

# Cancel an appointment

Last Modified on 07/10/2024 1:15 pm AEDT

Cancel a patient's appointment, create custom reasons for cancelling an appointment and use Zedmed reporting to monitor who is cancelling appointments and why.

## Cancel an appointment

Appointments should be cancelled and not deleted, and a reason should be selected from the cancellation drop-down list, as reports can capture this information. Once cancelled, the appointment is removed from the Appointment Book.

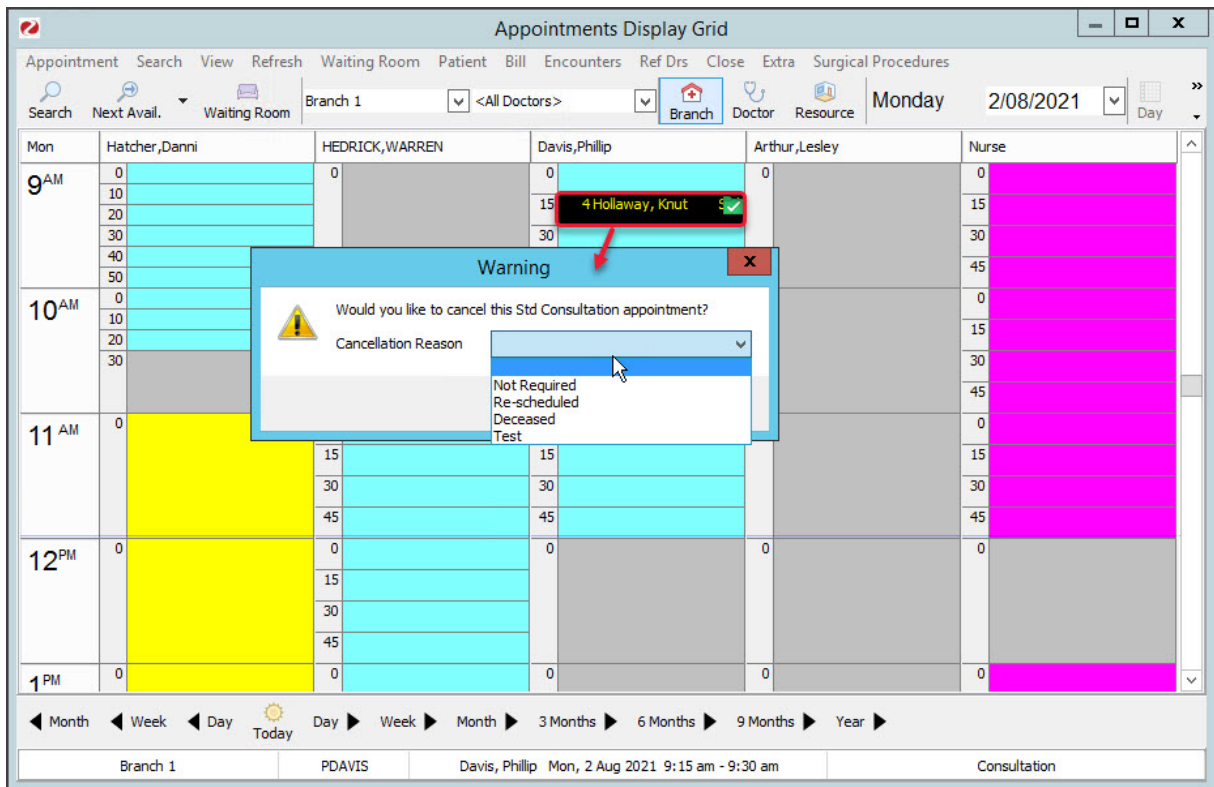
Use these reports to monitor cancellations:

- **Appointment Audit report:** From the Appointment Book, select Extra on the top menu, then Audit to open **the report**.
- **Appointments report:** Reception tab, select Daily reports > Appointments. Select Dates > Cancelled/Missed > Screen.
- **History search:** Appointment Book Search field > look up a patient to see their appointment history and cancellations.

To cancel an appointment:

1. Go to Zedmed's **Reception** tab.
2. Select **Appointments**.  
The **Appointments Display Grid** screen will open. If the screen was already open, select **Refresh**.
3. Right-click the appointment and select **Cancel**.  
A **Warning dialog** will open.
4. Select the reason for the cancellation.
5. Select **Cancel**.

If you use the **Cancellation Waiting list**, you can move a waitlisted patient to the time slot.



## Add new cancellation reasons

To create custom options:

1. Go to Zedmed's **Management** tab.
  2. Select **Practice Setup**, then **Drop-Down List Management**.
- The **Drop-Down List Management** screen will open.
3. Select the **Appointment Cancellation Reasons** category.
  4. Select **Add Value** and enter a name for the reason.
  5. Select the tick box below each branch where the item should be available.

Each branch set up for the practice will appear along the top.

6. Select **Close** to save and exit.

**Drop-Down List Management**

Appointment Cancellation Reasons

Description	<input type="checkbox"/> Active	<input type="checkbox"/> MED	<input type="checkbox"/> &	<input type="checkbox"/> BR3	<input type="checkbox"/> BR4
Not Required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Re-scheduled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Deceased	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cancelled by SMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Test	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>