

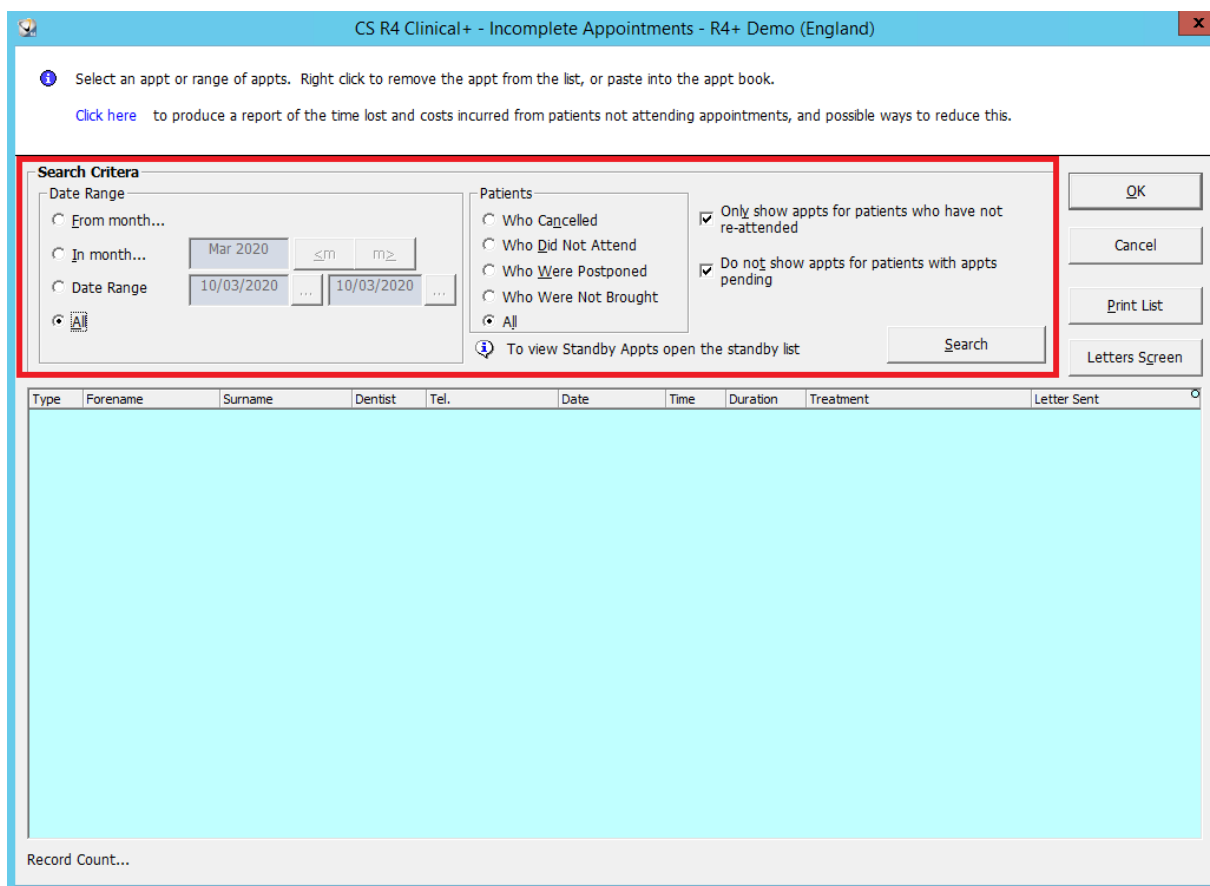
# CS R4+

## How to Find out the Number of Cancelled or DNA'd Appointments

This Job Aid is aimed at all team members and shows how to quickly find out the number of patients who have cancelled or not attended their appointment within a specific period of time in the CS R4+ practice management software.

### Patients Who Did Not Attend Report

This report is built into CS R4+ and can be accessed from the **View** menu on the **Planner**. This report can be used to display a list of patients who have cancelled, who did not attend or were postponed.



- 1 From the **Planner** click **View** and select **Patients Who Did Not Attend**.
- 2 Select the relevant **Date Range** options.



- 3 Select the Patients that you want to include in the report.
- 4 Select or de-select **Only Show appts for patients who have not re-attended** as required.
- 5 Select or de-select **Do not show appts for patients with appts pending** as required.
- 6 Click **Search**.
- 7 A record count at the bottom of the page will display the number of patients who match the selected criteria.