No Show Predictor

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Enable No Show Predictor | Add the No Show Predictor widget to dashboards | Review no-show risk | Filter appointments | Document patient communication | View no-show risk in the Calendar

Requirement

Enable No Show Predictor setting in **Account Settings**. See Enable No Show Predictor.

Recommended workflows

Practice Role	Recommended Workflow
Practice administrator/office manager	Enable No Show Predictor Add the No Show Predictor widget to dashboards
Front desk/scheduling staff	Review no-show risk Filter appointments Document patient communication
Provider/clinical staff	View no-show risk in the Calendar

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 best practice tips, refer to No Show Predictor Best Practices for Successful Adoption.

For the FAQ, refer to No Show Predictor FAQ

Enable No Show Predictor

1. Select **Account** > **Account Settings** > **General**.
2. In the **Calendar Settings** section, select the **Enable No Show Predictor** checkbox.

Once you've turned on the feature, you can add the **No Show Predictor** widget to your **Dashboard**.

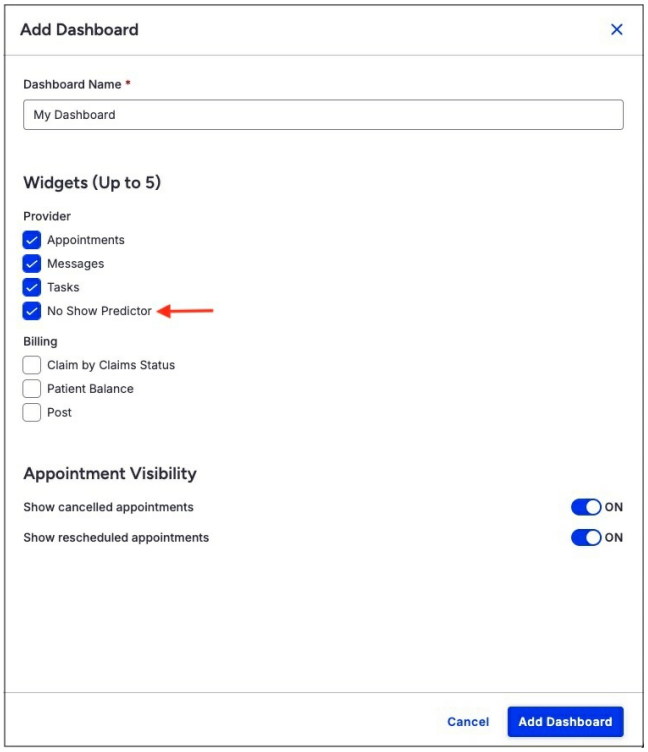
> It takes up to 24 hours after enabling the feature for risk predictions to appear.

Add the No Show Predictor widget to dashboards

Add the **No Show Predictor** widget to relevant dashboards so staff can easily see upcoming high-risk appointments.

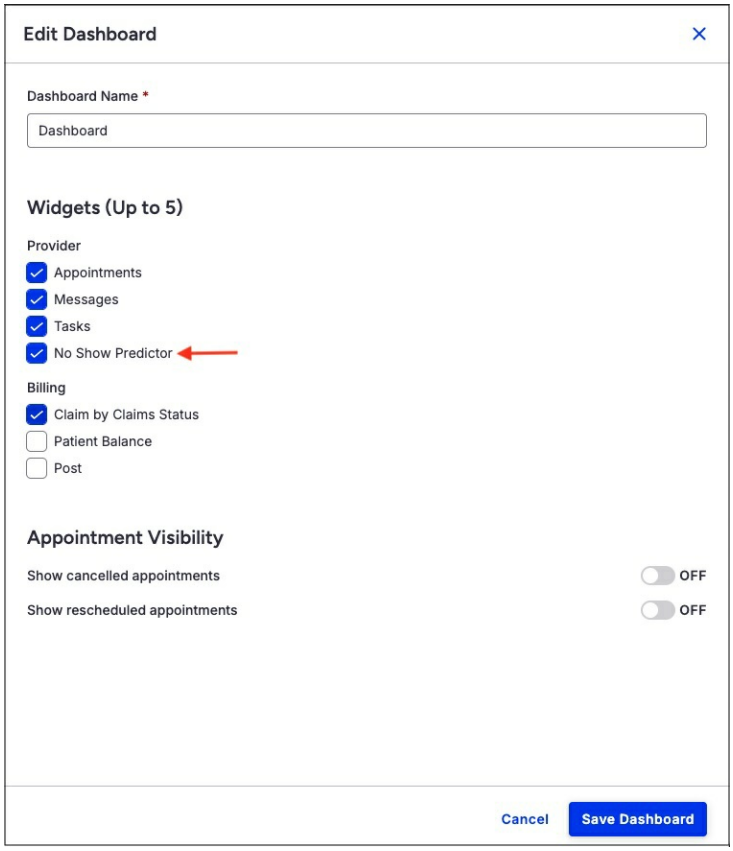
Do one of the following:

- 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**.

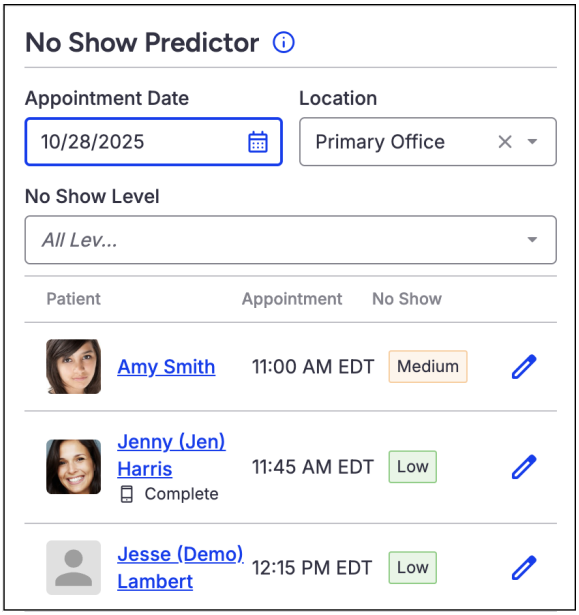




Review no-show risk

Check the **No Show Predictor** widget daily to understand which upcoming appointments may need extra attention. Identify high-risk appointments and take proactive action to reduce no-shows.

- View the **No Show Predictor** widget on your **Dashboard**.
- Appointments are assigned a low, medium, or high no-show risk score.
- Predictions run overnight for appointments up to seven days in advance.



Filter appointments

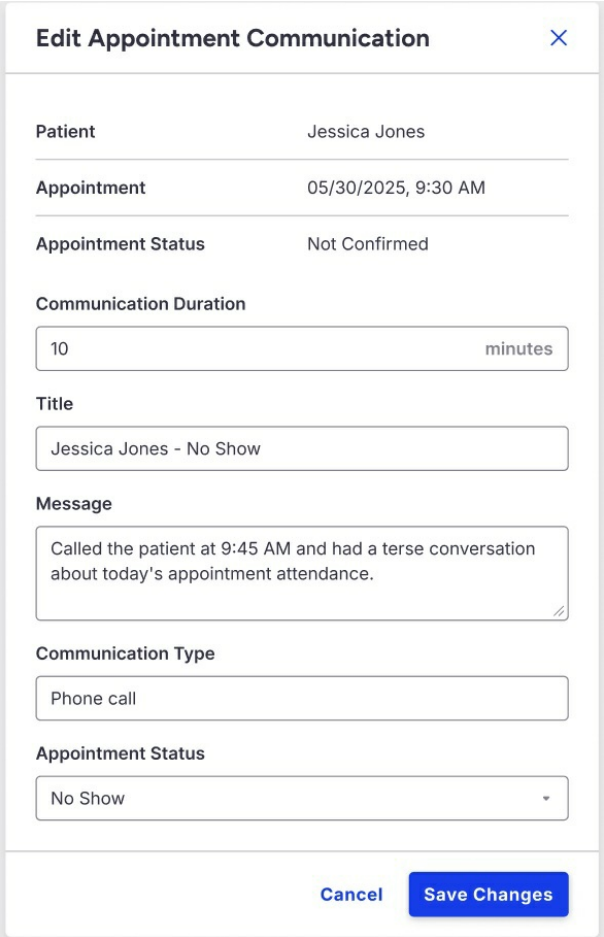
The list pulls the current date's appointments based on the user's location and is initially ordered by the most current date and time.

- Filter the list by:
  - **Appointment Date:** Defaults to the current date
  - **Location:** Defaults to your current office
  - **No Show Level:** Defaults to all levels
- Select the patient name hyperlink to open the patient's chart.

Document patient communication

- 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 .
2. Record outreach details in the **Edit Appointment Communication** side panel and select **Save Changes**.



View no-show risk in the Calendar

Review the **Calendar** view for no-show risk indicators as part of your normal schedule review. Use no-show risk visibility to anticipate schedule changes and potential gaps in care delivery.

- In the **Calendar** view, appointments show a **No Show Predictor** risk icon in the bottom right corner.

- Hover over the icon to view the patient's no-show risk level (low, medium, or high).

