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.

Select the “GoTo” button from the pop up menu.
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.

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.