No Show Predictor FAQ

Last modified on 01/26/2026 9:08 pm EST

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General

How do I enable No Show Predictor?

Go to **Account** > **Account Settings** > **General**, and select the **Enable No Show Predictor** checkbox.

When do risk predictions start to appear?

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

Where can I see No Show Predictor risk scores?

Risk scores appear in the **No Show Predictor** widget on the **Dashboard** and as an icon on appointments in **Calendar** view.

What problem does No Show Predictor help solve?

It helps to reduce missed appointments, protect revenue, improve provider utilization, and enhance patient access by identifying appointments that may need extra attention.

Are there any known risks or dependencies?

Prediction accuracy depends on available historical data and improves over time.

Will this tool affect existing workflows?

No existing workflows are changed. The tool enhances visibility without disrupting current processes.

Risk score and accuracy

How is the risk score determined?

The AI analyzes historical appointment and attendance patterns to predict the likelihood of a no-show.

Where can I see the risk score?

Risk scores appear in the **No Show Predictor** widget on the **Dashboard** for upcoming appointments.

How does No Show Predictor determine risk levels?

Risk scores are based on:

- Historical patient attendance patterns
- Behavioral trends (reschedules, cancellations, confirmations)
- Real-time outreach activity

- Clinic-wide attendance trends
- Appointment context such as booking lead time and same-day changes

Do risk scores update over time?

Once the tool has been run for an appointment, it will not run again for that same appointment. However, a patient's risk score may change from one appointment to another as new information becomes available.

Why is data quality important?

Accurate documentation of no-shows, cancellations, and reschedules is essential. Inconsistent data reduces the system's ability to identify patterns and make accurate predictions.

What is the difference between a no-show and a cancellation?

- **No-show:** Patient does not arrive and does not cancel in advance
- **Same-day cancellation:** Patient cancels on the day of the visit
- **Reschedule:** Appointment is moved to a future date

Correctly distinguishing these outcomes improves prediction accuracy.

Communication and outreach

Does No Show Predictor automatically contact patients?

No. The tool provides insights only—your team decides how and when to take action.

Can I track outreach or confirmation efforts?

Yes. From the **No Show Predictor** widget, select the pencil icon to add or update appointment communication records.

Why should we log appointment communication?

Tracking outreach improves visibility for your team, supports proactive scheduling decisions, and helps the predictive model improve over time.

Does No Show Predictor replace reminder workflows?

No. It complements existing reminders by helping your team prioritize where additional outreach may be most impactful.