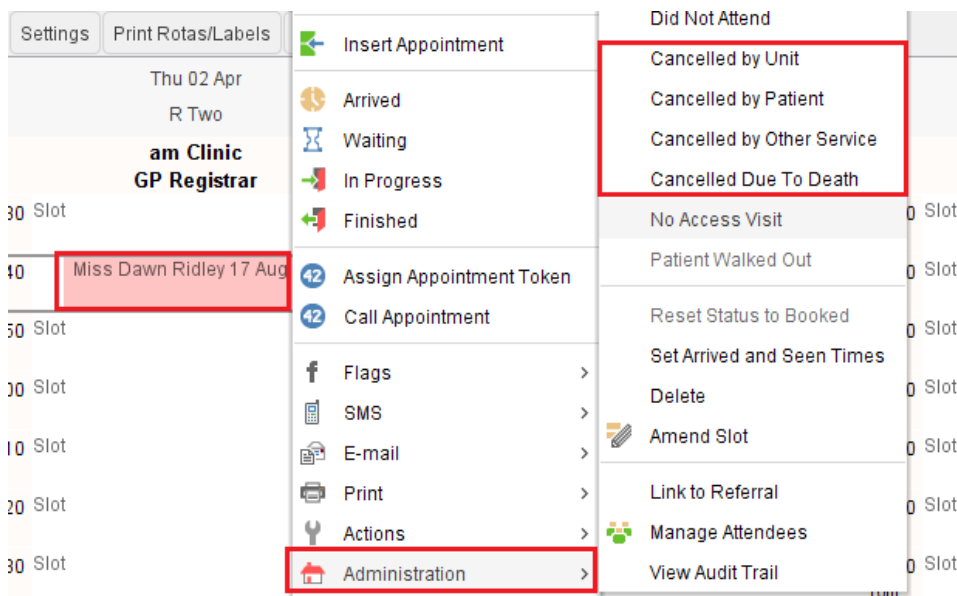


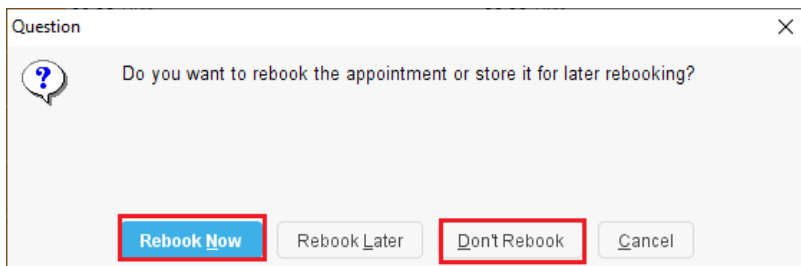
## NECS Clinical Systems Specialist Team SystemOne – Appointment Cancellations

### Cancelling an Appointment

1. Access **Appointment Ledger** or **Appointment Overview**
2. Right click on a **booked appointment**
3. Click **Administration** and select the **appropriate cancellation** for example cancelled by the patient.



4. You will be asked if you want to rebook the appointment or not, and whether you want to rebook now or later. Its best to **rebook now** – to find a new appointment straight away, or **don't rebook**, so the patient can call back later to rebook if needed



5. If you select rebook now, a pop-up will display at the bottom of the screen so you can review the original appointment details

Rebooking Appointment
✕

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**Miss Dawn Ridley 17 Aug 1986**  
 1 Finchale Avenue, Brasside, Durham DH1 5SD (07815 854264)

Ridley Two  
 10min  
 02 Apr 2020 08:40  
 Has QOF Alerts

Cancel Rebooking

6. Find another suitable appointment for the patient, double click on the appropriate slot or right click and select **Book Appointment**
  
7. The **Rebook Appointment dialogue** will display, the patient name and any original appointment details will be pre-populated. The duration and further details can be amended if needed and applicable. Click **OK**

Rebook Appointment

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Appointment | 
 Recurrence

Date	Thu 02 Apr 2020 ▾		Template
Time	09:00 ▾	Duration	Current: 10 mins ▾
Staff	Ridley Two		
Patient	Miss Dawn Ridley 17 Aug 1986		Attendance
Mobile no.	07815 854264	<input checked="" type="checkbox"/> Send confirmation now	Phone/E-mail
Status	Booked ▾		
Purpose	🔍 ▾		
Details			Presets
			Recurring