

Teletask & No Show Guidance

The table below summarizes when data is pulled from STARS for the appointment reminder and missed appointment voice and text messages.

Type of Reminder	When data pulled	When messages sent	Important information
Upcoming appointment reminder	9pm two days prior to appt <i>Example: Wed appts pulled Mon at 9pm</i>	11 am day before appointment <i>Example: Wed appts sent on Tues at 11am.</i>	If an appt is made on the day before the appt, no reminder will be sent.
Missed appointment notification	9pm day of missed appt <i>Example: No show on Friday pulled on Friday night</i>	11am day after missed appt <i>Example: Friday no show sent on Saturday.</i>	Client must be marked as No Show to receive missed appt notification.

Key Points:

- **No show Management must be run before staff leave for the day at least by 9pm, so all missed appointments will be listed on the daily report.** If no show management is run the day following missed appointments, the previous day's missed appointments will not show up on the report for either day. This could result in clients falling through the cracks.
Example: If No show management for Monday is run on Tuesday morning, these clients will not receive a missed appointment notification since the file was already pulled the night before.
- **Clients that reschedule their appointment by the end of the day of the missed appointment should have their appointment marked as rescheduled and NOT no show.** If they are marked as no show, they will receive a missed appointment reminder unnecessarily causing annoyance and confusion.
Example: A client calls in the morning to reschedule her appointment today and leaves a message. She works so you aren't able to get back in touch with her until 4:30 pm when you reschedule the appointment for tomorrow. The appointment on the current day should be marked as rescheduled.
- **Clients that request to reschedule their appointment but one is actually not scheduled prior to the end of the original appointment day should be marked as no show.**
Example: You see a text in the morning from a client requesting to reschedule her appointment for today at 10am. You respond to the text but she doesn't get back to you today. The appointment on the current day should be marked as no show using no show management.

Local Agency Tasks:

1. Respond to text messages throughout the day and assist clients with rescheduling appointments.
2. Run/schedule and review On-Demand reports of voice and text messages sent (See [Teletask Basics](#) for details). The messages are sent at 11:00am, so you'll want to review the reports in the afternoon.
3. Look for clients that received neither a text nor voice message. Try calling one more time and send an email if one is listed.
4. If unable to reach and the client missed their appointment, send a letter or postcard.
5. Run No Show Management prior to the end of the day.

When	Task
Throughout day	Respond to text messages and reschedule appointments changing appointment for current day to Rescheduled if needed.
After 1pm	Run/Schedule and review reports in Teletask and call or send postcard to those that didn't receive text or voice message for missed appointments.
End of each day (before 9pm)	Run No Show Management.