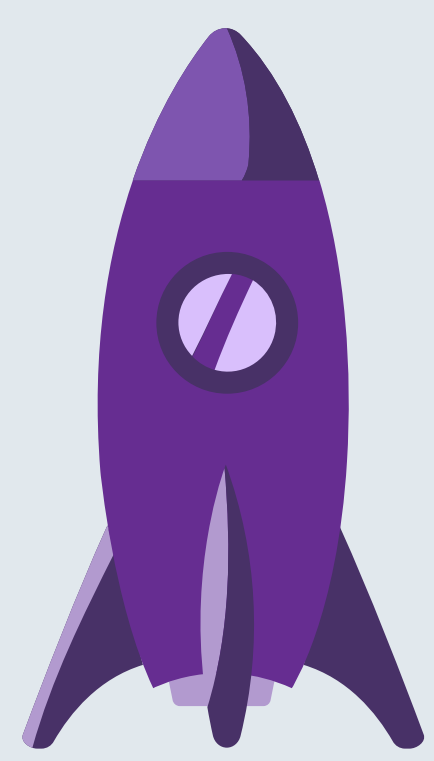
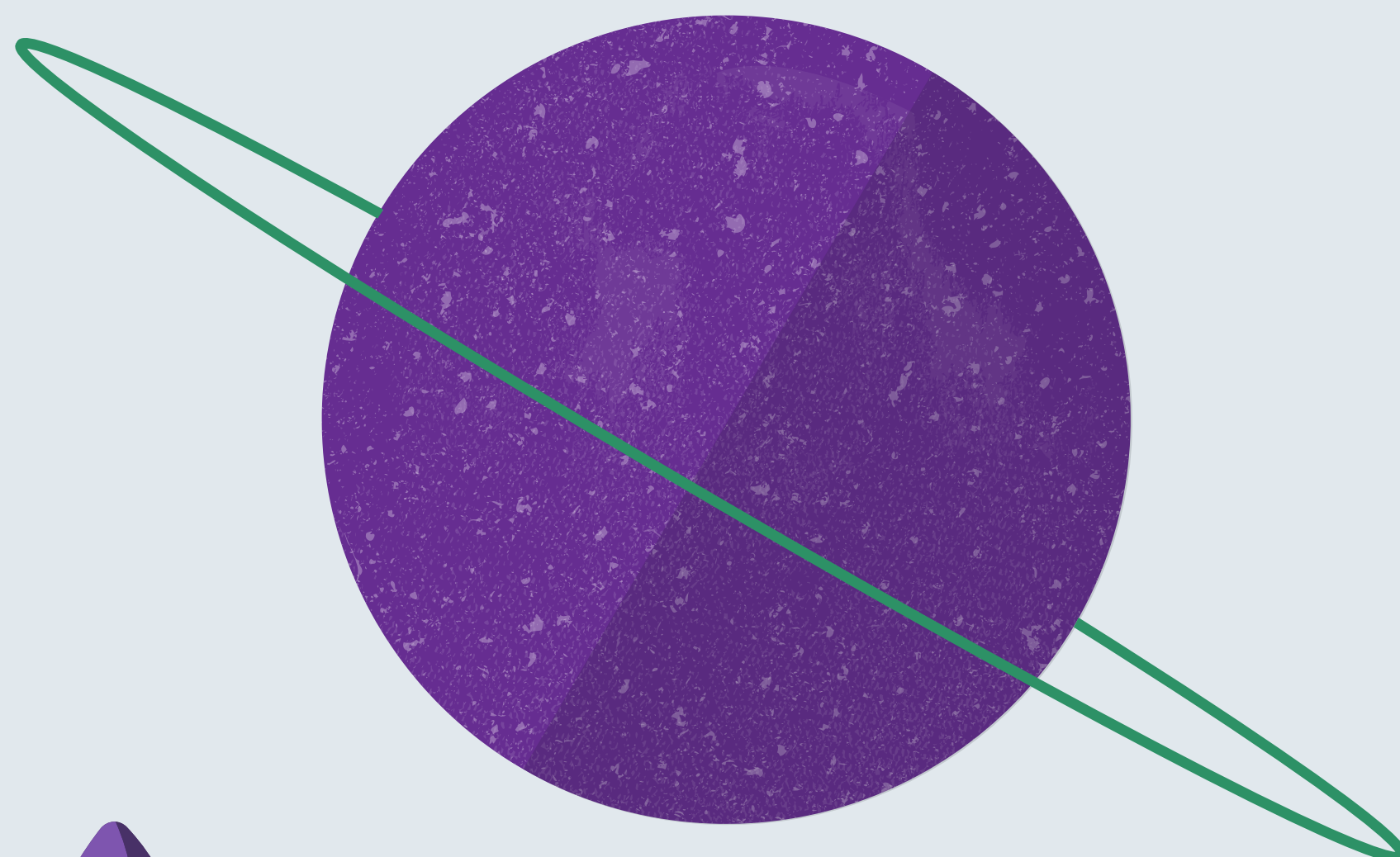


**NMS**  **Health**  
**pool**  
**Missed Appointment Guide**



## WHAT IS A MISSED APPOINTMENT?



**When an employee or candidate fails to attend a scheduled service arranged by NMS Health staff, it's categorized as a missed appointment.**

NMS Health classifies Missed Appointments two ways: No Shows and Reschedules

### No Show

### Reschedule



## RESCHEDULES UNVEILED



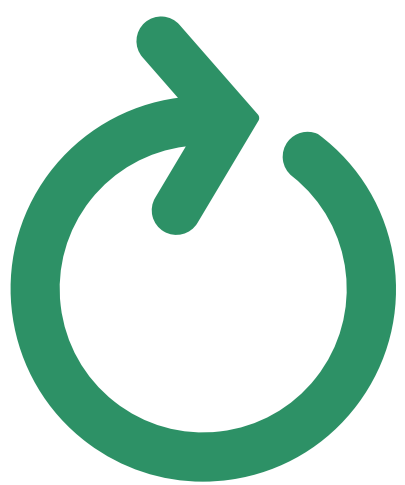
**When an employee or candidate requests a reschedule at least 24 hours before their appointment, they will be moved out of the scheduling section. The requester will receive an alert asking to approve the reschedule.**



**After approval, they will be automatically transitioned from the scheduling section to the To Be Scheduled section in pod.**



**Subsequently, they will receive a fresh registration link via email, and their status will be updated to Awaiting Registration.**

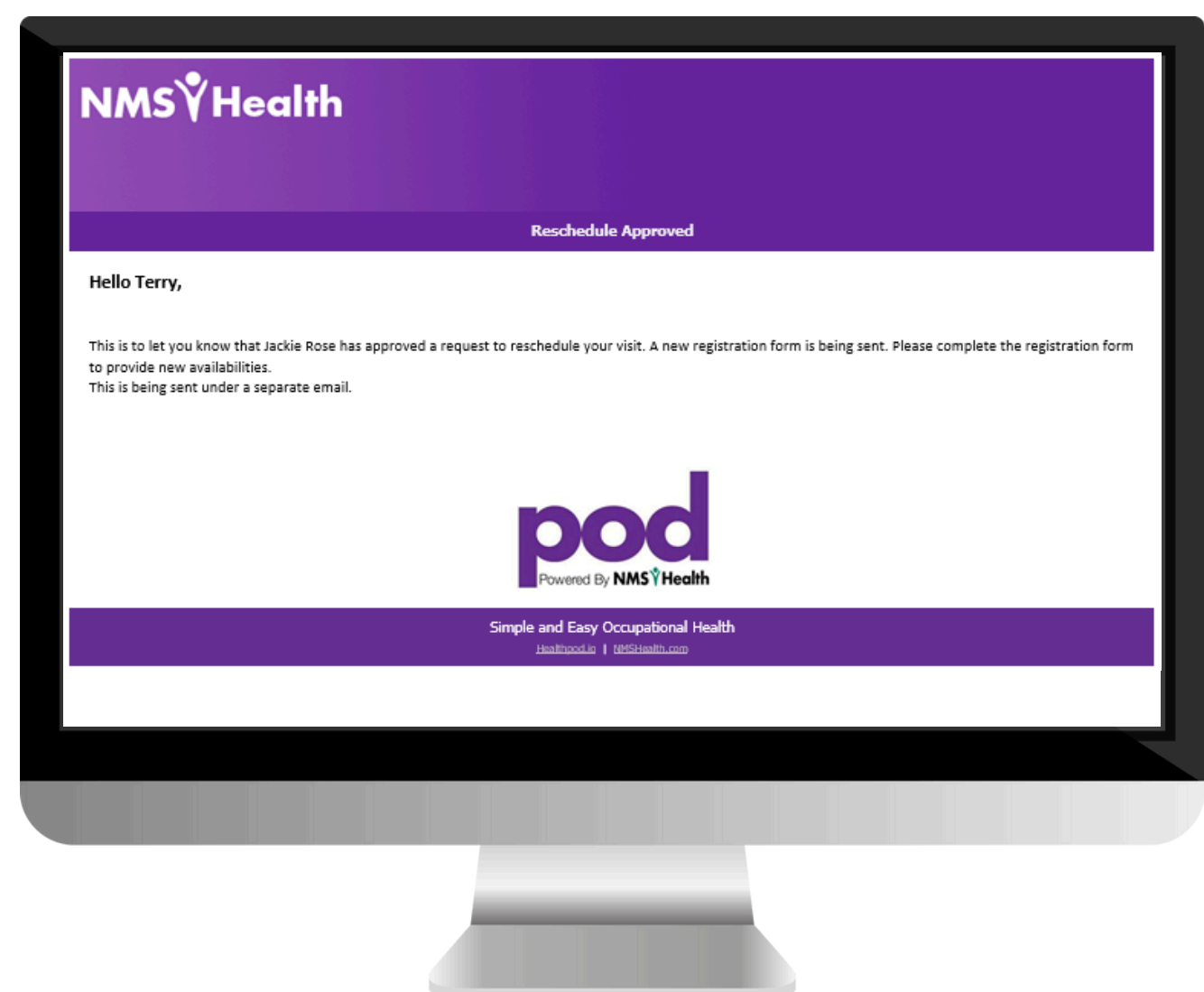
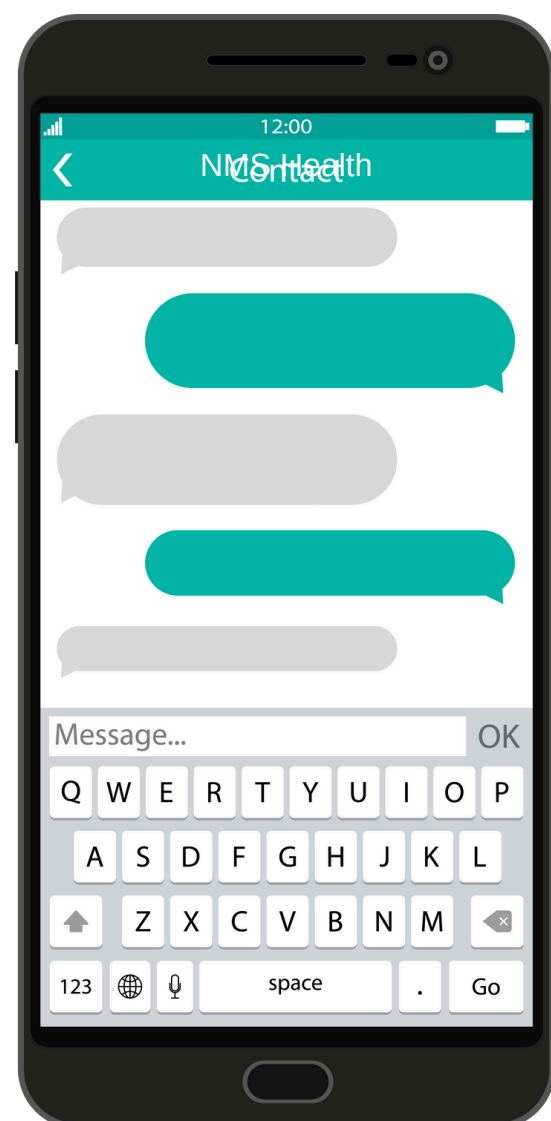


**Once the employee or candidate fills out their registration, NMS Health will schedule their services. A confirmation email will be sent the requester.**

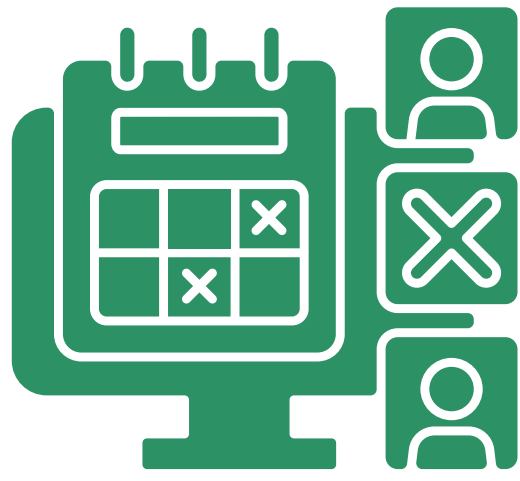
## WHAT EMPLOYEES & CANDIDATES CAN EXPECT

**Once the requester approves the reschedule, the employee or candidate will receive a text message and an email informing them that their reschedule request has been approved and that they will be receiving a new registration request shortly.**

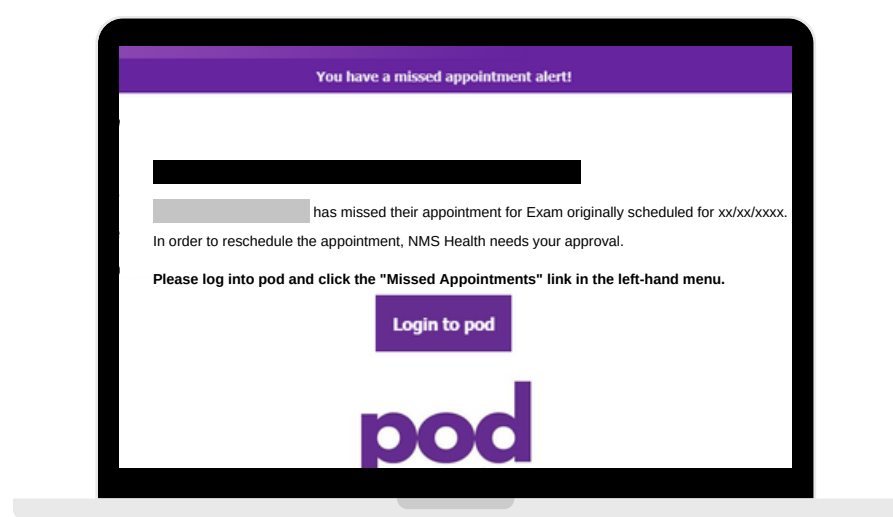
Greetings! This is to let you know that Jackie Rose has approved a request to reschedule your visit. A new registration form is being sent. Please check your inbox to complete the registration form to register new availabilities.



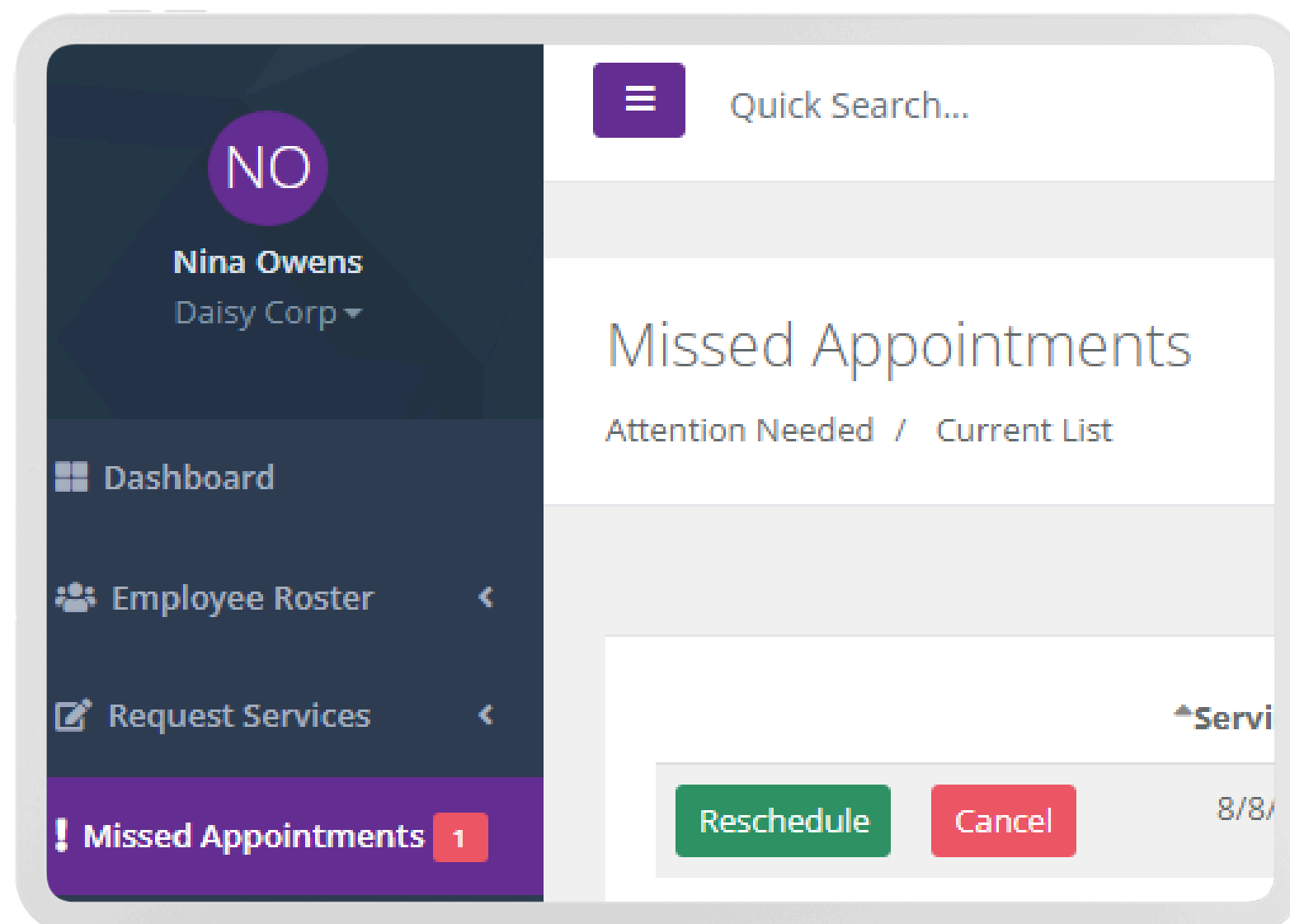
## NO SHOWS SIMPLIFIED



When NMS Health receives information from a clinic indicating that an employee or candidate has not attended their scheduled visit or the employees contacts us after the designated service date, this situation is classified as a "No Show."



In response, an automated email notification is sent out through pod. This email is directed to the requester to inform them about the missed appointment. The purpose of this email is to prompt the requester to sign into pod and take action regarding the missed appointment.



**The Missed Appointment feature serves as a dedicated area within the pod interface where all missed appointments requiring attention are aggregated.**

The Missed Appointment section indicates the total number of such missed appointments that are pending action. The requester can opt to reschedule the appointment. Alternatively, if rescheduling is not needed, the requester can choose to cancel the appointment altogether.

This streamlined process ensures that missed appointments are promptly addressed and managed effectively, preventing unnecessary delays.