


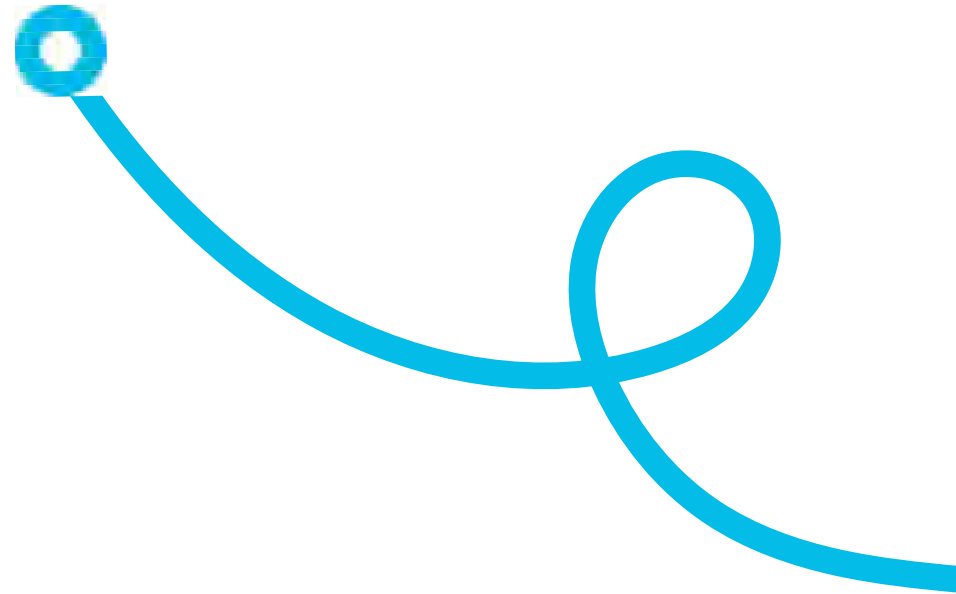
4 Highly Effective Strategies to Reduce No-Shows



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Introduction

There's nothing quite as disheartening as being stood up, whether it's for a date or a dental appointment.

A patient not showing up for their appointment is a frustrating occurrence for you and your staff. You've committed the time and resources to the care of a patient, only to have them let you down.

Why do no-shows happen? How do they affect your practice? What can you do about them? These are all questions we hope to help you with within this guide.

Let's explore ways in which no-shows can affect your practice and how you can reduce them!



Why Do No-Shows Happen?

Before we talk about the effects of no-shows, we should first examine why they occur.

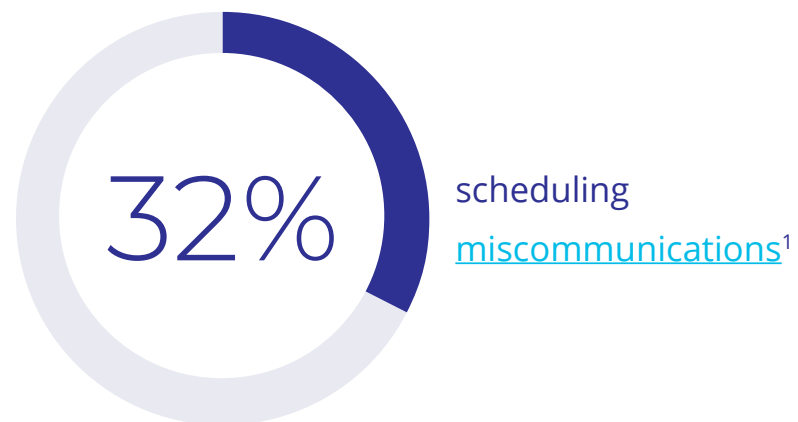
It's not out of malice. As much as it might feel that way, the patient isn't sitting there saying "I think I will just skip my appointment today". In fact, the most common cause of a patient not showing up for their appointment is that they simply forgot.

It happens; human memory is fallible and appointments are often booked far in advance of the date. Other common causes include patient schedule conflicts and miscommunication.

These are all fairly easy situations to remedy, as we will discuss later in this guide.

¹ No-Show to Primary Care Appointments: Why Patients Do Not Come. (2013, July 26). Journal of Primary Care & Community Health. Retrieved September 8, 2022, <https://journals.sagepub.com/doi/full/10.1177/2150131913498513>

Two of the most common reasons patients miss appointments are due to:



How Do No-Shows Affect Your Practice?

No-shows are a real downer on your entire office. They can affect your practice in many key ways. Let's dive into a few.



Loss in Revenue

First, it's obviously a monetary loss when the patient does not show up. It is estimated that no-shows in the USA cost the health industry:



Practices cannot take this kind of loss on a regular basis!

² The True Cost of Patient No-Show Appointments. (2021, May 26). Intrado. Retrieved September 8, 2022
<https://journals.sagepub.com/doi/full/10.1177/2150131913498513>

Staffing Imbalance

Second, when patients don't show up, the loss of revenue isn't just attributed to the loss of that appointment.

Making sure your practice is properly staffed to handle the schedule for the day is incredibly important. But no-shows throw this balance off! It can end up being very frustrating waiting for a patient to show and is not only inconvenient for the practice, but also impacts your staff's productivity.



Reduced Patient Satisfaction

Even setting aside the financial cost, no-shows can have a detrimental effect on your patient satisfaction.

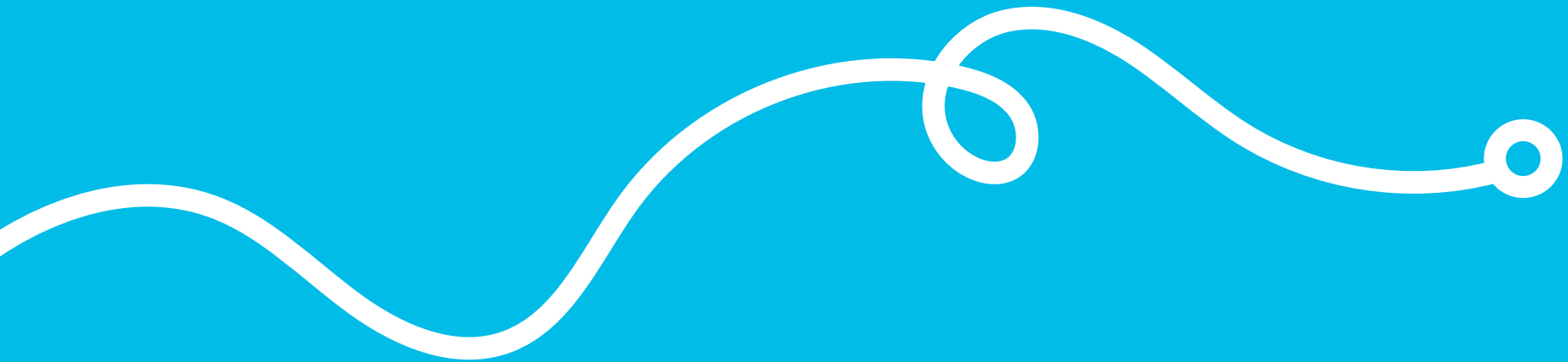
Missed appointments means your patients are not receiving their needed care, which can affect their health. What's more, if this was simply due to the patient forgetting about their appointment, they may feel frustrated with the lack of communication from your practice.

Both these factors can unfortunately cause a reduction in patient satisfaction. Let's discuss ways you can avoid this in the next section!



How Can You Reduce No-Shows?

Given that no-shows are detrimental to your practice, the question everyone asks is “how can I keep this from happening?”. Let’s explore a few ways you can help reduce no-shows for your practice!



1 Deliver Timely Reminders

Now that we are armed with the knowledge that the most common reason for no-shows is simple forgetfulness, a clear solution is to send appointment reminders to your patients.

Sending out simple reminders is an easy way to make sure patients remember they have an upcoming appointment. This gives them a chance to make sure their schedule is still clear and that the time works for them. For example, try sending a reminder 2-3 days before the appointment, and another the day of.

No more forgotten appointments! Significantly reduce the rate of no-shows.



2 Use Preferred Communication Method

Reminders are great. But what if your messages are not being received? On average, front desk staff spend around [3 hours a day](#)³ trying to confirm appointments over the phone. With a large portion of these calls not being answered or returned.

What if this is because your patients prefer email? Or text message? Sending the right message, at the right time, with the right method is crucial for ensuring your reminders are being received. And as an added bonus, using different forms of communication can help save your staff time from having to make endless phone calls.

No more missed messages! Reduce no-shows and save your staff time.



3 Intiveo Customer Case Study: Slipacoff Dental Centre. (2021, April 15). Intiveo. Retrieved September 9, 2022, <https://journals.sagepub.com/doi/full/10.1177/2150131913498513>

3 Make Rescheduling Convenient

Everyone has forgotten an appointment before. It happens! Sometimes you've double booked yourself and something has to give.

The benefit of sending reminders a few days before the appointment is it allows patients the opportunity to let you know if they are unable to make it. This in turn lets you promptly reschedule, while having enough notice to fill the empty time slot - avoiding a no-show, and lost revenue!

No more last minute cancellations! Enable convenient rescheduling and reduce loss revenue.



4 Automate Your Workflows

Having your staff spend all day on the phone, trying to get confirmations, can still have patients slip through the cracks and lead to staff burnout. The answer; automated reminders!

With the right tool, you can leverage automated workflows to send reminders for you. Letting you send messages when and how your patients want them. Automated reminders can drastically reduce no-shows, and also create enormous amounts of time saving.

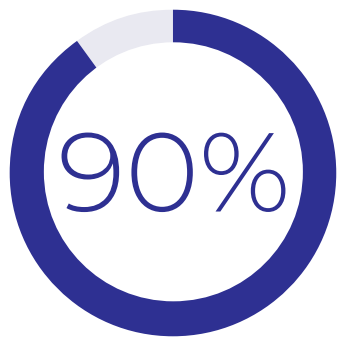
No more no-shows! Automate your reminders and decrease your number of no-shows.



The Intiveo Solution

Intiveo understands your desire to cut down on patient no-shows and improve the office experience. Our software allows you to send automatic appointment reminders to your patients via phone, email, and even text. Every patient will get the experience that works best for them. Plus, the reminders are entirely customizable!

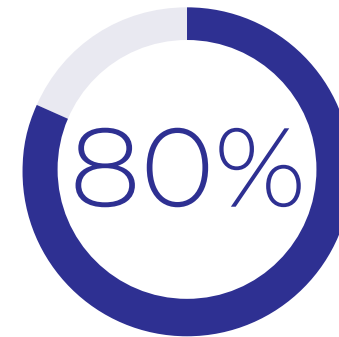
With Intiveo, practices have been able to see amazing results, such as:



decrease in [no-shows](#)⁴



hours/day in [time savings](#)⁵



increase in [confirmation rate](#)⁶

Your patients will appreciate the efforts to remind them and make their experience an easy one. Interested in reducing no-shows?

[Book a 30-minute demonstration](#) and see how Intiveo can help your practice today!

⁴ Intiveo Customer Case Study: Blue Water Dental & Lighthouse Dental Centre. (2021, August 15). Intiveo. Retrieved September 9, 2022, <https://intiveo.com/case-study-blue-water-dental/>

⁵ Intiveo Customer Case Study: Lakeside Pediatric Dentistry. (2021, October 12). Intiveo. Retrieved September 9, 2022, <https://intiveo.com/case-study-lakeside-pediatric-dentistry/>

⁶ Intiveo Customer Case Study: GRAFT Periodontics. (2021, September 23). Intiveo. Retrieved September 9, 2022, <https://intiveo.com/case-study-graft-periodontics/>