## Scheduling an Appointment using Walk In Visit

When an Urgent Care appointment is scheduled correctly using the Walk In Visit, the appointment will display as **Checked In**, and the Patient will display as **Arrived** on Patient tracking.


Do not check in patients who have been incorrectly scheduled. Cancel the appointment and the encounter. Then create a new appointment using Walk In Visit.

Cancel Appointment and Encounter

1. Within the patient's Appointment perspective, locate the appointment to be canceled, right click and select Cancel Appointment.
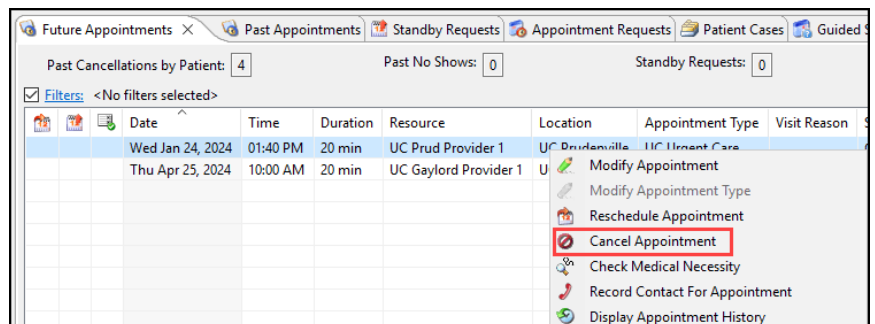
2. Within the patient's Encounters perspective, locate the encounter to be canceled, right click, and select Cancel Encounter.
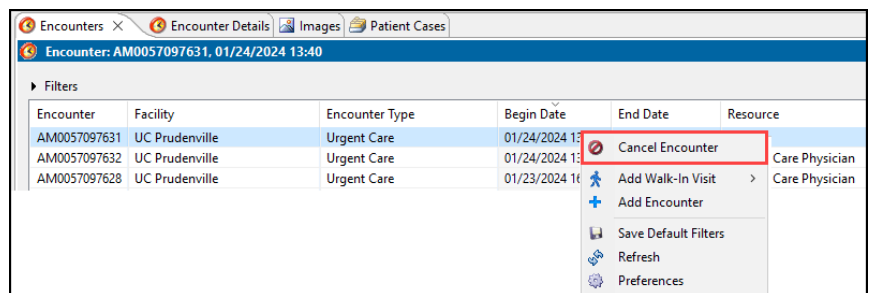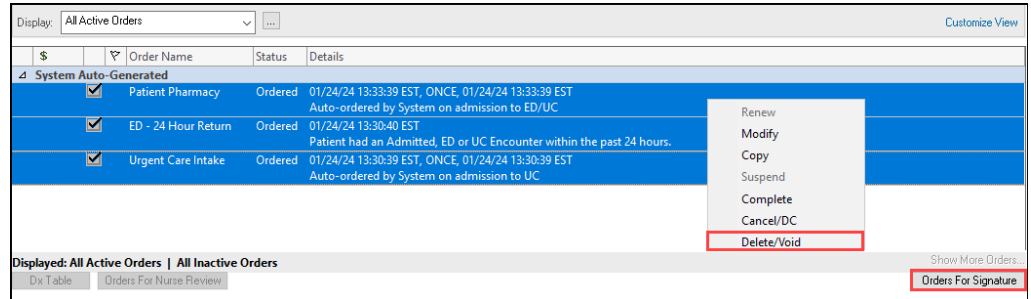

3. If a Cancel Encounter alert is received, navigate to PowerChart to delete System Generated orders. This step needs to completed before the encounter can be successfully canceled.
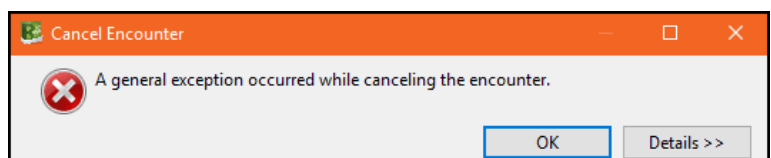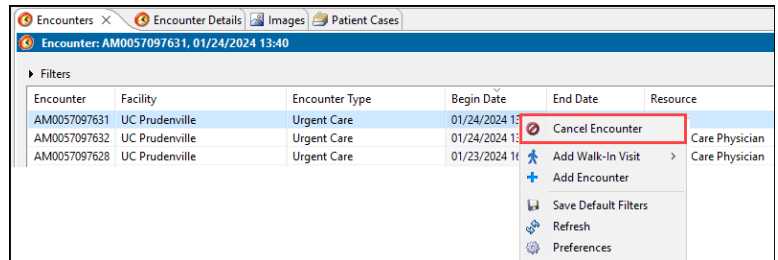
4. Select Orders within the blue menu.
5. Highlight the system generated orders and right click to select Delete/Void.
6. Select Orders for Signature and then select Sign.

7. Navigate back to the patient's encounters perspective, locate the encounter to be canceled, right click, and select Cancel Encounter.

8. After the encounter is canceled, click the Walk In Visit button to add the patient's encounter correctly.