

Reducing Patient No-Shows

TOOLKIT

Best Practices and Tangible Strategies



Use Multiple Channels for Reminders Using Preferred Communication Method

Ask patients for preferred and up-to-date contact information. Emailing and texting can be automated to streamline workflows and reduce the number of voice reminders needed.



Offer Digital Check-in

Virtual and digital check-in options can increase productivity and serve as another reminder for the patient. Digital check-in can provide patients with instructions and add additional layers of engagement to decrease no-shows.



Fill Vacant Appointments with Waitlist or Same-Day Calls

Maintain a waitlist to increase access and minimize the impact of cancellations and no-shows. Track no-shows separately from cancellations to inform patient-specific strategies such as transportation needs.



Reduce Time Between Scheduling and the Appointment

Decrease time between scheduling and appointment to reduce no-shows. Appointments scheduled less than two days in advance rarely get missed. Same-day or next-day appointments for chronic no-shows helps.



Allow Patients to Self-Schedule Appointments

Patients are 9% more likely to keep self-scheduled appointments and 17% more likely to do so when paired with text confirmations. A Mayo Clinic study found that nearly 30% of self-scheduled appointments were made after hours.

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Outdated No-Show Reduction Strategies

Charging Patients for Missed Appointments

Twenty-five percent of physician practices charge a no-show fee. However, this strategy may create additional work for staff and not address the underlying reasons for no-shows.

Voice-Only Appointment Reminders

Most patients prefer text for communication because of robocalls and phone scams. If a patient misses the call, there is no way to confirm, cancel, or reschedule the appointment.

Double Booking Appointments

This method banks on the probability that a patient will not attend their appointment. If a patient does show up, it can result in longer wait times, patient dissatisfaction, and minimal time with the provider.

Sources for Best Practices and Outdated Strategies

Artera. *Reducing Patient No-Show Rates: Comprehensive Guide*. WellApp. <https://wellapp.com/resource/reducing-patient-no-show-rates-guide/>

Darsie, K. (2023, June 15). *The Importance of Self-Scheduling in Enhancing Patient Satisfaction*. Klara. <https://www.klara.com/blog/why-patient-self-scheduling-is-necessity-in-healthcare#2-more-convenience-and-better-time-management>

Patient No-Shows: Everything Practice Managers Need to Know. Relatient. <https://www.relatient.com/patient-no-shows/>

Sumarsono, A., Case, M., Kassa, S., & Moran, B. (2023). *Telehealth as a Tool to Improve Access and Reduce No-Show Rates in a Large Safety-Net Population in the USA*. *Journal of urban health : bulletin of the New York Academy of Medicine*, 100(2), 398–407. <https://doi.org/10.1007/s11524-023-00721-2>



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Additional Resources

Comprehensive Guides

[Patient No Shows: Everything Practice Managers Need to Know](#)

[Reducing No-Show Rates: A Comprehensive Guide](#)

[Everything You Ever Wanted to Know About Reducing Patient No-shows and Cancellation in Your Practice](#)

[No-Show Management Guide and Call Script](#)

Case Studies

[Eisenhower Health Reduces No-shows by 40 Percent](#)

[FQHCs: Fine Tune Scheduling to Raise Productivity and Improve Patient Access](#)

[Phoenix-Based FQHC Primary Care and Multi-Specialty Practice Improves No-Show Rates by 35%](#)

[Pine Belt Dermatology Sees Nearly 4000% Return on Investment With Vital Interaction](#)

Articles

[Evaluating the Impact of Patient No-Shows on Service Quality](#)

[No Show Appointment: Why They Happen and How to Reduce Them](#)

[Measuring the Effectiveness of Patient-Chosen Reminder Methods in a Private Orthodontic Practice](#)

[Patient Wait Times Reduced Thanks to New Study by Dartmouth Engineers](#)

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