

A2

Empty-Slot Count and Risk-Flag Tally

Purpose: count one month's empty slots by the A1 definitions, set a risk flag on three facts the booking system already holds, and see which flags the misses carried.

PRACTICE _____

DATE _____

Last month's count (Chapter 1). Month counted: _____

LINE	THIS PRACTICE	WHERE IT CAME FROM
Treatment visits booked last month		Booking report, consults left out
No-show rate		No-shows ÷ visits booked
Late-cancel rate, inside the _____-hour window		Late cancels ÷ visits booked
Share of late cancels refilled today		Late cancels refilled ÷ late cancels
No-shows		
Late cancels		
Late cancels refilled		
Late cancels left empty		
Empty slots		No-shows + late cancels left empty
Visits that happened		Visits booked – empty slots
Empty slots a week		Empty slots × 12 ÷ 52

Consults, counted on their own line by the same definitions: booked _____ no-shows _____ late cancels _____

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Continued.

DATE _____

The flags (Chapter 2).

FLAG	RULE AT THIS PRACTICE	WHERE IT CAME FROM
New client	No completed treatment visit before this booking	
Far ahead	Booked more than _____ weeks before the visit (Larkspur's line is 8 weeks, a design choice the tally tests)	
Prior miss	A no-show or late cancel in the past _____, by the A1 definitions	
Set by		
Seen by	Staff only; never shown to the client or written in a clinical note	
Used for	Who gets a call as well as a confirmation A4	

The tally. One row per flag, with no-shows and late cancels counted apart. A booking can carry more than one flag, so the rows won't add to the month's total.

FLAG	BOOKINGS WITH THE FLAG	NO-SHOWS	LATE CANCELS	NO-SHOW RATE
New client				
Far ahead				
Prior miss				
No flag				

Flagged bookings that never got their call: _____

No-show rate for a flag = no-shows on bookings with the flag ÷ bookings with the flag.

No client names on this sheet.