Cancelling Single Appointments in PHS

There are three ways to cancel an appointment in PHS.

You can locate the cancellation option by right clicking on the Appointment box, or selecting the Find button.

You can also simply drag the appointment to the Cancellation Bin.

Method 1: Cancelling Using the Right-Click Menu

The first method is by right-clicking inside the appointment box.

The right-click menu appears.

From this menu, select Cancel Appointment.

The Cancellation Code window appears.

Click on the magnifying glass to the right side of the Cancellation Code field.

Select the reason for cancelling your appointment, and then click on the OK button at the bottom left.

Click on the magnifying glass to the right side of the Canceler Abbreviation field.

This is not a mandatory field. If needed, select the person who cancelled the appointment, and then click OK at the bottom left.

If desired, type further details into the optional Comments box, then click OK at the bottom left to close the Cancellation Code window.

The appointment box then disappears from the Appointment Grid.

Method 2: Cancelling By Using the Find Button

The second method for cancelling an appointment is by using the Find button.

The Find button allows you to find your patient's appointments.

It also provides options for editing their appointments.

Click on Find at the top left corner of the toolbar

On the Appointment Search window, click Find Patient at the top right corner.

Enter your patient's MRN number into the Enterprise Person Number field, and click Search on the top right corner.

Once you have confirmed that you have selected the correct patient, click OK in the top right corner.

Notice that your patient's information now appears in the top section of the Appointment Search window.

Click Search at the top right corner.

Your patient's list of appointments appear on the left side of the Appointment Search Results window.

Select the appointment you would like to cancel, then click Cancel Appt. from the menu on the right.

Enter the reason for rescheduling the appointment.

If needed, enter the person who cancelled the appointment in the optional Canceler abbr. field.

If desired enter any additional details in the optional Comments box and then close the Cancellation Code window.

Your appointment is now cancelled and you are returned to the Appointment Book.

Method 3: Cancel By Dragging to the Cancel Icon

The third method to cancel an appointment is by dragging and dropping it onto the Cancel Icon, located at the top, middle part of the toolbar.

Enter the Cancellation reason.

If needed, enter the person who cancelled the appointment in the optional Canceler Abbreviation field.

If desired enter any additional details in the optional Comments box and then close the Cancellation Code window.

The appointment has disappeared from the Appointment grid.

In conclusion, there are three ways you can cancel an appointment in PHS:

- You can locate the cancel option by right clicking on the Appointment box
- Or by selecting the Find button.
- You can also drag the appointment to the Cancel icon located at the top in the middle of the toolbar.

For more detailed information, please review the Cancelling Single Appointments topic in the PHS eManual.