

A1 Definitions Sheet

Purpose: fix what each outcome means, once, so the count means the same thing every week and after every staff change.

PRACTICE _____

DATE _____

PART 1 One meaning for each outcome

TERM	RULE AT THIS PRACTICE	WHERE IT CAME FROM
Kept	The client arrived and was seen, even if late	
No-show	No arrival and no word before the start time	
Late cancel	Cancelled or moved less than _____ hours before the start time	
Early cancel	Cancelled or moved with _____ hours' notice or more	
Moved after a miss	Stays a no-show or late cancel; the new booking is a new booking	
Practice cancel	Moved or cancelled by the practice; logged apart, never counted against the client	
Refilled	Another client seen in a late-cancel slot	
Empty slot	A no-show, or a late cancel nobody refilled	
Late arrival		
Counted from		
Count owned by		
Reviewed		

PART 2 Rulings on edge cases

Rulings on edge cases (write each one here, so the next person sorts it the same way):

SIGNED _____ (OWNER) DATE _____

No client names on this sheet.