No Show Predictor

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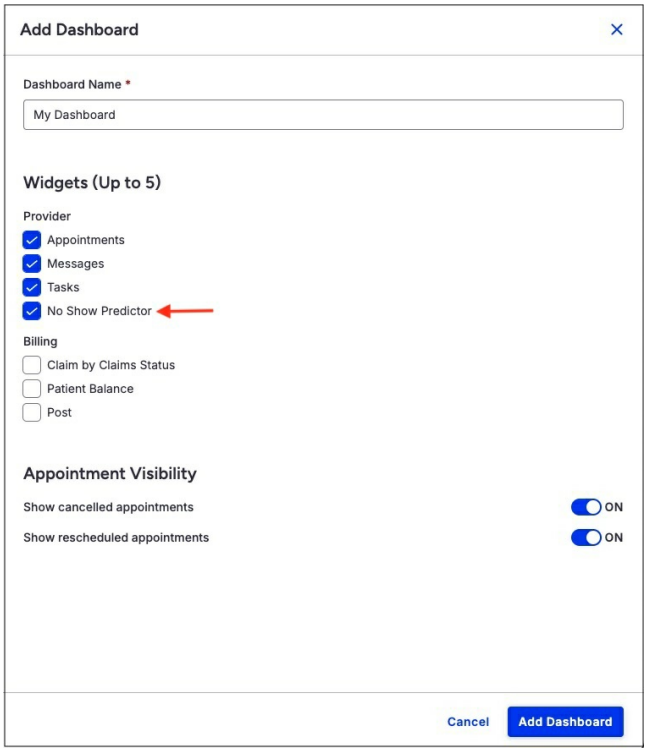
No Show Predictor uses AI-powered insights to assign a risk score (low, medium, or high) to each appointment, helping your practice identify which upcoming visits are most likely to no-show. You see this score in the **No Show Predictor** widget on the **Dashboard**, giving your team clear visibility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

For tips on best practices, refer to No Show Predictor Best Practices for Successful Adoption.

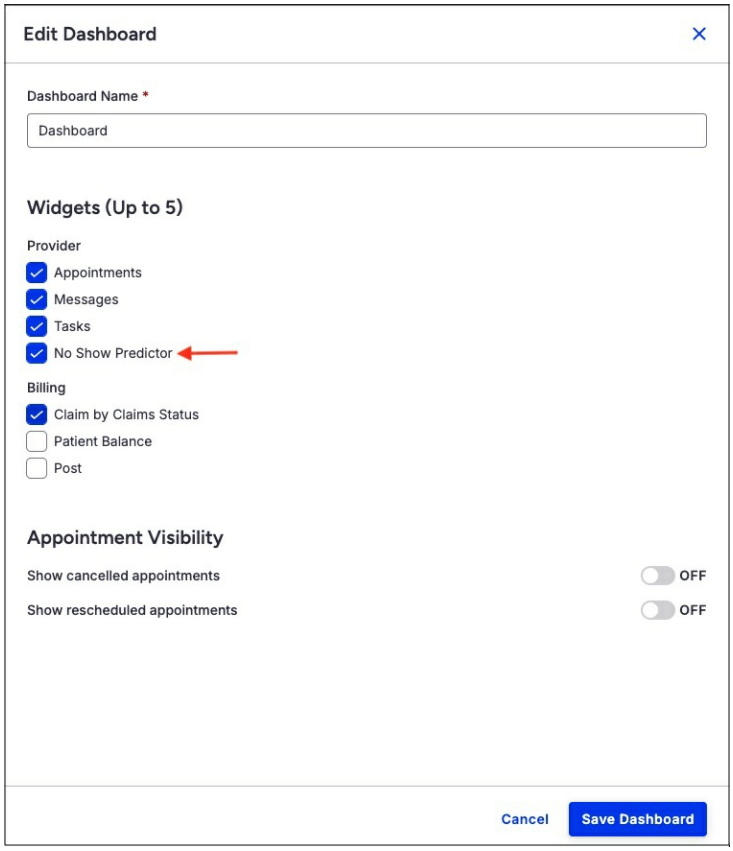
Show the No Show Predictor widget

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**.



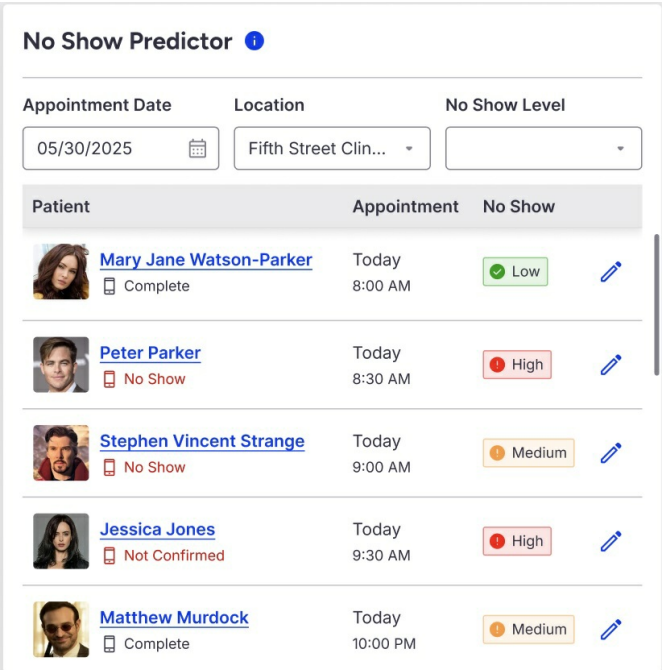
- Select the gear icon to open the **Dashboard Management** side panel, select the pencil icon for the specific dashboard (opens the **Edit Dashboard** side panel), select the **No Show Predictor** checkbox under **Provider**, and then select **Save Dashboard**.



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.



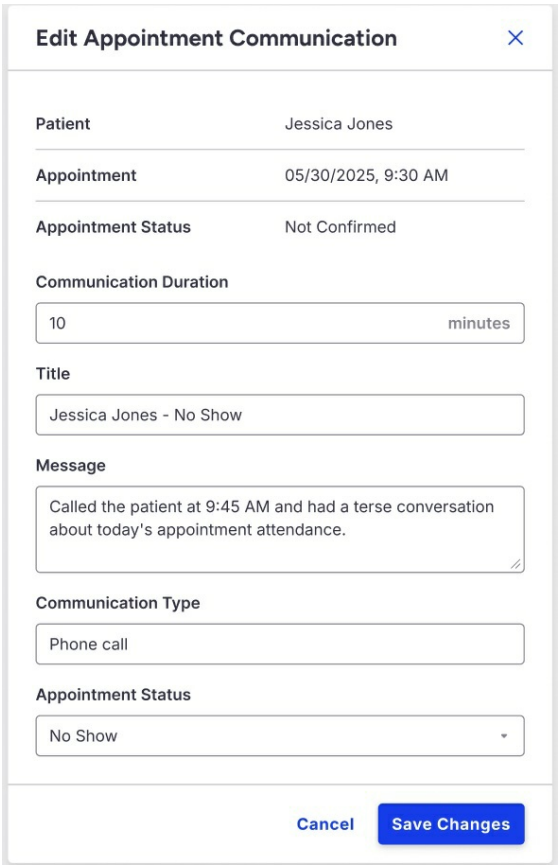
Edit appointment communication

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**.



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**.