

## Instructions for Failed and Cancelled Appointments

In addition to documentation in the EHR, it is necessary to record each instance of **Failed** or **Cancelled** Appointments on the Patient Card in AxiUm. All entries should be made as soon as the patient's appointment has changed.

**Begin by opening the patient's card.  
Double click on the appointment the patient has canceled or failed.**

Subscriber #		Subscriber #		Emergency Contact				
Group Holder		Group Holder		Manager				
Cvg.		Cvg.						
Alert				Current	> 30	> 60	> 90	> 120
Office				Patient	325.00	0.00	0.00	0.00
Custom				Pmt Plan	0.00	0.00	0.00	0.00
Custom				Insurance	0.00	0.00	0.00	0.00
				Total Due	325.00	Next Fee	N/A	0.00
Pt Type Undergraduate				Next Appt	01/12/09	Next R/C	N/A	Last R/C

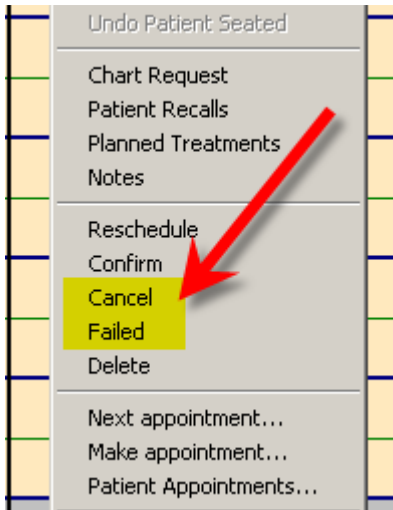
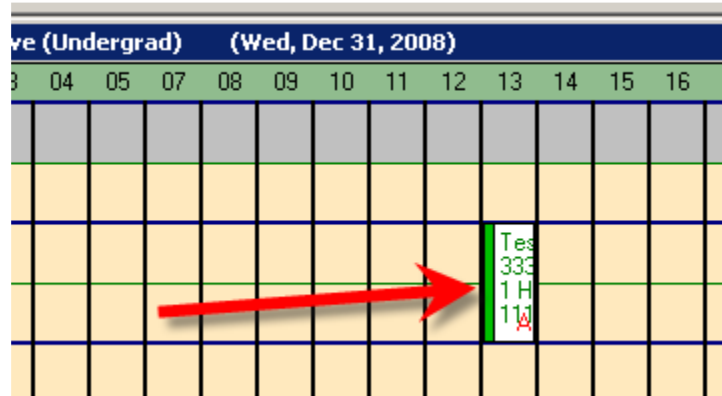
  

Code	Date	Time	Clinic	Provider #	Provider	Status	Reason
1 HR	10/29/08	11:30a - 12:30p	07 Operative (Undergr...	S100033	Test D3, Ugds31	Deleted	
1 HR	11/19/08	4:00p - 5:00p	07 Operative (Undergr...	S100033	Test D3, Ugds31	Active	
1 HR	12/16/08	4:00p - 5:00p	07 Operative (Undergr...	S100032	Test D3, Ugds3	Cancelled	Cancelled
1.5HR	12/19/08	10:00a - 11:30a	07 Operative (Undergr...	S100032	Test D3, Ugds3	Failed	
1 HR	12/19/08	11:00a - 12:00p	07 Operative (Undergr...	S100032	Test D3, Ugds3	Cancelled	Cancelled
1 HR	12/19/08	60 Minutes	07 Operative (Undergr...	S100032	Test D3, Ugds3	Deleted	
1 HR	12/31/08	9:00a - 10:00a	07 Operative (Undergr...	SSSSSSS	Jackson, Robbie	Active	
0.5HR	01/12/09	11:20a - 11:50a	07 Operative (Undergr...	S100032	Test D3, Ugds3	Active	

**Select the "GoTo" button from the pop up menu.**

Time	Clinic	Chair	Provider	Discipline	Appt Code Description	GoTo
9:00a - 10:00a	07 Operative (Unde	12. Chair 4	S100033	OPER	1 Hour Appointment	GoTo
4:00p - 5:00p	07 Operative (Unde	24. Chair 4	S100033	OPER	1 Hour Appointment	Edit...
4:00p - 5:00p	07 Operative (Unde	16. Chair 4	S100032	OPER	1 Hour Appointment	Make New...
10:00a - 11:30a	07 Operative (Unde	13. Chair 4	S100032	OPER	1 1/2 Hour Appointment	Reschedule
11:00a - 12:00p	07 Operative (Unde	13. Chair 4	S100032	OPER	1 Hour Appointment	Undo
60 Minutes	07 Operative (Unde	13. Chair 4	S100032	OPER	1 Hour Appointment	History
9:00a - 10:00a	07 Operative (Unde	13. Chair 4	SSSSSSS	OPER	1 Hour Appointment	GoTo
11:20a - 11:50a	07 Operative (Unde	13. Chair 4	S100032	OPER	1/2 Hour Appointment	Close

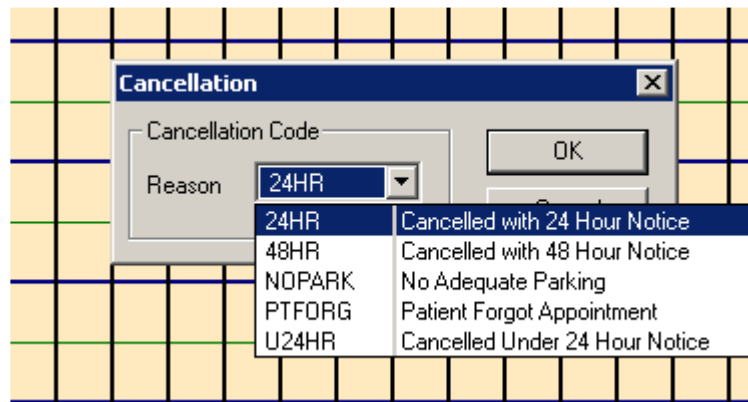
Locate the Patient and time, then right click on it.

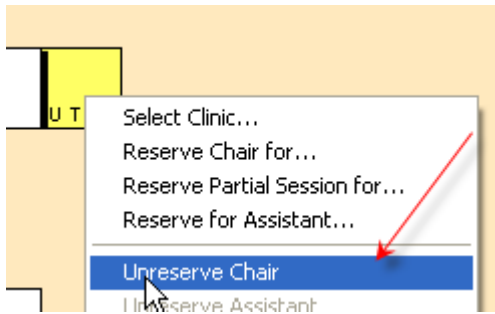


The options of “Cancel” and “Failed” will be near the bottom of the pop up menu.

Select the one appropriate for your patient.

A cancelled appointment presents a “Cancel Appointment Warning”. Selecting “Yes” will require you to select a reason for the cancellation. After making your selection you will have the opportunity to reschedule the appointment.

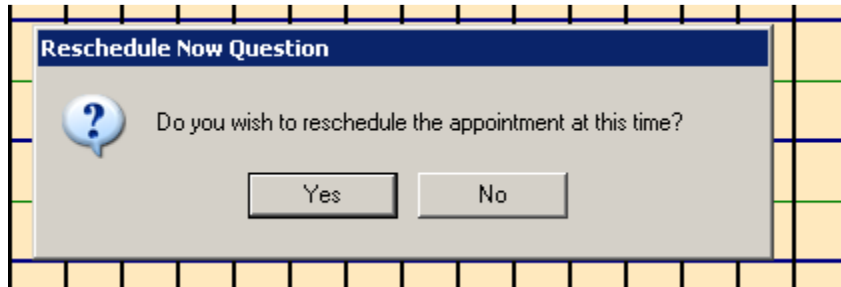




**Important: If you cancel or reschedule a patient be sure to Unreserve the chair.**

To do this navigate to Scheduler -> Chair. Find the chair you scheduled. Right-click on it and select "Unreserve Chair".

Selecting "Fail" will also present a warning. AxiUm will ask if you would like to reschedule the appointment.



When you return to the patient card you can see the Patient failed to show for the 12/31/08 appointment but he/she did call to cancel the 1/12/09 appointment.

1 HR	12/19/08	60 Minutes	U/ Operative (Undergr...	S100032	Test U3, Ugds3	Deleted	
1 HR	12/31/08	9:00a - 10:00a	07 Operative (Undergr...	SSSSSSSS	Jackson, Robbie	Failed	
1 HR	12/31/08	9:00a - 10:00a	07 Operative (Undergr...	SSSSSSSS	Jackson, Robbie	Failed	
1 HR	12/31/08	60 Minutes	07 Operative (Undergr...	SSSSSSSS	Jackson, Robbie	Deleted	
0.5HR	01/12/09	11:20a - 11:50a	07 Operative (Undergr...	S100032	Test D3, Ugds3	Cancelled	Cancelled with 24 H...

Accurate entry of this data allows AxiUm administrators to create reports for optimizing patient accessibility to services. If you have questions or need assistance please feel free to contact one of your AxiUm Administrators.