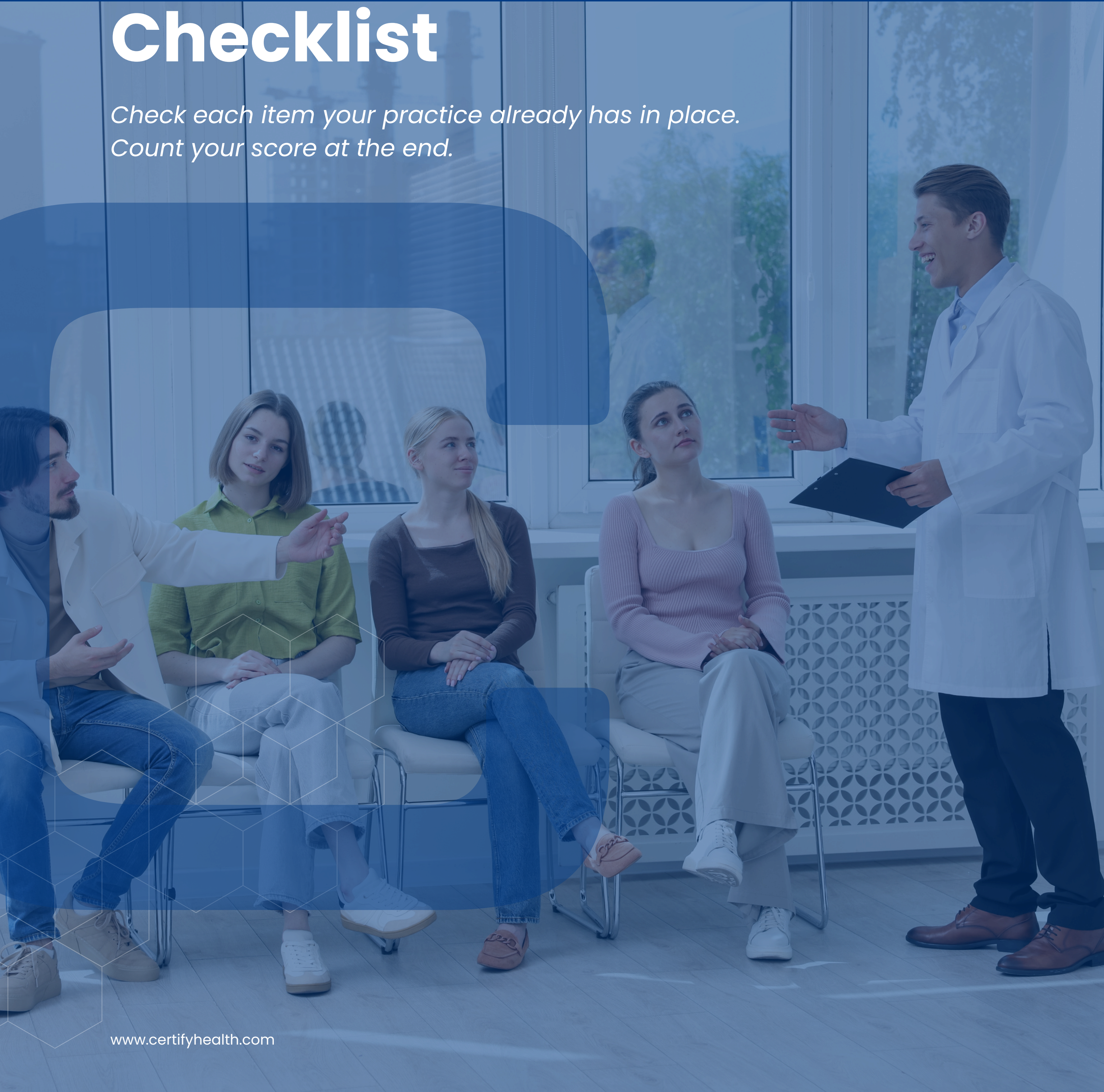


Patient No-Show Reduction Readiness

Checklist

*Check each item your practice already has in place.
Count your score at the end.*



Scheduling & Access

- Patients can **book appointments** online anytime (24/7).
- Patients can **reschedule or cancel** without calling the office.
- Your schedule updates in **real time** across systems.
- You use a **waitlist** to fill canceled appointments quickly.

Reminders & Communication

- Patients receive **automated appointment reminders** (SMS, email, or voice).
- You send **same-day reminders** before the visit.
- Patients can **confirm, cancel, or reschedule** by replying to reminders.
- Patients can choose their **preferred communication channel**.

Policies & Patient Preparation

- Your practice has a **clear written no-show policy**.
- Patients see the policy **before booking** and in reminders.
- You send **clear pre-visit instructions** (what to bring, when to arrive).
- Patients complete **digital intake forms** before the visit.

Operations & Performance Tracking

- You track your **no-show rate weekly or monthly**.
- You compare your rate to a **benchmark (goal: under 10%)**.
- You analyze patterns by **day, provider, or visit type**.
- You set a target to **reduce patient no-shows** within a defined timeframe.

Your Score

13–16 checks



Strong system in place

Your workflows are well positioned to keep schedules full. Focus on optimization.

8–12 checks



Moderate risk

You have key tools, but gaps may still cause missed appointments.

0–7 checks



High risk

Your practice likely experiences preventable no-shows and lost revenue.

Next Step

Use this checklist to identify gaps first. Then prioritize fixes & implement the 15 strategies we discussed in the blog to get the fastest impact - like automated reminders, online self-scheduling, and waitlist management.

