

Rescheduling Single Appointments in PHS

There are three ways to reschedule an appointment in PHS.

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

You can also simply drag the appointment to the scheduling package at the bottom and then back up to the desired date.

Method 1: Rescheduling Using the Right-Click Menu

Right-click on the Appointment.

The right- click- menu appears.

From this menu, select Reschedule Appointment.

Your appointment is now in the Scheduling Package at the bottom of the window.

This is the holding area for unscheduled appointments.

You'll notice that the patient's other appointments are visible, but the appointment that needs to be rescheduled has a blank date and time.

Green Space has appeared on the appointment book, showing you where you may reschedule the appointment.

Click on the calendar icon at the top left corner, underneath the toolbar.

You can use the arrows at the top of the calendar to navigate to another month, or year, you would like to reschedule the appointment to.

Select the new date, then click OK at the bottom left of the calendar.

Reschedule your appointment by dragging it from the Scheduling Package to the Green

Space on the appointment grid.

As you drag the appointment, notice that the times on the Time Column, at the left, turn yellow.

The dates at the top of the columns on the grid also turn yellow.

The yellow guides you to ensure you drop the appointment into the correct time slot.

Drop the appointment into the new time slot.

You must provide a reason for rescheduling the appointment.

Click on the magnifying glass beside the Reschedule Reason field.

Select the reason for rescheduling the appointment, then click the OK button at the bottom left.

You can add an optional Comment if needed, then click OK at the bottom left to close the Reschedule Reason window.

The appointment has been rescheduled.

Method 2: Reschedule By Dragging and Dropping

The second way to reschedule an appointment is by dragging and dropping. If you are rescheduling the appointment on the same day, you may drag and drop the appointment box from one time slot to another one.

However, if you are rescheduling the appointment to a different day, you must drag the appointment from the Appointment Grid to the Scheduling Package.

Then, from the Scheduling Package, drag the appointment to the new time slot on the Grid.

Do not drag an appointment from one column to another, because the appointment information will not get updated in EPR.

After dragging and dropping your appointment correctly, enter the reschedule reason. The window with the reason options will always appear, whenever you reschedule an appointment.

Method 3: Reschedule By Using the Find Button

The third method for rescheduling is using the Find button, which is on the toolbar, at the top left corner.

This will enable you to find your patient and their list of appointments.

Click Find.

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 area of the Appointment Search Results window.

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

Your appointment is now in the Scheduling Package at the bottom of the window. The holding area for unscheduled appointments.

The patient's other appointments are also in this area, but the appointment that needs to be rescheduled has a blank date and time.

Green Space has appeared on the appointment book, showing you where you may reschedule the appointment.

Use the calendar icon at the top left corner of the screen to navigate to a new date for rescheduling.

Reschedule your appointment by dragging the appointment from the Scheduling Package to the new time slot.

Enter the reason for rescheduling the appointment,

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

- You can locate the reschedule option by right clicking on the Appointment box
- Or by selecting the Find button.
- You can also drag the appointment to the scheduling package and then to the desired date. If you are rescheduling the appointment on the same day, you may drag and drop the appointment box from one time slot to another one.

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