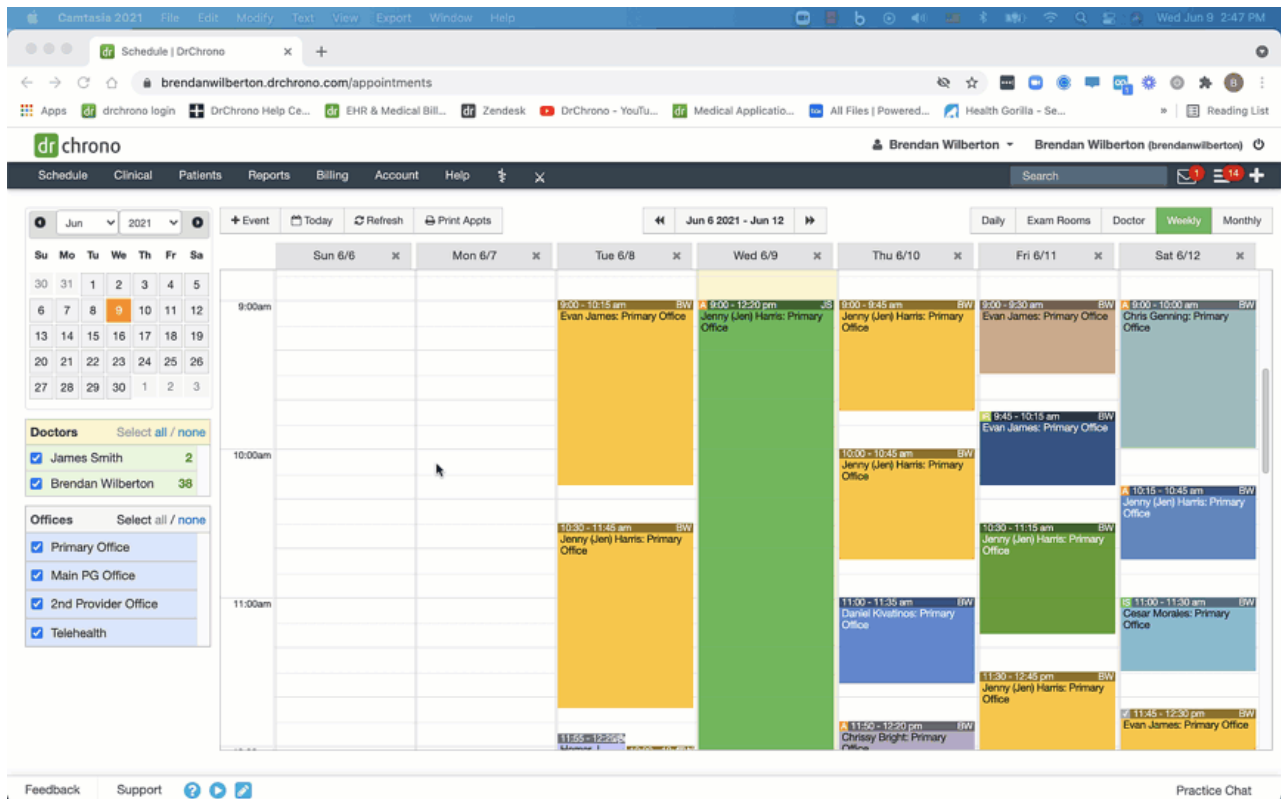# How do I delete an appointment?

07/08/2024 7:54 pm EDT

In the event you need to delete an appointment, you can do so from the calendar or the patient chart. If you need to recover a deleted appointment please refer to this article.

From the calendar, open the appointment you need to select **Delete**. A window will open up asking if you are sure. Deleting an appointment will also delete the clinical note and claim information. Click **Delete** to complete the process. The appointment will be removed from your calendar.

You can also delete an appointment from the patient's chart in the **Appointments** section. Open the chart. Select **Appointments** from the menu on the left. Click **Edit Appointment** to open the appointment window. Select **Delete**. When you refresh the page, the appointment will be gone.

You can require a reason for deleting the appointment if you would like. This needs to be set up under **Account** > **Offices**. Select the office you would like to add this requirement. Next, check the box for **Require reason when deleting appointments** and **Save**. Repeat for other offices.

| Basic | Billing | Online Schedule | Providers | eRx |

⚠ **Warning:** Changing the address of an office affects all previous appointments in that office.

Office name (scheduling)	Office 4	
Facility name		Used in HCFA box#32 and UB04 box#2. Leave it blank if same to Office name (Scheduling)
Primary Provider	Dr. James Smith	
Country	UNITED STATES	
Address	328 Gibraltar Dr	
Zip Code	94089	
State	California	
City	Sunnyvale	
Office Phone	(650) 555-5555	Not validated. Click here to verify with a test call.
Fax		
Formatted Address		Not editable. Only valid for US addresses.

Number of Exam Rooms	1	
Exam Name 1	Exam 1	☑ Allow Online Scheduling ☐ Excluded from Meaningful Use ☐ Archived from Calendar ☐ Is Telehealth
Office hours start	8:00 am	
Office hours end	8:00 pm	
Require reason when deleting appointments	☑	

Save

Now, a text box will appear for the user to enter a reason when deleting the appointment.

Schedule Appointment   ✕

Type ● Appointment

Are you sure you want to delete this appointment? This will also delete the clinical
note.

Please provide a reason for deleting this appointment

Patient Statement Balance: $410.00   726]

Secondary Insurance: PAI California   orization:

                                                                Cancel   Delete

Provider   Dr. James Smith

Patient   Laurie T. Sample -   Office: Office 1   ＋ ✎

Reason: Follow Up   Profile: ---------

                                        Eligibility ---------
                                          Profile:

Scheduled: 01/16/2024   Time 01:15PM   ⬍   Exam: Exam 1

Duration: 30   minutes   ☐ Allow overlapping   Color: ▉▉▉▉▉▉

Notes: Status:

                                                      21h 47m

Consent   × HIPAA Data Use Agreement (default)   ✎ View Clinical Note
Forms:
           × No Show Policy (default)
                                                      View All Appointments
           × Telehealth Consent (default)

☐ Recurring Appointment   A scheduled appointment cannot be converted to a recurring series.