

Room Assignment Troubleshooting

Last Modified on 10/19/2026 11:44 am EDT

Which Rooms Appear in the List

When you assign a patient to a room, the **Assignment** drop-down shows a filtered list of rooms, not every room set up for the practice. This article explains how that list is built, why a room may be missing, and how to fix it.

Before you start: Rooms are created and tied to locations in **Setup > EMR Setup > Room Setup**. See [Room Assignment Setup](#).

How the room list is built

The rooms you can pick depend on the **service location** on the patient's appointment:

If the appointment...	The Assignment list shows
Has a service location	Only active rooms whose Location matches the appointment's service location.
Has no service location	All active rooms for the practice.

In both cases, the room the patient is **currently** assigned to is always included, even if it would otherwise be filtered out.

Not user-specific: The room list is **not** filtered by user, role, or security settings. Two users opening the same appointment see the same rooms. If one user sees fewer rooms, they are usually working appointments at a different location.

Common reasons a room is missing

- **Room is tied to a different location:** the room's **Location** in Room Setup doesn't match the appointment's service location.
- **Room has no location:** rooms with a blank Location appear only for appointments that have **no** service location.
- **Room is inactive:** inactive rooms never appear in the list.
- **Location has only one room set up:** the list shows that one room, plus the patient's current room if it's different.
- **Location has no rooms set up:** the list is empty, or shows only the patient's current room.

Troubleshoot a missing room

Step 1: Check the appointment's location

1. Note the patient and appointment where the room is missing.
2. Open the appointment and confirm which **service location** it is scheduled at.

Step 2: Check Room Setup for that location

1. Open the **Setup** portal.
2. Select **Room Setup** under the **EMR Setup** section.
3. Review each room you expect to see. Confirm that:
 - its **Location** matches the appointment's service location.
 - the room is **active**.

Step 3: Compare with another user (optional)

Ask a second user to open the **same appointment**. If they see the same short list, the cause is Room Setup, not the user.

Step 4: Fix and re-check

1. Update the room's **Location** or make it active, then click **Save**.
2. Close and reopen the Room Assignment window for the patient. The room should now appear.

Tip: If a room is shared across locations, set it up once per location so it appears for appointments at each one.

Security and the Room Assignment window

Security controls whether a user can **change** a room assignment, not **which** rooms they see.

Access level	What the user can do
View only	Sees the patient's current room, room status, and chief complaint. The Assignment , Status , and Chief Complaint fields and the Save button are disabled.
Update	Can pick a room, change the room status, edit the chief complaint, and save.

Can't select anything at all? If the drop-down is greyed out, the user has view-only access to the Room Assignment screen. Review their access in the **Privilege Check** screen.