Dealing with no shows

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Dealing with No Shows

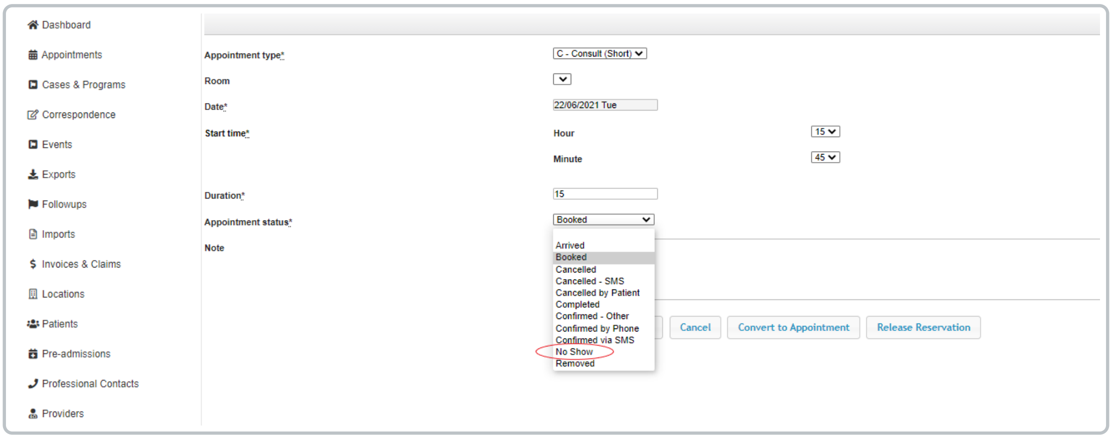
In this scenario, a client doesn't show up for an appointment and doesn't call to let you know.

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".



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.