

# Santa Cruz Avatar

## No-Show Appointment Instructions:

How to Change the Status of an Avatar Appointment in the Scheduling Calendar to Indicate a No-Show

### Introduction

It is important for client care to follow up when a client has not shown for an appointment. To track No-Shows in the Avatar Scheduling Calendar, change the appointment status as described below.

### Procedure

Mon, Jul 24	Tue, Jul 25
MAST, NANCY (001885)	MAST, NANCY (001885)
8:30 AM HERZOG, BENT INDIVIDUAL THERAPY - Location: Office	8:30 AM GIESE, GOBIND INDIVIDUAL THERAPY - Location: Office
9:15 AM FAVREAU, LIL' T INDIVIDUAL THERAPY - Location: Office	9:15 AM NEWTTOOTH, MELA INDIVIDUAL THERAPY - Location: Office
10:00 AM - 11:30 AM PEACEBROTHER, WILDBLAZE - THERAPEUTIC ASSESSMENT - Location: Office	10:00 AM - 11:30 AM RESERVED, TIME - THERAPEUTIC ASSESSMENT - Location: Office
12:30 PM SCHUHMAC INDIVIDUAL THERAPY - Location:	12:30 PM FLITTERBEAM, FLO INDIVIDUAL THERAPY - Location: Office

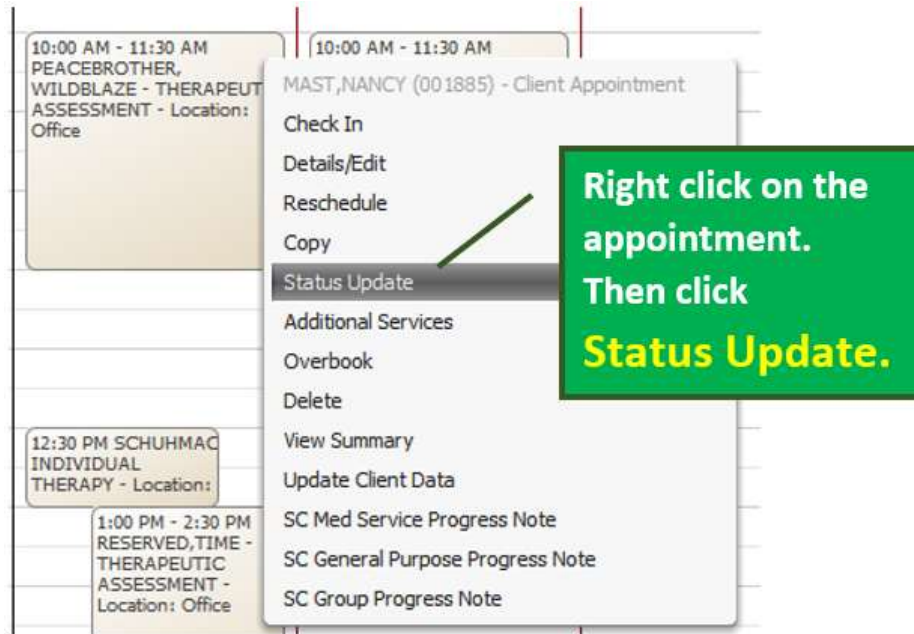
- 1) Locate the appointment in the Avatar Scheduling Calendar.

**Definition:** A missed patient appointment is when the patient was scheduled, did not appear for the appointment, and made no prior contact with clinic staff. Note that calling moments before or even 5 min late counts as a cancellation.

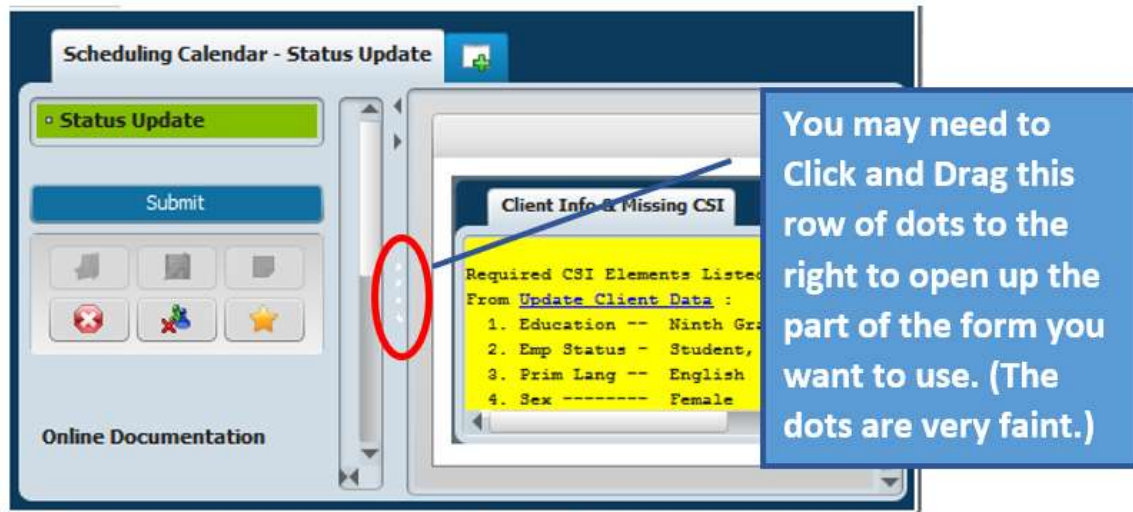
# Santa Cruz Avatar

## 2) Change the Appointment Status

Right click on the appointment. A menu will open up with various appointment options.



If the Status Update form looks like this, click the horizontal row of white dots (this is very tiny and faint) and then drag to the right to open the portion of the form that you want to use.



# Santa Cruz Avatar

- 3) Click "Missed Visit," and then select the code M400 NO SHOW (or A400 NO SHOW).
- 4) Click "Submit."

Scheduling Calendar - Status Update

Status Update

Submit

Appointment Status

Scheduled

Confirmed

Yes

Confirmation Notes

Enter any notes if applicable.

Missed Visit

Yes

Missed Visit Service Code

M400 NO SHOW

Missed Visit Notes

Notes

Online Documentation

- 5) The appointment will have an **X** to indicate the appointment was a no show or cancelled

9:15 AM FAVREAU, LIL' T  
INDIVIDUAL THERAPY -  
Location: Office

10:00 AM - 11:30 AM  
PEACEBROTHER,  
WILDBLAZE - THERAPEUTIC  
ASSESSMENT - Location:  
Office

The red and white "X" indicates that the appointment has been cancelled using Status Update.

# Santa Cruz Avatar

- 6) Open your progress note as usual.
- 7) Change the service code on the note to M400 (or other applicable code).

If you indicate an M400 NO SHOW using Status Update, you will still be able to write a progress note, but when the note opens, it will still have the old service code.

**Make sure you change the service code on your note to M400 (or other applicable code).**

**▼ SERVICE INFORMATION**

Date Of Service / End Date for Weekly Summary  
01/03/2023 T Y

Service Start Time: 08:00 AM Service End Time: 08:30 AM

Service Program: County - Adult Access

Location: Office

Service Charge Code: **INDIVIDUAL REHAB COUNSELING (M445)**

When writing your progress note, make sure you change the service code.

**▼ SERVICE INFORMATION**

Date Of Service / End Date for Weekly Summary  
01/03/2023 T Y

Service Start Time: 08:00 AM Service End Time: 08:30 AM

Service Program: County - Adult Access

Location: Office

Service Charge Code: **NO SHOW (M400)**