

## HOW2 VIDEO TRANSCRIPT

### Cancelling a patient's appointment on EMIS Web

If you need to cancel an appointment there are a couple of ways of doing this.

Firstly, if you have found the appointment in the Appointment Book, click on it and then you can either use the 'Cancel Appointment' option in the Ribbon, right click on the appointment and select 'Cancel Appointment', or type 'C'.

You'll be prompted to enter a reason for the cancellation, which is mandatory.

The list of reasons that appears here is created by your organisation in Appointments Config.

To send a text message confirming the cancellation, tick the Notification box here – and if you want to view and/or edit the text message that will be sent, you can select it here if you want to. Or – if the patient doesn't have a mobile number recorded with permissions for receiving SMS messages, then you will receive a message telling you that.

You can also opt to print a cancellation letter.

Then click on 'Cancel Appointment' or you can back out, if you've changed your mind, by opting to 'Keep appointment'.

You can also use the 'Patient Appointments' option in the ribbon which will prompt you to select a patient first. You can then right-click on the future appointment that you wish to cancel, and cancel from there.

You'll then get the same dialog box to enter the reason and select the notification or letter.

Incidentally – this also works for Cross-Organisation appointments that have been booked for that patient at another practice or service. If you cancel here, it will cancel in the other organisation's appointment book.

Note that it's NOT possible to cancel an appointment on the patient's Care Record Diary page.

Cancelling an appointment for an unregistered patient still requires a reason to be entered, but there is no option to send a text message or print a letter. This is why it's really important to make a note of the patient's contact details in the booking notes, so you can contact them directly if you need to cancel their appointment.

Finally, although a less common scenario, it's possible for a session holder to cancel an appointment for a patient on the day on their Home Page, if they have their appointments displayed there on the left.