

Changing an Appointment's Status (Web)

07/24/2024 1:05 pm EDT

You can use the appointment status to show the patient's journey before, during, and after their visit. Your DrChrono account comes with several default statuses.

The included statuses are:

- Arrived
- Checked In
- Checked In Online
- In Room
- In Session
- Complete
- Confirmed
- Not Confirmed
- Rescheduled
- Canceled
- No Show

All appointment statuses need to be manually applied to the appointment with two exceptions: **Checked In** and **Checked In Online**. While these two statuses can be updated manually, both include automation. When a patient checks in with the iPad Check-In App, the status will update to Checked In. When a patient checks in through OnPatient, the status will update to Checked In Online.

You can also create your own appointment status. Please take a look at [our article](#) for more information.

You can change the appointment status in the appointment window.

Schedule Appointment

Appointment Billing Eligibility Vitals Growthcharts Flags Log Comm. Revisions Custom Data MU Helper

Type Appointment Video Visit Walk-in Transition of Care Referral

Patient Statement Balance: \$410.00 [Generate Statement](#) Primary Insurance: United HealthCare [87726]

Secondary Insurance: PAI California Secondary [PAI02] **Fall Risk:**

| | | | |
|-----------------------|--|--------------------|---------------------------------------|
| Provider | Dr. James Smith | Supervising | - If different to provider - |
| Patient | Laurie T. Sample - 12/08/1990 | Office: | Office 1 |
| Reason: | | Profile: | ----- |
| Scheduled: | 04/28/2023 Time 11:30AM | Exam: | Exam 1 |
| Duration: | 30 minutes <input type="checkbox"/> Allow overlapping | Color: | |
| Notes: | | Status: | |
| Consent Forms: | <input checked="" type="checkbox"/> HIPAA Data Use Agreement (default) <input checked="" type="checkbox"/> No Show Policy (default) <input checked="" type="checkbox"/> Telehealth Consent (default) | > 24h | View Clinical Note |
| | | | View All Appointments |

- Recurring Appointment A scheduled appointment cannot be converted to a recurring series.
- Arrange a Follow-up Reminder
- View Active Reminders:

Delete Save & Close Save Cancel

Click the dropdown menu, select the status, and click **Save & Close** or **Save**. You can track the time an appointment spends in a given status on the [appointments dashboard](#).

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| Duration: | 30 minutes <input type="checkbox"/> Allow overlapping | Color: | |
| Notes: | | Status: | <ul style="list-style-type: none">✓ ArrivedChecked InChecked In OnlineIn RoomIn SessionCompleteConfirmedNot ConfirmedRescheduledCancelledNo Show |
| Consent Forms: | <input checked="" type="checkbox"/> HIPAA Data Use Agreement (default) <input checked="" type="checkbox"/> No Show Policy (default) <input checked="" type="checkbox"/> Telehealth Consent (default) | | |

- Recurring Appointment A scheduled appointment cannot be converted to a recurring series.
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Delete Save & Close Save

Once a status is saved, the initials of the appointment status will appear when you view the schedule.

Apr 2023

Su Mo Tu We Th Fr Sa

26 27 28 29 30 31

2 3 4 5 6 7

9 10 11 12 13 14

16 17 18 19 20 21

23 24 25 26 27 28

30 1 2 3 4 5

Doctors Select all / none

Sample Doctor 0

Dr. James Smith 4

IR 10:00 - 10:10 am
Test Patient: Office 1

C 10:10 - 10:20 am
Jim Sample: Office 1

CIO 10:20 - 10:30 am
Lucy Sample: Office 1

A 10:30 - 11:00 am
Laurie T. Sample: Office 1

By default, appointments with the status of canceled and rescheduled appear on the schedule in a faded window. However, if you would like to hide them from your schedule, you can with a setting. Check out [our article](#) on hiding canceled and rescheduled to learn more.

Feb 2023

Su Mo Tu We Th Fr Sa

29 30 31 1 2 3 4

5 6 7 8 9 10 11

12 13 14 15 16 17 18

19 20 21 22 23 24 25

26 27 28 1 2 3 4

Doctors Select all / none

Jane Smith 3

Dr. James Smith 0

Offices Select all / none

Office 1

Office 2

Office 3

Office 4

Jane Smith

8:20 - 8:50 am
Lucy Sample: Office 1

8:50 - 9:20 am
Jenny (Jen) Harris: Office 1

X 9:20 - 9:50 am
Laurie T. Sample: Office 1

R 9:50 - 10:20 am
Michelle Harris: Office 1

10:30 - 11:00 am
Jeff Patient: Office 1