Using the "Rescheduled" Status

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The "Rescheduled" status allows a practice to create a new appointment for a patient when they need to move the date/time/location of their appointment. This status also alerts the reminder system and prevents the system from sending out incorrect or outdated appointment information.

When should we use the Rescheduled status?

The practice may determine that the rescheduled status should be used when the date, time, location, or resource needs to be changed for the patient's appointment. The practice may also determine that the patient will need to receive an appointment reminder for updated appointment information. The status change will also allow the practice to efficiently manage the patient's appointment history by reviewing past appointments in the "Rescheduled Status."

How to use the Rescheduled status

To reschedule an appointment, simply right click over the appointment and choose the "Rescheduled" status from the list of options



The user will be presented with the Cancel Comments window, where they are able to add any applicable comments for the reason to reschedule. Click OK.

		20					
Can	cel Comments - 1	Test, Angie 06/24/'	1970(53y) Female		×		
<u>ا</u> ا	Row 0 of 6						
	Start Date/Time	✓ End Date/Time	Resource Name	Туре	Cancelled C		
1	Apr 25 2017 11:15AM	Apr 25 2017 12:45PM	Hynes MD, Patrick	Therapy			
2	Apr 14 2017 2:30PM	Apr 14 2017 2:45PM	Hynes MD, Patrick	Injection 2			
3	Jan 19 2017 4:45PM	Jan 19 2017 5:15PM	Adams ARNP, Blaire	Headaches			
4	Jan 11 2017 2:00PM	Jan 11 2017 2:45PM	Armstrong PT, Stephen	Follow up			
5	Aug 2 2016 3:00PM	Aug 2 2016 4:00PM	Shawn md, test	Group Session			
6	Apr 25 2016 10:00AM	Apr 25 2016 10:15AM	Belza MD, Robert	Catheter Change	•		
					•		
Next 5 Scheduled Appointments Row 0 o							
Start Date/Time		End Date/Time	Resource Name	Туре	Comme 🔶		
1 Feb 27 2024 11:00AM		Feb 27 2024 11:30AM	Head, Blake	Covid testing			
1							
Comm	ent						
Patier	at got in a fender bender	and needs to move app	4				
<u>D</u> efa	ult Comment				OK Cancel		

The system will present the user with a trailing "copy" cursor where they are able to create a new appointment, using the original appointment details

		Head, Blake (0)	Head, Blak
		29 Thursday	1
Ē	15		
	30		
-	45		
	10 ^{am}		
	15		
	30		
	45		
	11 ^{am}	Rick add appointment	
	15		
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	12 ^{pm}		
_	15		

Simply click and drop (or right click to assign to a placeholder) to create the newly rescheduled appointment

						3	30		_	
-	🕒 Copy Appointment							×		
-	Patient *	Tes	t, Angie					Q		
-	Sched. With	Hea	ad, Blake							
	Sched. On	02/2	29/2024	11:00/	AM To	11:30AM	Λ			
-	Appt. Type *	Cov	id testing]~		
-	Location	Far	nily First Carr	nel				~		-FP
	Chief Compla	int					D	efault		
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-	Comment						D	efault	L	
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_	Ins. Profile	*	Health Insur	ance				~		
-	Ins. Primary		TEST BCBS	;				~	<u> </u>	
-	Ins. Seconda	ry	44 NORTH					~		
	Ins. Tertiary							~		
-	Referring	Re	ferring					Q		
-	Prior Auth. #		_						L	
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How to "hide" rescheduled appointments

If you wish to "hide" or make the rescheduled appointments disappear once they are rescheduled, the Company Setting: Display Rescheduled Appointments on the schedule, should be unchecked

Company Setting	x	ŀ
Value		þ
Checked is Yes/True. Unchecked is No/False		
If this setting is checked the rescheduled appointments will appear on the schedule.		n 6 · ×
Close		