

Appointment Cancel, Reschedule, or No-Show Documentation for Clinical and Clerical Staff

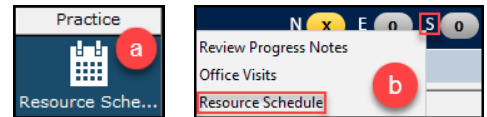
A patient may be dismissed from a practice for missing appointments without notice or timely rescheduling per Munson policy. It is important that these instances are documented accurately within the EHR.

Documenting a Cancelled or Rescheduled Appointment

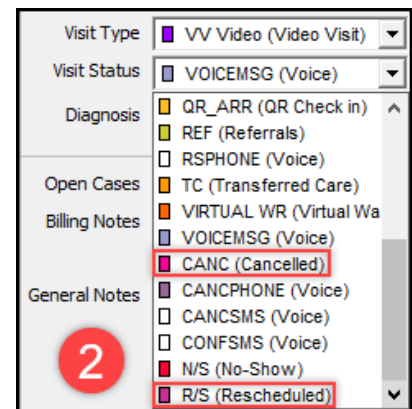
- From the Resource Schedule, double click on the patient's appointment to open the appointment details window.

Note: To open the **Resource Schedule**:

- Click on the Resource Schedule under the **Practice Band** or
- Click on the **letter S** Quick Launch Button (Jellybean) to open the drop-down menu, and then select the Resource Schedule.

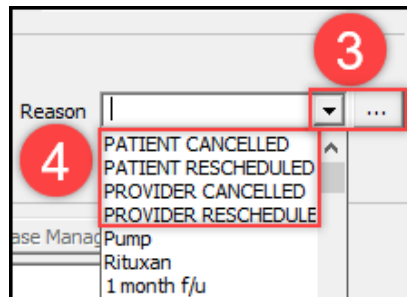


- Click the drop-down arrow next to the Visit Status field and select **CANC (Cancelled)** or **R/S (Rescheduled)**.



- Click the drop-down arrow or the ellipses next to the Reason field.

- Select the appropriate reason:
 - Patient Cancelled
 - Patient Rescheduled
 - Provider Cancelled
 - Provider Rescheduled



- Click OK at the bottom of the appointment details screen. Follow office procedure to reschedule patient's appointment.

Note: Under Encounters on the Patient Hub, rescheduled visits turn **pink** and display a count total at the bottom of the window.

	Date	Time	Type	Status	Provider	Resource	Facility	Reason
<input type="checkbox"/>	03/24/2022	08:40 AM	VV Video	R/S	Dawood, Gihan E	TEST SCHEDULE	MGNR	PROVIDER RESCHE
<input type="checkbox"/>	03/17/2022	11:04 AM	TEL		Dawood, Gihan E		MGEN	Not been feeling w
<input type="checkbox"/>	02/24/2022	10:00 AM	F/U	PEN	Dawood, Gihan E	TEST SCHEDULE	MGIF	leg wound
<input type="checkbox"/>	02/21/2022	11:05 AM	TEL		Dawood, Gihan E		MGIF	Refills

21 Encounter(s) Non Billable Visits: 1 RES: 1

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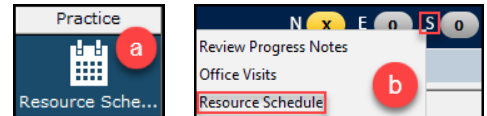
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Documenting a No-Show Appointment

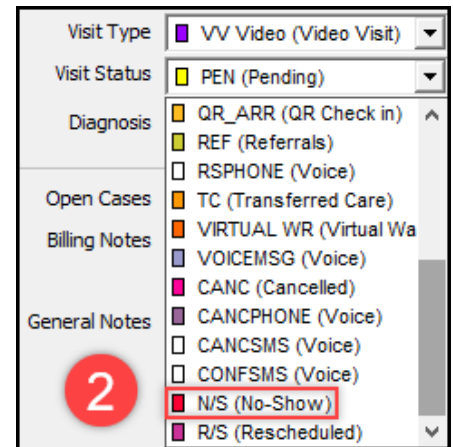
- From the Resource Schedule, double click on the patient’s appointment to open the appointment details window.

Note: To open the **Resource Schedule**:

- Click on the Resource Schedule under the **Practice Band** or
- Click on the **letter S** Quick Launch Button (Jellybean) to open the dropdown menu, and then select the Resource Schedule.



- Click the drop-down arrow next to the Visit Status field and select **N/S (No-Show)**.
- Click OK at the bottom of the appointment details screen. Follow office procedure to reschedule patient’s appointment.



Note: Under Encounters on the Patient Hub, No-Show visits turn red and display a count total at the bottom of the window.

	Date	Time	Type	Status	Provider	Resource	Facilit
<input type="checkbox"/>	03/24/2022	08:40 AM	VV Video	N/S	Dawood, Gihan E	TEST SCHEDULE	MGNR
<input type="checkbox"/>	03/17/2022	11:04 AM	TEL		Dawood, Gihan E		MGEN
<input type="checkbox"/>	03/16/2022	01:15 AM	TEL		Dawood, Gihan E		MGEN
<input type="checkbox"/>	02/24/2022	10:00 AM	F/U	PEN	Dawood, Gihan E	TEST SCHEDULE	MGNR
<input type="checkbox"/>	02/21/2022	11:05 AM	TEL		Dawood, Gihan E		MGIF

21 Encounter(s) Non Billable Visits: 1 **NOS : 1**