

No Shows

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Version 20.18



Our new Multi-Location Calendar updates are here! Please see the [OP 21.3 Calendar Articles](#) for an overview of the changes. Practices can configure OP to [switch to the new calendar](#) and explore its features.

About

No Shows occur in most Practices, and depending on the frequency of No Shows, some Practices may decide to take no action, some may impose a penalty such as a fee for a missed appointment, and some may dismiss the patient from the Practice for excessive No Shows. Understanding that these situations may be handled differently, OP offers a few options for handling No Shows.

No matter the action taken, it's recommended to mark the appointment as a No Show. This communicates to your billing staff that they should not expect to see a visit superbill. Charges for No Show appointments will have to be manually added to patient accounts.

How to Mark Appointments as No Show

From the Calendar Schedule:

1. Locate the appointment for the patient who was a No Show.
2. Click the appointment to select it.
3. Right-click and select **Visit Status > No Show**.



Note: This adds a Miscellaneous Note to the patient's account, "@ No Show-Fri, 04/27/2018" and will also include the patient on the No Show Appointments report. The Practice can set the Global Preference, located in the [Schedule tab of System Preferences](#), to disable the creation of a Miscellaneous Note when a patient is marked as No Show. For information on how to run this report, click [here](#). This would be preferred if you would like to track No Shows for your patients.

From the Add/Edit Appointment Window:

1. Locate the appointment for the patient who was a No Show.
2. Double-click the appointment. The Add/Edit Appointment window opens.
3. In the Billing Status section, you have two options:
 - **No Show:** This functions the same way as selecting No Show from the Calendar; a Miscellaneous Note will be created and the patient will appear in the No Show report. This would also be preferred if you would like to track No Shows for your patients.
 - **No Show*:** This option will **not** create a Miscellaneous Note on the patient's account and will not include the patient in the No Show report.



Note: Regardless of how you choose to mark the appointment as a No Show for your practice, the appointment will display as a No Show when searched using the **Keyword Search** button located below the small calendar in the Calendar tab of the Schedule and Practice Workflow window.

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


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