

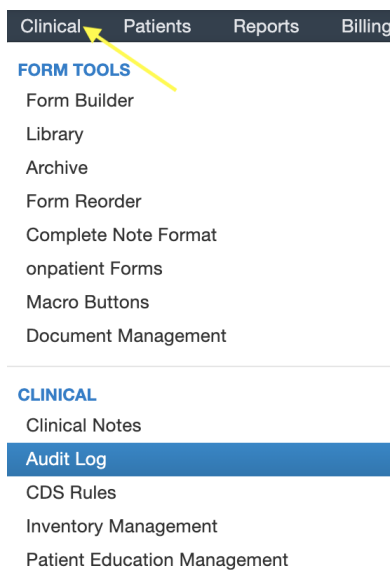
My patient's appointment moved! How did this happen?

07/08/2024 8:01 pm EDT

DrChrono does not automatically move appointments. Sometimes a staff member may accidentally move an appointment from the website or the iPad.

Here's how you can check if someone within your practice moved an appointment.

1. Go to **Clinical > Audit Log**.



2. You can refine the search by the patient name, the username you're looking for, and the date range. You can see from this log that the user changed the patient's appointment from 10/13 to 10/14

The screenshot shows the 'Audit Log Report' interface. At the top, there are search filters for 'Patient's Name', 'User's Name', '(All log types)', and date ranges '10/06/2021' to '10/13/2021'. There is an 'Update Filter' button and a 'View Last' dropdown menu with options 'Day', 'Week', 'Month', and 'Year'. Below the filters is an 'Export to File' button and 'PAGE 1'. The main table has columns for 'Date', 'Time', 'Patient', 'User', 'Type', 'Action', 'Details', and 'IP'. A black arrow points from the 'Update' action in the second row to a callout box containing the details of the update.

Date	Time	Patient	User	Type	Action	Details	IP
10/13/2021	02:01:28 PM	Alexis Wu [HUAL000001]	jamesmith	Appointment	Read	Opened the appointment	96.244.207.250
10/13/2021	02:01:26 PM	Alexis Wu [HUAL000001]	jamesmith	Appointment	Update	Updated Appointment [189050430] 10/14/21 12:00 Alexis Wu: New Patient Visit Changed "Scheduled Time" from "2021-10-13 12:00:00" to "2021-10-14 12:00:00" Changed "Patient Payment Posted Date" from "2021-10-13" to "2021-10-14"	96.244.207.250
10/13/2021	02:01:08 PM	Alexis Wu [HUAL000001]	jamesmith	Appointment	Read	Opened the appointment	96.244.207.250

Update Updated Appointment [189050430] 10/14/21 12:00 Alexis Wu: New Patient Visit Changed "Scheduled Time" from "2021-10-13 12:00:00" to "2021-10-14 12:00:00" Changed "Patient Payment Posted Date" from "2021-10-13" to "2021-10-14"

If the appointment was accidentally removed from the calendar, you can restore it to the calendar with our [appointment recovery tool](#).