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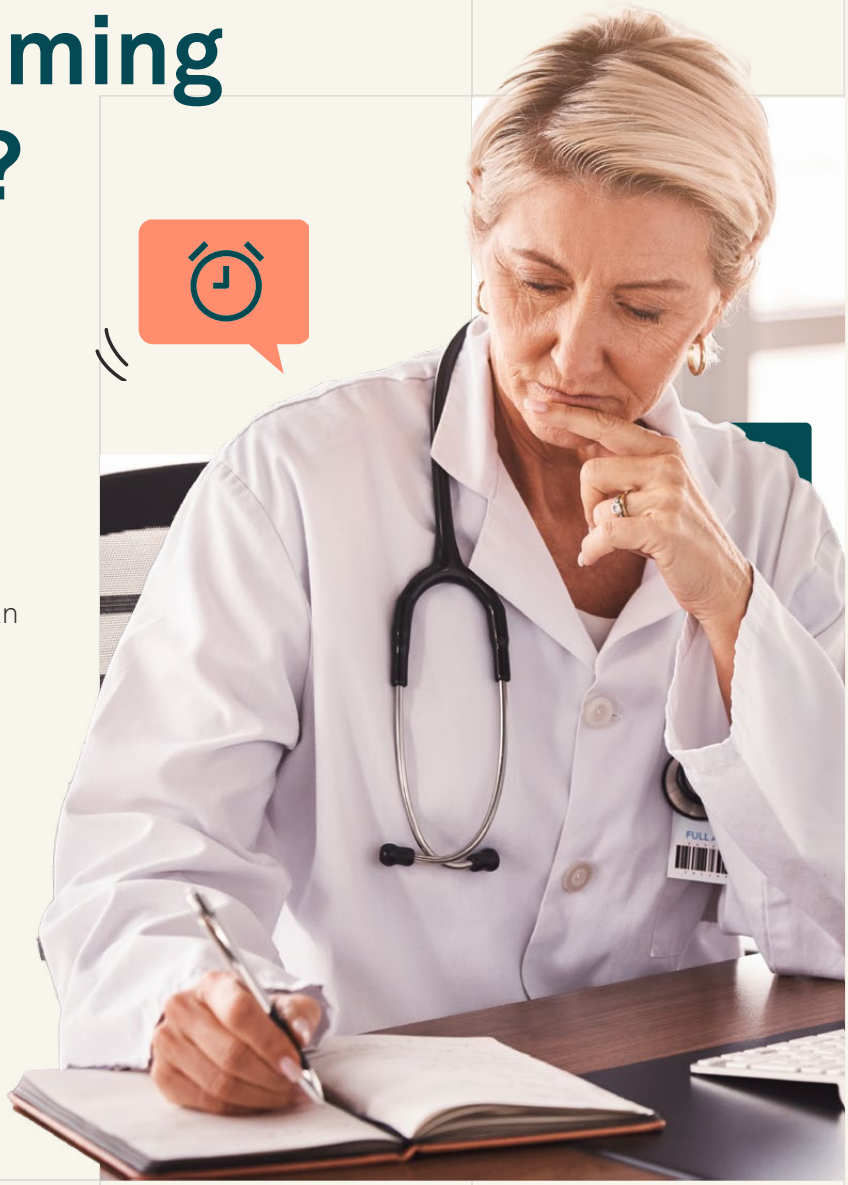
The 2026 no-show strategy assessment: **Are you reclaiming your revenue?**



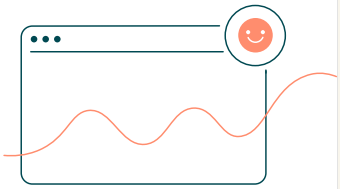
Most practice owners underestimate how much no-shows are actually costing them. This assessment will show you whether you're right — or whether you've been absorbing more damage than you realized.

Only 1% of practices report never dealing with a no-show. Meanwhile, 36% face 11 or more every month and among those who can put a dollar figure on it, and 19% estimate they're losing $5,000 or more monthly.

That loss compounds with time. Your front desk absorbs more administrative rework, your schedule gets less predictable, and your margins shrink, all while the problem quietly becomes harder to reverse.

$60K
per year
the cost of unchecked no-shows for nearly 1 in 5 practices

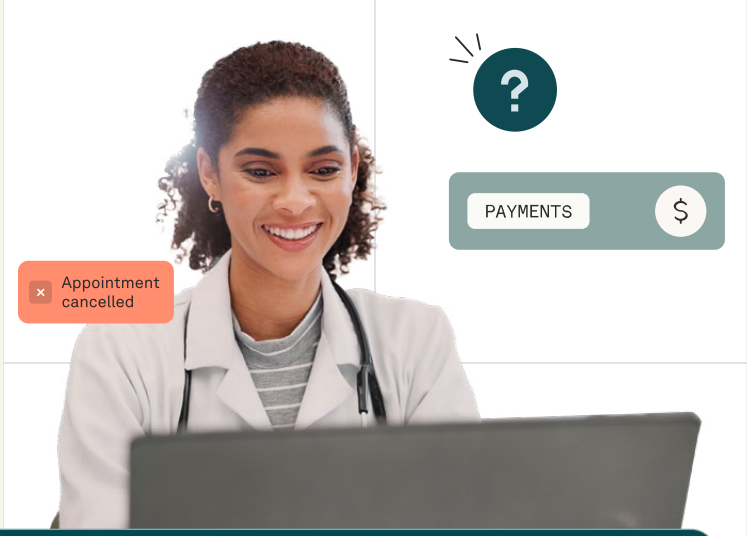
Use this no-show assessment to find the operational gaps and benchmark performance against top-performing practices. Think of it as a vitals check for your practice operations. So, be as honest as possible, as it's for your eyes only.



How does your practice compare to top-performing practices?

1. Are you truly protecting your revenue?

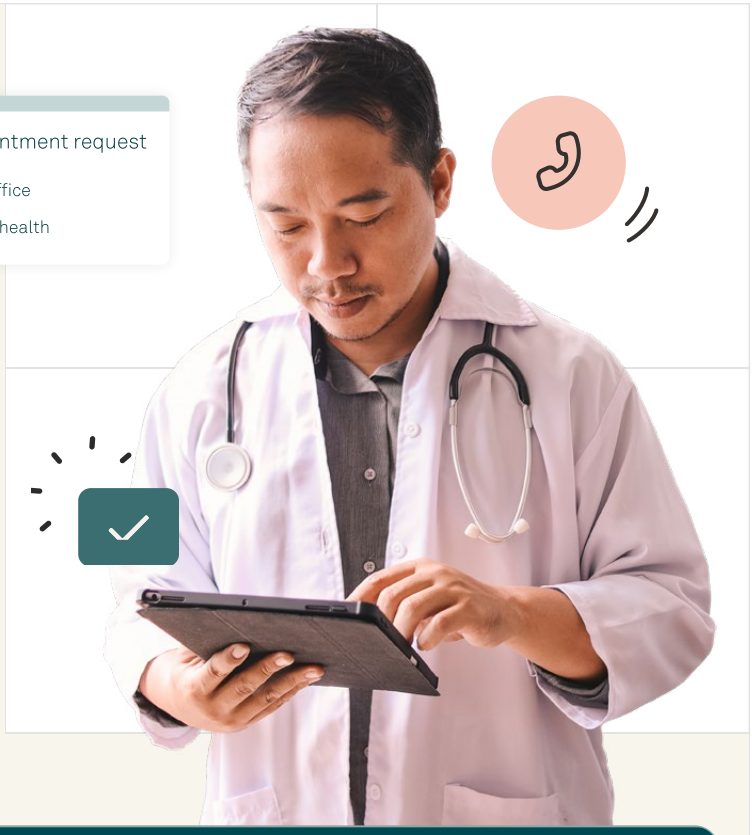
You've already allocated staff, office space and clinical resources for every appointment on your schedule. When a patient doesn't show, that revenue isn't easily recouped.



YOUR PRACTICE	YOUR ANSWER		HOW YOUR PEERS COMPARE
Do you have a cancellation or no-show fee policy?	YES ○	NO ○	Only 27% of practices charge a fee, but they report the lowest no-show rates among all practices.
Do you keep a card on file or collect a deposit?	YES ○	NO ○	41% of practices keep patients' credit cards on file to collect payments.
Can you estimate how much revenue you lose to missed appointments each month?	YES ○	NO ○	Among providers who track this, 19% are losing $5,000 or more per month. You can't prioritize the fix if you can't quantify the loss.
Do you have a graduated follow-up process for repeat no-shows?	YES ○	NO ○	63% of practices with a missed-appointment policy start with a warning before they eventually remove repeat offenders.

How many times did you say yes? ____ / 4

2. What is the current state of your operations?



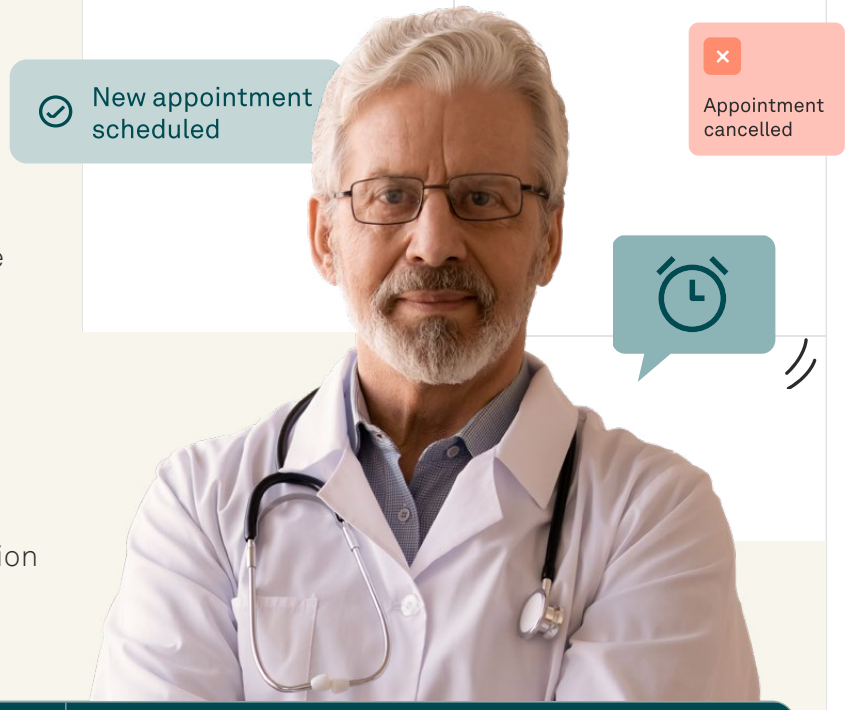
Every time a patient cancels their appointment, your revenue isn't the only thing that's impacted. The burden of the cancelled appointment also falls onto your operations team. Your front desk absorbs all the manual work, which distracts them from real-time tasks, like collecting payments and submitting claims.

YOUR PRACTICE	YOUR ANSWER		HOW YOUR PEERS COMPARE
Do you use automated reminders for every appointment?	YES ○	NO ○	76% of practices that actively combat no-shows use automated reminders as their primary tactic.
Do you send at least one reminder on the morning of the appointment?	YES ○	NO ○	56% of patients say more reminders would help them show up. Yet only 17% currently receive a morning-of reminder.
Does your front desk follow a documented protocol for handling no-shows and cancellations?	YES ○	NO ○	62% of practices take active steps to reduce no-shows, but few have moved from ad hoc responses to repeatable, owned processes.
Do you track no-show patterns as part of your caseload management?	YES ○	NO ○	81% of providers think patients forget, but only 19% of providers always or often know why a patient canceled or didn't show up.

How many times did you say yes? ____ / 4

3. How flexible are your scheduling processes?

Sometimes patients cancel because something comes up, and your systems don't give them an easy way to reschedule. Your operations are struggling as it is, but the lack of flexibility when it comes to rescheduling makes things worse. The practices that remove that friction have the lowest no-show rates.



YOUR PRACTICE	YOUR ANSWER		HOW YOUR PEERS COMPARE
Can patients reschedule appointments online?	YES ○	NO ○	69% of patients say this alone would make them more likely to show up. Yet only 46% of practices offer rescheduling directly from reminders.
Do you offer automated waitlists that fill canceled slots?	YES ○	NO ○	68% of patients would opt into a waitlist that automatically offers the next available slot. Only 42% of practices have this in place.
Do you offer same-day or next-day appointments?	YES ○	NO ○	49% of practices that actively combat no-shows use same-day or next-day availability as a core tactic.
Do you offer telehealth as an alternative?	YES ○	NO ○	81% of practices now offer telehealth services for patients who can't meet in person.
Do your reminders include a clear cancel/reschedule button?	YES ○	NO ○	42% of patients say a cancel/reschedule button in the reminder is the single most useful feature.

How many times did you say yes? ____ / 5

How did you fare?

Your total score from sections 1 to 3: _____ / 13

YOUR SCORE	WHERE YOU STAND	WHAT IT MEANS
0–4	**Your systems need attention.**	Missed appointments are likely costing your practice thousands each month in lost revenue and preventable rework. Start with the section where you checked the fewest boxes and make just one change.
5–9	**You've built a foundation, but it's still shaky.**	You have a few systems that are working, but they're either fragmented or inefficient. Identify your lowest-scoring section and look for ways to connect your existing tools into a single workflow.
10–13	**You're operating like a top performer.**	Your systems align with practices that have the lowest no-show rates. Keep improving your systems by reviewing your no-show data monthly and closing any gaps.

Reduce no-shows. Reclaim your revenue.

Every no-show adds up over time and costs you thousands of dollars each month. Now, you know what's working for you — and what's not. The practices with the lowest no-show rates achieved them by conducting similar assessments and tightening their systems.

Your score tells you where your biggest gap is. So, start with the section where you checked the fewest boxes. That's where a single change can make the most significant difference.

This assessment showed you the gaps. Now, it's time to close them. See how Tebra can help you decrease no-shows and protect your revenue at tebra.com/patient-experience.

