

No Show Predictor

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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**.

Add Dashboard ✕

Dashboard Name *

Widgets (Up to 5)

Provider

Appointments

Messages

Tasks

No Show Predictor ←

Billing

Claim by Claims Status

Patient Balance

Post

Appointment Visibility

Show cancelled appointments ON

Show rescheduled appointments ON

Cancel
Add Dashboard

- 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 *

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

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.

No Show Predictor ⓘ

Appointment Date

Location

No Show Level

Patient	Appointment	No Show	
Amy Smith	11:00 AM EDT	Medium	✎
Jenny (Jen) Harris	11:45 AM EDT	Low	✎
<input type="checkbox"/> Complete			
Jesse (Demo) Lambert	12:15 PM EDT	Low	✎

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**.

Edit Appointment Communication ✕

Patient	Jessica Jones
Appointment	05/30/2025, 9:30 AM
Appointment Status	Not Confirmed
Communication Duration	<input type="text" value="10"/> minutes
Title	<input type="text" value="Jessica Jones - No Show"/>
Message	<input type="text" value="Called the patient at 9:45 AM and had a terse conversation about today's appointment attendance."/>
Communication Type	<input type="text" value="Phone call"/>
Appointment Status	<input type="text" value="No Show"/>

[Cancel](#) [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).

