Reschedule an appointment

If a patient lets you know that they cannot make a particular appointment, and wants to make a new appointment for a later date.



1. Click once on the appointment in the View Day area of your Appointment Book

2. Click button green Re-Book button from the bottom right corner of the window.



3. A window similar to the one shown below will open



4. Click the 'Yes' button and the next window will appear

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5. You can now either type in a Re-Book Reason code – or if you don't know any, you can click the binoculars to bring up the list

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6. Select a 'Re-Book' cancellation reason from the list by selecting and clicking OK, or by double-clicking the reason

1	View Cancellation Reasons							
	Search by Cancellation Reason Code							
	Code	Description	Note about this					
	Appt Card	Appointment Card Not Received						
	Away	Away						
	Bereav	Bereavement						
	Car	Car Problems						
-11	CBS	Changed By Student						
	CBU	Cancelled By Us - Staff						
	Clinic Can	Clinic Cancelled						
	CMA	Can'T Make Appointment						
-	Contact	Couldn'T Contact Patient						
	Cost	Cost						
	CreditStop	Credit Stopped						
	Deceased	Deceased						
-	Defer	Defer Treatment						
	DWT	Doesn'T Want Treatment						
	ERROR	Error In Booking						
	Family	Family Reasons						
	Holiday	Holiday						
-11	Hosp	Hosp						
	Lab	Lab Work Not Ready						
	Late Ca	Late Cancellation						
	Medical	Medical Reason						
	Moved	Moved Out Of Area						
	Nrg	No Reason Given						
1	Other	Other						
	School	School						
-	Sick	Sickness						
	Student	Student Sick						
	Student A	Student Away						
	Time	Time/day Doesn'T Suit						
-	Treatment	Treatment Elsewhere						
-	Tutor Away	Tutor Away						
	Tx Complet	Treatment Complete						
	Weu	Will Contact Us When Wants Treatment						
-	Weather	Weather						
	Work	Work						
	Wrong Time	Patient Got Wrong Time/Date						
	OK	Cancel						

7. The appointment will be removed from the appointment book view day area to the clipboard.



8. Select an alternative date in your appointment book by using the View Week area

12/11/2015 💌	3	9	10	11	12	1	2	3	4	Today
11Nov15 Wed										
12Nov15 Thu							J		[-1 w
13Nov15 Fri										
14Nov15 Sat										
15Nov15 Sun										11.01
16Nov15 Mon										+1.
17Nov15 Tue										•
STUDENT1										

9. Drag the appointment from the clipboard to the selected time



10. The appointment will now show in your appointment book on the new date and at the new time you have chosen.

DO NOT FORGET TO MOVE THE PATIENT TO A NEW APPOINTMENT TIME BEFORE EXITING TITANIUM

NOTE:

If your patient is wanting to cancel an appointment without re-booking a new time, you **<u>must see a receptionist</u>** to have the appointment cancelled.

If you have made a mistake with an appointment you cannot delete it. You need to follow one of these options:

- If the appointment is at the wrong time/on the wrong date use the re-book function to move the appointment to the correct time/date and use the "CBS -Changed by Student" re-book code
- Or see a receptionist to have the appointment deleted or edited.