

## Zero No-Show Rate

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### Description and Importance

No-shows are costly, disruptive, and avoidable. This chapter outlines a tested, replicable five-part system that led to my record of 189 consecutive adult ADHD evaluations with zero no-shows. Rather than accepting missed appointments as inevitable, clinicians can proactively reduce risk by reinforcing client commitment, conducting pre-screening, assigning homework, and managing their schedule with intention. These methods protect your time, stabilize revenue, and strengthen your reputation for professionalism and reliability.

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### Learning Objectives

By the end of this chapter, trainees will be able to:

1. Define what constitutes a no-show within an evaluation-based clinical model.
  2. Identify key risk factors that contribute to evaluation no-shows.
  3. Implement a five-part system to reduce or eliminate no-show occurrences.
  4. Understand how to integrate pre-screening, appointment confirmation, and homework into the evaluation process.
  5. Evaluate the clinical and financial benefits of a zero no-show rate in an adult ADHD practice.
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