

# Dealing with no shows

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## Dealing with No Shows

In this scenario, a client doesn't show up for an appointment and doesn't call to let you know.

### Note:

There should have an appointment status called 'No Show' configured by the system administrator. Refer to [Appointment Statuses](#) on the System admin guide for the information on how to configure this.

Follow this process:

1. Right-click on the appointment, click **Edit**.
2. Change the Appointment Status to "No Show".

The screenshot shows the 'Edit Appointment' form in a web application. The left sidebar contains a navigation menu with items like Dashboard, Appointments, Cases & Programs, Correspondence, Events, Exports, Followups, Imports, Invoices & Claims, Locations, Patients, Pre-admissions, Professional Contacts, and Providers. The main form area has fields for Appointment type (C - Consult (Short)), Room, Date (22/08/2021 Tue), Start time, Hour (15), Minute (45), Duration (15), and Appointment status. The 'Appointment status' dropdown menu is open, showing a list of status options: Arrived, Booked, Cancelled, Cancelled - SMS, Cancelled by Patient, Completed, Confirmed - Other, Confirmed by Phone, Confirmed via SMS, No Show (highlighted with a red circle), and Removed. At the bottom of the form are buttons for Cancel, Convert to Appointment, and Release Reservation.

1. Click **Save**.
2. If the client calls at a later stage to re-book, create a new appointment for them, do not change the original appointment.