

# Hiding Canceled and Rescheduled Appointments from the Schedule

07/24/2024 3:15 pm EDT

DrChrono has a setting that allows you to hide appointments with a canceled or rescheduled status.

An appointment's status can be set 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

Missing Patient Address Patient Statement Balance: \$150.00 Generate Statement Balance: \$150.00 2 past appointments

Provider: Jane Smith  
Patient: Lucy Sample - 09/02/1993  
Reason:  
Scheduled: 02/10/2023 Time 08:20AM  
Duration: 30 minutes  Allow overlapping  
Notes:  
Consent Forms:  HIPAA Data Use Agreement (default)  Telehealth Consent (default)  No Show Policy (default)

Supervising: - If different to provider -  
Office: Office 1  
Profile: -----  
Eligibility Profile: -----  
Exam: Exam 1  
Color:   
Status:   
Arrived  
Checked In  
Checked In Online  
In Room  
In Session  
Complete  
Confirmed  
Not Confirmed  
Rescheduled  
Cancelled  
No Show  
Checked Out

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

Delete Save & Close Save

By default, canceled and rescheduled appointments will remain on the calendar, but they will appear faded out with an "X" or "R" in the top left corner.

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

+ Event
Today
Refresh
Print Appts

Feb 10 2023

Jane Smith

9:00am	8:20 - 8:50 am Lucy Sample: Office 1	O1
	8:50 - 9:20 am Jenny (Jen) Harris: Office 1	O1
→	X 9:20 - 9:50 am Laurie T. Sample: Office 1	O1
→	R 9:50 - 10:20 am Michelle Harris: Office 1	O1
10:00am	10:30 - 11:00 am Jeff Patient: Office 1	O1

**Doctors** Select all / none

- Jane Smith 3
- Dr. James Smith 0

**Offices** Select all / none

- Office 1
- Office 2
- Office 3
- Office 4

If you would like to hide canceled and/or rescheduled appointments from your calendar, you can do so under **Account > Provider Settings**.

- Select the **General** tab and go to **Calendar Settings**.
- Check the box next to **Hide canceled appointments** and/or **Hide rescheduled appointments**.
- Scroll down and click **Update Entire Profile** to save your settings.
- Repeat the process for other providers in your practice.

# Account Settings

- Profile
- General
- Email
- Medical Billing
- eRx Info
- Services
- Usage
- Sample Data
- Security
- Patient Payments

## Calendar Settings

Use new dashboard homescreen  Uncheck to go straight to the calendar after logging in

Show user satisfaction survey  Uncheck to opt out of user satisfaction surveys.

Default Office  Default Office on Calendar

Duration of Exam  Default duration of an exam in minutes

Duration of Follow-up  Default duration of a follow-up exam in minutes

Examroom Calendar Increments  Adjust minute increments on calendar

Date range on Appointment Template  If true date range can be set for Appointment Template (starting from - ending by).

Appointment Templates in more views  Show appointment templates in Daily View, Doctor View and Weekly View

Allow Exam Room Overlaps  Allow appointments to overlap within an exam room

Global Overlap Checking  Disallow overlapping appointments in any office or exam room

Appointment Default Color

Phonetic Name  Used by automated phone system to pronounce doctor's name

Hide cancelled appointments  Don't show cancelled appointments on appointment calendar (web only).

Hide rescheduled appointments  Don't show rescheduled appointments on appointment calendar (web only).

Once the setting is saved, when an appointment's status is changed to canceled or rescheduled it will be removed from the calendar making it easier to schedule new appointments in their place.

The Canceled and Rescheduled appointments can be viewed in the Appointments Dashboard, in the patient's chart, and in the audit log. They are also available for reports.

The screenshot shows a web-based appointment calendar. On the left, there is a calendar grid for February 2023, with the 10th highlighted. Below the grid are filters for 'Doctors' (Jane Smith, Dr. James Smith) and 'Offices' (Office 1, Office 2, Office 3, Office 4). The main area shows a 'Daily' view for 'Fri 2/10'. The time slots are as follows:

- 8:20 - 8:50 am: Lucy Sample: Office 1 (blue)
- 8:50 - 9:20 am: Jenny (Jen) Harris: Office 1 (orange)
- 9:20 - 9:50 am: Laurie T. Sample: Office 1 (purple)
- 9:50 - 10:20 am: Michelle Harris: Office 1 (yellow)
- 10:20 - 11:00 am: Jeff Patient: Office 1 (purple)

A mouse cursor is pointing at the yellow slot for Michelle Harris at 10:00am.