

My patient's appointment moved! How did this happen?

07/24/2024 6:50 pm EDT

DrChrono does not automatically move appointments. Sometimes a staff member may accidentally move an appointment from the website or the iPad.

Here's how you can check if someone within your practice moved an appointment.

1. Go to Clinical > Audit Log.

Clinical Patients Reports Billing

FORM TOOLS

- Form Builder
- Library
- Archive
- Form Reorder
- Complete Note Format
- onpatient Forms
- Macro Buttons
- Document Management

CLINICAL

- Clinical Notes
- Audit Log**
- CDS Rules
- Inventory Management
- Patient Education Management

2. You can refine the search by the patient name, the username you're looking for, and the date range. You can see from this log that the user changed the patient's appointment from 10/13 to 10/14

Audit Log Report

Patient's Name User's Name (All log types) 10/06/2021 10/13/2021 Update Filter View Last: Day Week Month Year

Export to File PAGE 1

Date	Time	Patient	User	Type	Action	Details	IP
10/13/2021	02:01:28 PM	Alexis Wu [HUAL000001]	jamesmith	Appointment	Read	Opened the appointment	96.244.207.250
10/13/2021	02:01:26 PM	Alexis Wu [HUAL000001]	jamesmith	Appointment	Update	Updated Appointment [189050430] 10/14/21 12:00 Alexis Wu: New Patient Visit Changed 'Scheduled Time' from '2021-10-13 12:00:00' to '2021-10-14 12:00:00' Changed 'Patient Payment Posted Date' from '2021-10-13' to '2021-10-14'	96.244.207.250
10/13/2021	02:01:08 PM	Alexis Wu [HUAL000001]	jamesmith	Appointment	Read	Opened the appointment	96.244.207.250

If the appointment was accidentally removed from the calendar, you can restore it to the calendar with our [appointment recovery tool](#).