

## Missed contact/missed visit

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The patient contact schedule in trials may consist of in-person clinic visits only, of telephone and mail contacts only (rare, but for example the case in the Physicians' Health Study), or a combination of the two (common in long-term trials).

However, generally, most data collected are collected via in-person clinic visits. If phone or mail contacts are used, they are likely to be interspersed between regular clinic visits and used primarily as "checks" with only minimal data collection. To be sure, some things can be collected by mail or phone and sometimes without any contact at all (eg, whether a person is alive or death by querying social security files for payment of death benefit), but for the most part, no visit – no data.

Missed visits are the bane of trials, but when is a visit missed? Left to clinic personnel, maybe never, especially if clinics are ranked on performance. The designation cannot be made with consistency without time windows and without hard and fast rules that count visits as "missed" if not made within the allowable time window.

For more see Time window.

**contact schedule** *n* - 1. The **schedule** on which **contacts** are to be made, as specified in a **plan** or **protocol**. 2. The actual schedule of such contacts. rt: **patient contact schedule**

**miss, missed, missing, misses** *v* - [ME *missen*, fr OE *missan*; akin to OHG *missan* to miss and prob to L *mutare* to change] 1. To fail to hit, reach, or contact. 2. To fail to obtain. 3. To leave out. 4. To fail to perform or attend.

**missed contact** *n* - 1. A **contact** called for in the **contact schedule** for study participants that is missed. 2. A contact not made within the indicated **time window**. rt: **missed visit** *Usage note*: Not synonymous with **missed visit**. The contact schedule in a study may call for a mix of **clinic visits** and phone or mail contacts.

**missed data, missing data** *n* - 1. **Required data** not recorded or collected. 2. **Data** required in relation to a specified procedure, **examination**, or **visit** not recorded or collected. 3. Data not available or used in a given **data analysis**.

**missed study visit** *n* - 1. A **required visit** that has been **missed**. 2. A **scheduled study visit** not made within the permissible **time window**.

**missed visit** *n* - 1. A **scheduled visit** not made. 2. **missed study visit** 3. A visit not made within the specified **time window**. rt: **miss contact** *Usage note*: Not synonymous with **missed contact**. Subject to confusion when used in relation to contacts done by telephone or mail; limit to use to visits of study participants to study clinics or visits of study personnel to a study participants home.

**patient contact schedule** *n* - [trials] 1. The **schedule** on which a **patient** is to be contacted by or to be in contact with study personnel for the purpose of **enrollment**, **treatment**, or **followup**; all scheduled contacts, including **clinic visits**, **home visits**, **telephone contacts**, and **mail contacts**. 2. The actual **contact schedule** of a patient.