

Canceling an Appointment through OnPatient

07/08/2024 7:37 pm EDT

If your patients are using OnPatient, they have the option to cancel their upcoming appointments if necessary.

Before your patients can cancel appointments on OnPatient, the setting will need to be enabled.

Go to **Account > Offices** and click on the **Online Schedule** tab. Check the box next to **Allow Patients to Cancel Appointments Online**, scroll down, and **Save**. This setting does need to be enabled for each provider.

The screenshot shows the 'Edit Office' page in OnPatient. The navigation bar at the top includes 'Clinical', 'Patients', 'Reports', 'Billing', 'Account', and 'Marketplace'. The 'Account' tab is active, and the 'Offices' sub-tab is selected. The 'Online Schedule' tab is also selected. The settings list includes:

- Show this office information online
- Allow online scheduling in this office
- Allow existing patients follow ups
- Allow existing patient new appointments
- Allow new patient appointments
- Allow patients to cancel appointments online**
- No confirmation emails

The settings dropdown menu is open, showing:

- PROVIDER SETTINGS**
 - Account Settings
 - onpatient Settings
 - Account Setup
 - Custom Fields
 - API
 - App Directory
- PRACTICE SETTINGS**
 - Offices**
 - Staff Members
 - Staff Permissions
 - eRx Settings

To begin, your patient can view their appointments by selecting the **Appointments** tab on the navigation bar. On the appointments page, your patient can view the list of upcoming appointments and select an appointment to view its details. Have your patient select the appointment s/he would like to cancel.

onpatient Appointments Doctors Billing Messages Documents Health Profile Michelle Harris

Appointments

Book Video Visit Book Appointment

UPCOMING APPOINTMENT

May 18, 2022 at 8:00 AM Back Pain ←

Dr. James Smith
225 Schilling Circle
Hunt Valley, MD 21031

Check in

PAST APPOINTMENTS

February 4, 2022 at 11:40 AM
Dr. James Smith

December 1, 2021 at 4:00 PM
Dr. James Smith

October 21, 2021 at 12:10 PM
Dr. James Smith

On the appointment details page, have your patient select the **Cancel** button. They will receive a warning to confirm if they would like to cancel. After the patient adds a reason for cancellation and hits **OK**, the appointment will be canceled.

onpatient Appointments Doctors Billing Messages Documents Health Profile

Appointment with Dr. James Smith — May 18, 2022 at 8:00 AM

Check in Reschedule **Cancel** ←

Reason for visit
Back Pain

Dr. James Smith
Chiropractor

225 Schilling Circle
Hunt Valley, MD 21031
(443) 555-5555

onpatient Appointments Doctors

Appointment with Dr. James Smith — May 18, 2022 at 8:00 AM

Check in Reschedule Cancel

Reason for visit
Back Pain

Dr. James Smith
Chiropractor

225 Schilling Circle
Hunt Valley, MD 21031
(443) 555-5555

www.onpatient.com says
Are you sure you want to cancel your appointment on May 18, 2022 at 8:00 AM?
Reason for cancellation:
Can't come in for appointment. Will call to reschedule.
Cancel OK

Afterward, you'll receive a notification in your EHR message center. If you have push notifications set up through the [iPhone](#) or [iPad](#), you will get a message that the appointment has been canceled.

Incoming Messages ?

Mark as Read Mark as Unread Show Archived NEXT Search Messages

	From	Title	Associated patient	Assigned to	Assigned by	Workflow	Created	Updated
<input type="checkbox"/>	Michelle (Shelly) Harris	Online Appointment Cancellation	Michelle (Shelly) Harris				May 17, 2022, 8:56 a.m.	May 17, 2022, 8:56 a.m.
<input type="checkbox"/>	Michelle (Shelly) Harris	Online Appointment	Michelle (Shelly) Harris				May 17, 2022, 8:22 a.m.	May 17, 2022, 8:22 a.m.

Online Appointment Cancellation

Create task

From: Michelle (Shelly) Harris Tuesday, May 17, 2022 8:56 AM

View associated patient Michelle (Shelly) Harris Audit Log



Notes

+ Add

The patient Michelle (Shelly) Harris cancelled their appointment for 2022-05-18 08:00:00.

The patient wrote:

Dr. James Smith May 17, 10:56 a.m.
Can't come in for appointment. Will call to reschedule.

[View the details of the cancelled appointment here.](#)

