8 a.m. no-shows — 4% to 9%

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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6 weeks · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The agent does not say the setting is the cause.** Six weeks is short, and a calendar coincidence remains possible.

Slot	Rate before	Rate after	Change
8.00 a.m.	**4%**	**9%**	**× 2.25**
9.00 a.m.	5%	5%	—
11.00 a.m.	4%	4%	—
2.00 p.m.	6%	6%	—
5.00 p.m.	7%	7%	—

The stability of every other slot is what rules out a general cause. A rise driven by season, patient mix or a change of practice would show everywhere.

What changed six weeks ago

Element	Before	After	Date of change
Time of the day-before reminder	**6 p.m.**	**8 p.m.**	**26/06/2026**

What the reminder time changes, for an 8 a.m. appointment

Reminder at	Time before the appointment	What the patient can still do
6 p.m.	**14 h, including an evening**	**Notify, reorganise, cancel**
8 p.m.	**12 h, including a night**	**Little**

The test proposed

Element	Content
Change	**Back to 6 p.m., slots before 9 a.m. only**
Measurement period	**6 weeks**
If the rate returns to 4%	**The question is settled**
If not	**One hypothesis has been eliminated**

The last row matters as much as the one before it. A test that does not conclude the hoped-for way is still a useful test, and saying so in advance avoids presenting it as a failure.

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