

This New Tool Allows You to Overcome Last Minute Cancellations and No-Shows



Anyone who runs an appointment based business knows how frustrating last minute cancellations and no-shows can be. Doctors, dentists, therapists, beauticians, and veterinarians alike know that wasted time from last minute cancellations and no-shows leads to lulls in the day and a lot of money on the table. Picture this common scenario of any appointment based business. Your staff spends quality hours getting to know your clients and preparing for their next appointment weeks or months in advance. On the day of the appointment, your staff spends time and energy preparing for your client to come in. Then, with just a few hours notice, your client gets cold feet and decides not to come. As a result of the no-show, your staff feels disheartened and will have to waste a lot of time.

Imagine an even more frustrating scenario. You schedule an appointment months in advance, and your client doesn't even call in to let you know they won't make the appointment. Your client leaves your staff blind-sided and confused about what caused them to turn away. For any profession that relies on scheduling appointments, situations like these happen on a regular basis.

The good news is that there is a new way to overcome every one of your last minute cancellations and no-shows. Fortunately, this solution doesn't involve putting increased pressure on your clients. Sure, you can make a policy that says your patient must commit or pay a huge fee. But doing this can potentially upset your patient and cause them to turn away from you in future.

When a patient cancels last minute or doesn't show up, a whole potential appointment is lost for you and your staff. That time that could be spent working with other patients and clients. If a dentist, therapist, or doctors office averages one last minute cancellation or no-show a day, and there are 261 workdays in a year, those last minute cancellations and no-shows could be costing them \$25,000-\$50,000 a year, and another \$25,000-\$50,000 in opportunity cost! The countless hours of wasted time for all your staff, lost business, and missed opportunity to satisfy other clients is overwhelming frustrating.

A new tool called Next In Line is specifically designed to help appointment based businesses solve the frustrating and costly problem of last minute cancellations and no shows. How it works is that it provides a virtual waitlist for your customers and patients. When an opening in your schedule occurs, the next customer on the virtual waitlist receives an instant notification to fill the open appointment. Your patient saves weeks or months of waiting time by getting appointments sooner than normal, and your staff no longer wastes time during lulls in the day. This virtual waitlist and notification system leads to an enhanced customer experience, increased staff efficiency, and plenty of recovered revenue.

Dr. Dennis Kurgansky, a Dermatologist based in Bel Air, Maryland says that his patients and staff love the tool and use it regularly. “For years, I’ve struggled with last minute cancellations and no-shows. With Next In Line, I am able to notify my patients when an opening comes up and they can instantly fill it. My patients and staff love it, as it’s so easy and saves them all time!” Perhaps Next In Line is the solution your business needs to finally overcome last minute cancellations and no show?

[Request a free Next In Line demo to help your business overcome last minute cancellations and no-shows.](#)

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