

PAS Outpatients - Cancelling an Appointment

Cancelling an Appointment

From the **OP BASIC MENU** select **OUTPATIENT SEARCH (H O P S)** and enter the patient number or details.

Type **A P P** from the prompts, then press the return key.

You need to see the appointments available in order to rebook the correct appointment. If the appointment is not visible type **O A** for Other Appts, then press the return key.

Select **Other** and then type **C N PLUS** the number of the appointment you wish to Cancel, for example **C N 2**, then press the return key.

Select the relevant prompt as to who is requesting the appointment to be cancelled, for example; Patient (**P A T**), Hospital (**H O S**), this allows the appropriate letter to be sent.

Previous Error (**P R E**) **must not** be used.

A reason for the cancelling of the appointment **MUST** be entered.

Enter Type **Ay** and press the return key to Accept any changes.

The appointment has now been cancelled.

Remember to send a letter if required, however if the patient cancels there is no option to send a letter confirming the cancellation.

If the appointment has been made via the Pending List you will be asked '**Return to Pending List? Y/N**'. Select the appropriate option.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=121>