

No-Show Configuration Guide

Last modified on 10/26/2026 8:39 pm EDT

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A no-show is when a patient misses their appointment. When an appointment is marked as **No-Show** in the EHR, FrontOffice+ texts the patient right away so they can reschedule on their own.

Key configuration options

Automated follow-up delay

- **No-Show Lead Time:** Select how long after the appointment start time FrontOffice+ waits before sending no-show follow-up outreach (for example, immediately or after 2 hours).
- **Rescheduling opportunity:** Once the specified time passes, FrontOffice+ automatically sends a message so the patient can pick a new date and time without calling the office.

Example

- **Scenario:** A clinic wants patients who missed their appointment to receive an automated text 2 hours after their missed start time so they can pick a new slot.
- **Setup:** Set **No-Show Lead Time** to 2 hours.
- **Outcome:** Exactly 2 hours after the missed appointment time, FrontOffice+ texts the patient acknowledging the missed visit and providing a link or prompt to reschedule.

Before going live

Confirm:

- **Timing selection:** The chosen lead time (for example, 2 hours) gives front desk staff sufficient time to update patient statuses in the EHR before automated messages trigger.
- **Workflow alignment:** The automated no-show messaging template includes clear instructions.
- **EHR status sync:** Appointment statuses (such as **No-Show**) sync properly between your EHR and FrontOffice+ to prevent messaging patients who actually attended.



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