

# Cancelling Appointments

Last Modified on 10/18/2023 12:25 pm EDT

Version 21.1



Our new Multi-Location Calendar updates are here! Please see the [OP 21.3 Calendar Articles](#) for an overview of the changes. Practices can configure OP to [switch to the new calendar](#) and explore its features.

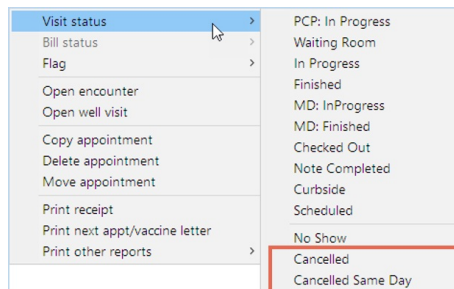
## Overview

There are several different workflows that practices may choose to adopt to meet their practice need when handling cancelled appointments. In this article, you will find OP's Best Practice. Best Practice is recommended to ensure the following:

- A record of the original scheduled appointment is maintained
- The associated appointment reason and provider information are maintained for future reporting

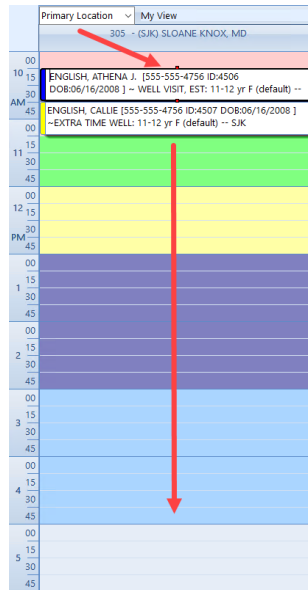
## Mark the Appointment Cancelled

1. From the **Schedule > Calendar View**, click to select the appointment.
2. Right-click the appointment.
3. Select the visit status of **Cancelled**, or **Cancelled Same Day**, as applicable.



## Move the Appointment to the End of the Day

1. Click to select the cancelled appointment.
2. Click the red box located at the top of the appointment.
3. Hold the mouse button down and drag the appointment down to the bottom of the column. The time slot will become available for scheduling.



Version 21.0

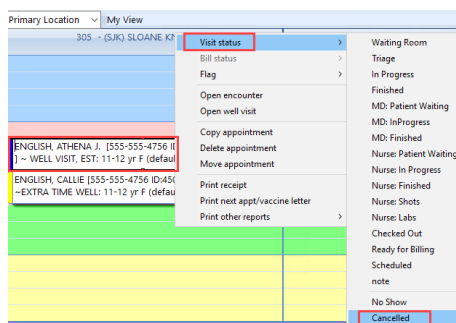
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Primary Location		My View
305 - (SJK) SLOANE KNOX, MD		
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ENGLISH, ATHENA J. [555-555-4756 ID:4306  
DOB:06/16/2008 ] -- WELL VISIT, EST: 11-12 yr F (default) --  
ENGLISH, CALLIE [555-555-4756 ID:4507 DOB:06/16/2008 ]  
--EXTRA TIME WELL: 11-12 yr F (default) -- SJK