

# NO SHOW RATE

## Office Detail Report

- “No show” rate (Confirmation & Completions section)
- Patient email address capture rate
- Same day appointments (Appointments section)
- Next Eye Exams confirmed - “Moved to Appt Book” (Next Eye Exams Scheduled Last Year section)
- Next Eye Exams for next year “Added for the future” (Next Eye Exams Pre-Appointments)

Follow these simple steps to access the Office Detail Report:

1. From the home page of TAB, click on the “reports” button at the top of the screen
2. Choose the “Office Detail Report” from the top dropdown menu
3. Enter Start and End Dates for the Report (note timeframe constraints on this screen)
4. Click on “refresh”

To print this report, click the “print” button at the top of the report after completing steps above

The screenshot displays the TAB (The Appointment Book) web application interface. At the top, there is a navigation bar with links for [home](#), [admin](#), [email](#), and [logoff](#), along with a search bar and a date display for Thursday, March 28, 2019. The main content area shows a 'Processing Report: Please wait...' message. A dropdown menu is open, listing various report options, with 'Office Detail Report' selected. Below the dropdown, there is a form for generating a report with fields for Office (0000 Eye V), Start Date (03/28/2019), End Date (03/28/2019), Order (By Time), Status (All), Doctor, and Show Events (No). The interface also includes a 'Secure Area' indicator and a 'Help' link.

Once the report processing is complete, Summary Reports will be visible and you can scroll down to the No Shows section:

<b>No Shows</b>	
Office No Shows (Not Including Checks)	41
• Percent Office No Shows (Not Including Checks)	16.33 %
Check No Shows	2
• Percent Check No Shows	14.29 %
Online No Shows	8
• Percent Online No Shows	13.33 %
Total No Shows (Does Not Include Unconfirmed Next Eye Exams)	51
• Percent Exams No Show (Out of Total Scheduled Appts, Including Checks)	15.69 %

No Show Rate %  
for Online Appts

No Show Rate %