account, with a no-show rate of 6.2% for those with a patient portal account compared to 7.9% for those without.
- The greatest difference was seen among patients aged 50–64, with users having a 6.2% no-show rate compared to 8.7% of non-users.

Missed outpatient appointments, or no-shows, disrupt care continuity, reduce clinic efficiency, and impact availability for other patients. Digital tools, such as patient portals, might improve appointment adherence by enhancing communication and engagement.<sup>1</sup> MyChart, Epic's patient portal, allows patients to schedule and manage appointments, receive reminders, and access care-related information and is the patient portal assessed for this study.

We studied more than 1.6 billion face-to-face outpatient visits in 2024, comparing no-show rates for patients with and without an established patient portal account at the time the appointment was scheduled.

Overall, patients with an active patient portal had a no-show rate of 6.2%, compared to 7.9% for those without, as seen in Figure 1. Patients aged 50–64 saw the greatest percentage point difference (6.2% vs. 8.7%) followed by those aged 35–49 (7.8% vs. 9.9%). Younger patients had smaller gaps, with the smallest difference seen among 18–34-year-olds (9.3% vs. 10.9%).

## No-Show Rates by Patient Age and Portal Usage

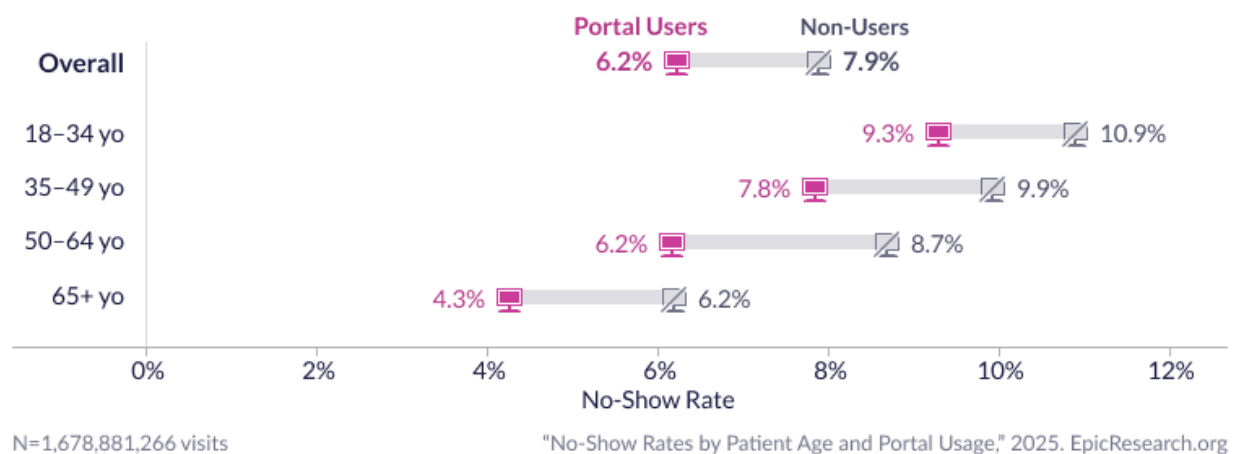


Figure 1. The rate of no-show appointments in 2024 by patient age and portal usage.

Converting this finding to a rate, approximately 1,700 fewer no-shows occurred for patients with portal accounts per every 100,000 scheduled visits. This equates to more than 21 million fewer no-shows in one year across the 1.26 billion scheduled visits among patient-portal users in 2024.

A sensitivity analysis accounting for other factors such as patient demographics, social vulnerability, appointment lead time, rate of no-shows in 2023, social drivers of health, insurance type, and number of recent visits showed similar patterns.

*These data come from summarized metrics of organizations that use the Epic EHR to provide direct patient care. This study was completed by two teams that worked independently, each composed of a clinician and research scientists. The two teams came to similar conclusions. Graphics by Brian Olson.*

## References

1. Carini E, Villani L, Pezzullo AM, et al. The Impact of Digital Patient Portals on Health Outcomes, System Efficiency, and Patient Attitudes: Updated Systematic Literature Review. J Med Internet Res. 2021;23(9):e26189. Published 2021 Sep 8. doi:10.2196/26189

## Data Definitions

Term	Definition
Study period	2024
Study population	Outpatient visits
Exposures	MyChart active at the time of scheduling appointment
Outcomes	Rates of visit being documented as a no-show

**Table 1: No-Show Rates by Patient Age and Portal Usage**

Population	Total Visits	No Show Rate	No MyChart Visits	No MyChart No Show Rate	MyChart Visits	MyChart No Show Rate	Percentage Point Difference
Overall	1,678,881,266	6.6%	422,573,034	7.9%	1,256,308,232	6.2%	1.7%
18-34 yo	248,855,944	9.6%	54,158,845	10.9%	194,697,099	9.3%	1.6%
35-49 yo	299,607,914	8.2%	57,926,954	9.9%	241,680,960	7.8%	2.1%
50-64 yo	428,042,794	6.7%	99,561,290	8.7%	328,481,504	6.2%	2.5%
65+ yo	702,374,614	4.8%	210,925,945	6.2%	491,448,669	4.3%	1.9%

**Table 2: Additional Demographic Information**

Population	Subgroup	Visits	No Show Rate	No MC visits	No MC NSR	MC Visits	MC NSR	Ratio
Sex	Male	1,035,059,644	6.9%	229,350,323	8.1%	805,709,321	6.6%	1.23
	Female	642,160,972	6.2%	191,949,940	7.7%	450,211,032	5.6%	1.37
	Other	1,660,650	3.2%	1,272,771	3.4%	387,879	2.4%	1.46
Lead Time	Within 1 week	732,170,044	5.3%	212,982,461	5.6%	519,187,583	5.2%	1.07
	1 week - 1 month	431,796,712	8.3%	100,574,598	10.5%	331,222,114	7.6%	1.37
	1-3 months	320,031,549	7.5%	67,694,049	10.3%	252,337,500	6.8%	1.52
	Over 3 months	194,882,961	6.5%	41,321,926	9.4%	153,561,035	5.7%	1.66
Insurance	Self Pay	124,852,349	11.7%	49,025,288	13.1%	75,827,061	10.9%	1.21
	Medicaid/ Medicaid Adv	123,661,127	12.1%	37,803,135	12.0%	85,857,992	12.1%	0.99
	Medicare/ Medicare Adv	523,367,052	5.0%	143,164,181	6.3%	380,202,871	4.5%	1.39
	Other	907,000,738	6.2%	192,580,430	7.0%	714,420,308	5.9%	1.17
SDOH Alcohol	Unknown Risk	1,668,005,319	6.7%	421,285,958	7.9%	1,246,719,361	6.3%	1.26
	Low Risk	10,160,665	0.3%	1,252,834	0.1%	8,907,831	0.3%	0.31
	Medium Risk	12,838	0.0%	3,209	0.0%	9,629	0.0%	-
	High Risk	702,444	0.0%	31,033	0.0%	671,411	0.0%	-
SDOH Transportation	Unknown Risk	1,662,995,286	6.7%	420,973,602	7.9%	1,242,021,684	6.3%	1.26
	Low Risk	15,773,924	0.3%	1,589,960	0.1%	14,183,964	0.4%	0.24
	Medium Risk	1,563	0.0%	102	0.0%	1,461	0.0%	-
	High Risk	110,493	0.5%	9,370	0.0%	101,123	0.6%	-
Provider Type	non-PCP	1,473,858,939	6.8%	381,419,532	8.0%	1,092,439,407	6.4%	1.25
	PCP	205,022,327	5.8%	41,153,502	7.3%	163,868,825	5.4%	1.37
Marital Status	No Partner	882,702,300	8.0%	267,373,845	8.9%	615,328,455	7.7%	1.16
	Married/ Engaged/ Partner	796,178,966	5.1%	155,199,189	6.2%	640,979,777	4.9%	1.27
Ethnicity	Hispanic	26,979,634	7.6%	8,492,078	8.4%	18,487,556	7.2%	1.17
	Non-Hispanic	157,216,907	5.8%	31,726,773	6.7%	125,490,134	5.6%	1.20
	Other	1,494,684,725	6.7%	382,354,183	8.0%	1,112,330,542	6.3%	1.27
Race	Black	146,256,988	11.1%	43,640,037	11.4%	102,616,951	11.0%	1.04
	White	1,039,595,363	5.6%	227,577,757	6.8%	812,017,606	5.3%	1.28
	Asian	63,780,528	4.6%	15,768,569	6.0%	48,011,959	4.2%	1.44
	Other	429,248,387	7.9%	135,586,671	8.8%	293,661,716	7.4%	1.18
Past 2 Year Encounters	None	318,948,890	6.8%	163,597,726	7.3%	155,351,164	6.3%	1.15
	1-4	433,423,789	7.1%	116,392,784	8.9%	317,031,005	6.5%	1.37
	5-9	337,307,572	6.3%	62,405,004	7.8%	274,902,568	6.0%	1.30

	10+	589,201,015	6.4%	80,177,520	7.7%	509,023,495	6.1%	1.26
Past 2 Year No-Show Rate	00-24%	1,354,731,128	6.6%	257,428,494	8.2%	1,097,302,634	6.2%	1.33
	25-49%	3,652,083	9.2%	942,996	11.3%	2,709,087	8.4%	1.35
	50-74%	993,555	8.9%	356,188	10.5%	637,367	7.9%	1.33
	75-100%	555,610	8.4%	247,630	9.3%	307,980	7.8%	1.20
SVI Percentile	Unknown	318,948,890	6.8%	163,597,726	7.3%	155,351,164	6.3%	1.15
	00-24%	1,354,731,128	6.6%	257,428,494	8.2%	1,097,302,634	6.2%	1.33
	25-49%	3,652,083	9.2%	942,996	11.3%	2,709,087	8.4%	1.35
	50-74%	993,555	8.9%	356,188	10.5%	637,367	7.9%	1.33
	75-100%	555,610	8.4%	247,630	9.3%	307,980	7.8%	1.20