

Exclude Appointment Profiles from Cancellations

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The **Exclude Appointment Profiles from Cancellations** module prevents patients from canceling selected appointment profiles through self-service or automated workflows. When a patient attempts to cancel an appointment with an excluded profile, FrontOffice+ doesn't process the cancellation and instructs the patient to call the office directly.

Key configuration options

Selection of excluded profiles

- **Exclude Appointment Profiles from Cancellations:** Use the dropdown menu ([Click here to select](#)) to choose specific appointment profiles that can't be canceled.
- **Cancellation restriction:** Appointment profiles selected under this setting are blocked from self-service or automated cancellation in the system.

Example

- **Scenario:** A clinic doesn't let patients cancel surgery or specialized treatment appointments without speaking to reception first.
- **Setup:** Select the corresponding appointment profiles (for example, Minor Surgery) in the **Exclude Appointment Profiles from Cancellations** dropdown.
- **Outcome:** If a patient attempts to cancel a scheduled visit under an excluded profile, FrontOffice+ doesn't process the cancellation and instructs the patient to call the office directly.

Before going live

Confirm:

- **Clinic policies:** Review which specific appointment profiles require staff authorization or direct phone contact before cancellation.
- **Accurate selection:** Include only profiles with strict cancellation restrictions in the dropdown menu to preserve self-service functionality for general appointments.
- **Clear patient guidance:** Verify that automated response templates clearly instruct patients to call the clinic when they try to cancel an excluded profile.



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