

No Show Predictor

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[Show the No Show Predictor widget](#) | [No Show Predictor overview](#) | [Edit appointment communication](#) | [No Show Predictor in Calendar view](#)

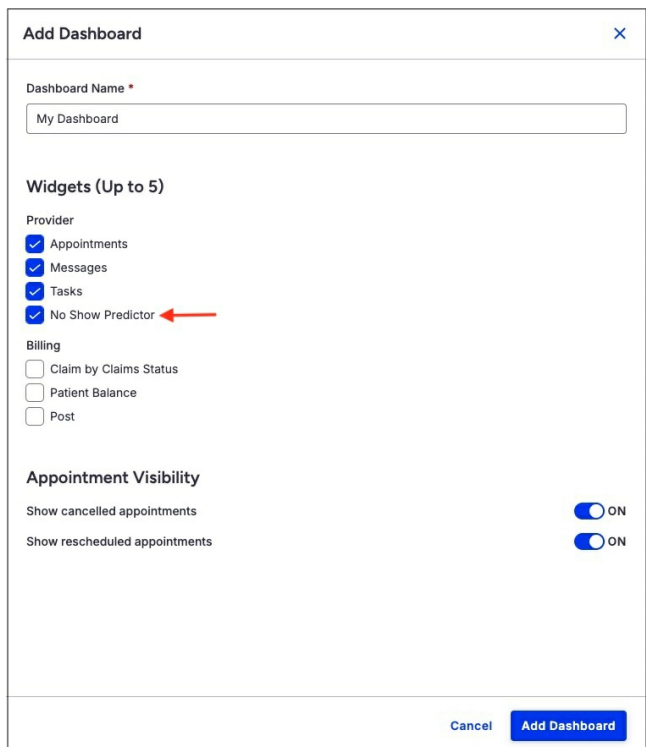
No Show Predictor uses AI-powered insights to assign a risk score (low, medium, or high) to each appointment, helping your practice identify which upcoming visits are most likely to no-show. You see this score in the **No Show Predictor** widget on the **Dashboard**, giving your team clear visibility and the chance to take proactive action.



[?](#) For tips on best practices, refer to [No Show Predictor Best Practices for Successful Adoption](#).

Show the No Show Predictor widget

To show the **No Show Predictor** widget on a dashboard, do one of the following:

- While adding a new dashboard, select the **No Show Predictor** checkbox under **Provider**.



- Select the gear icon  to open the **Dashboard Management** side panel, select the pencil icon  for the specific dashboard (opens the **Edit Dashboard** side panel), select the **No Show Predictor** checkbox under **Provider**, and then select **Save Dashboard**.



Dashboard Management		
Dashboards		
:: Dashboard	User	  
:: Front Office	User	  
:: Billing	User	  
:: Serena	User	  

Edit Dashboard

Dashboard Name *

Dashboard

Widgets (Up to 5)

Provider

☒ Appointments

☒ Messages

☒ Tasks

☒ No Show Predictor

Billing

☒ Claim by Claims Status

☐ Patient Balance

☐ Post

Appointment Visibility

Show cancelled appointments

OFF

Show rescheduled appointments

OFF






Cancel

Save Dashboard

No Show Predictor overview

The list pulls the current date's appointments based on the user's location and is initially ordered by the most current date and time.

- You can filter by appointment date, location, and no-show level.
 - Appointment Date:** Defaults to the current date
 - Location:** Defaults to the user's current office
 - No Show Level:** Defaults to all levels
- Select the patient's name to open the patient chart.

No Show Predictor			
Appointment Date		Location	No Show Level
05/30/2025		Fifth Street Clin...	
Patient	Appointment	No Show	
 Mary Jane Watson-Parker Complete	Today 8:00 AM	Low	
 Peter Parker No Show	Today 8:30 AM	High	
 Stephen Vincent Strange No Show	Today 9:00 AM	Medium	
 Jessica Jones Not Confirmed	Today 9:30 AM	High	
 Matthew Murdock Complete	Today 10:00 PM	Medium	

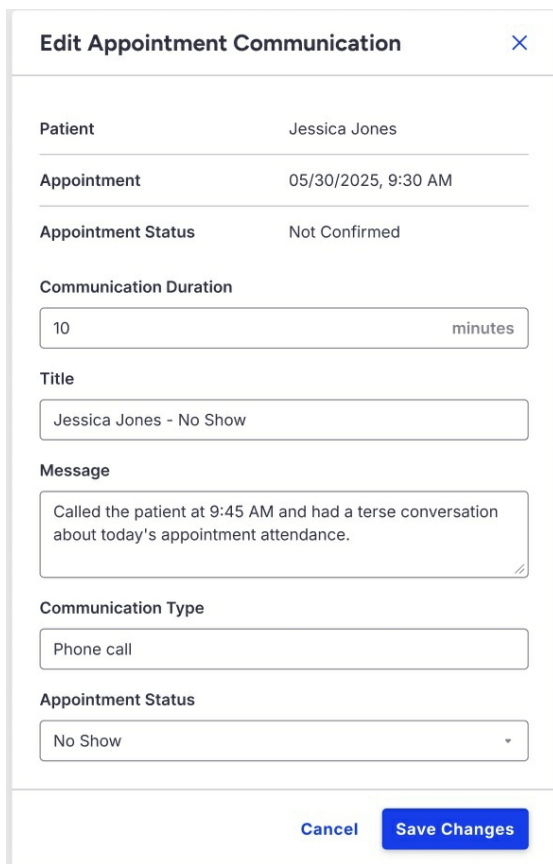
Edit appointment communication

You can track additional communication with patients at risk of no-show, providing your practice with greater control over scheduling and enabling proactive outreach to confirm these appointments. Reduce unfilled appointment slots due to no-shows by ensuring patients receive timely care and directing outreach efforts where they are most needed, rather than applying the same approach to all patients.

1. In the **No Show Predictor** widget, select the pencil icon  to add a communication record for the patient.

The **Edit Appointment Communication** side panel opens.

2. Complete the fields and select **Save Changes**.



The form is titled "Edit Appointment Communication" with a close button (X) in the top right corner. It contains the following fields:

- Patient:** Jessica Jones
- Appointment:** 05/30/2025, 9:30 AM
- Appointment Status:** Not Confirmed
- Communication Duration:** A text input field containing "10" and a label "minutes".
- Title:** A text input field containing "Jessica Jones - No Show".
- Message:** A text area containing "Called the patient at 9:45 AM and had a terse conversation about today's appointment attendance." with a small icon in the bottom right corner.
- Communication Type:** A text input field containing "Phone call".
- Appointment Status:** A dropdown menu with "No Show" selected.
- Buttons:** "Cancel" and "Save Changes" (highlighted in blue) at the bottom right.

No Show Predictor in Calendar view

From the **Calendar** view, an appointment shows the **No Show Predictor** risk level icon in the bottom right corner of the appointment box.

- Hover over the icon to view the risk level.
- The icon indicates whether the patient's attendance is determined to be a low, medium, or high risk based on the **No Show Predictor**.

