

# Cancel an Appointment

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## Cancel an Appointment

A cancellation can be recorded by changing the appointment status. Your organization may have specific appointment statuses in place to record different types of cancellations.

### Note:

The system administrator needs to configure this in the **Appointment statuses**.

Example statuses could be:

- Cancelled - by the client (phone)
- Cancelled - by the client (SMS)
- Cancelled - by the client (in person)
- Cancelled - doctor sick

If you need to cancel an appointment, you can follow the steps below:

1. Right-click on the appointment.
2. Click **Edit**.
3. Change the Appointment Status to 'Cancelled' (or the relevant cancelled status that you have been advised to use).
4. System also provides a user to enter the cancellation reason if an appointment type has configured to "prompt for cancellation reason".
5. Click **Save**.

The appointment will no longer be visible in the calendar; however, it will be visible in any appointment reports and also via the Patient-Centric Appointment View.

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