

Rescheduling an Appointment Through OnPatient

07/24/2024 8:15 pm EDT

If your patients are using OnPatient, they have the option to reschedule their upcoming appointments if necessary. After they have completed the Check-In process, they will have the option on the following screen to reschedule their appointment.

To begin, your patient can reach his/her appointments by the **Appointments** tab on their OnPatient navigation bar.

On the appointments page, your patient can view the list of upcoming appointments and select an appointment to view its details. Have your patient select the appointment he/she would like to reschedule.

onpatient Appointments Doctors Billing Messages 3 Documents Health Profile Laurie Sample

Appointments

Book Video Visit Book Appointment

UPCOMING APPOINTMENT

May 17, 2022 at 8:00 AM Back Pain
Dr. James Smith
225 Schilling Circle
Hunt Valley, MD 21031

Check in

PAST APPOINTMENTS

On the appointment details page, have your patient select the **Reschedule** button.

Appointment with Dr. James Smith — May 17, 2022 at 8:00 AM

Check in Reschedule Cancel

Reason for visit

Back Pain

Dr. James Smith
Chiropractor

When your patient hits the **Reschedule** button, they'll be given the option to use the scheduling tool to select a different time based on your availability. (**Note:** Provider must have [online scheduling](#) enabled for this feature).

Reschedule Appointment

Doctor



Dr. James Smith
Chiropractor

Office

Office 1
225 Schilling Circle
Hunt Valley, MD 21031

Select New Time

Date

	Mon, May 16	Tue, May 17	Wed, May 18	Thu, May 19	Fri, May 20
	--	08:00 AM	08:00 AM	08:00 AM	08:00 AM
	--	08:10 AM	08:10 AM	--	--
	--	08:20 AM	08:20 AM	--	--
	--	08:30 AM	08:30 AM	08:30 AM	08:30 AM
	--	08:40 AM	08:40 AM	--	08:40 AM
	--	08:50 AM	08:50 AM	--	08:50 AM
	--	09:00 AM	09:00 AM	09:00 AM	09:00 AM
	--	--	--	--	09:10 AM

Reason for visit

Back Pain

Reschedule

Once the new time is selected, the patient will click **Reschedule**.

Reschedule Appointment

Doctor



Dr. James Smith
Chiropractor

Office

Office 1
225 Schilling Circle
Hunt Valley, MD 21031

Select New Time

Date

Wed, May 18 at 08:00 AM ✕

Reason for visit

Back Pain

Reschedule

Afterward, a confirmation page will appear for the patient to **Confirm** the new appointment time.

Confirm appointment



Doctor



Dr. James Smith
225 Schilling Circle
Hunt Valley, MD 21031

Wed, May 18 at 08:00 AM

Reason for Visit

Back Pain

Cancel

Confirm

The provider will receive 2 notifications:

1. On the provider's DrChrono calendar.

Calendar interface showing a daily view for Thursday, Nov 17, 2022. The calendar has a header with navigation buttons: '+ Event', 'Today', 'Refresh', 'Print Appts', and a date selector 'Nov 17 2022'. There are also view options: 'Daily', 'Exam Rooms', 'Doctor', 'Weekly', and 'Monthly'. The main calendar area shows a yellow background with a horizontal line at 9:00am and another at 10:00am. A blue appointment bar is visible from 10:00am to 10:30am, labeled 'Laurie T. Sample: Office 1' and 'JS'.

2. The provider will also receive a message notification in the **Message Center**.

Incoming Messages ?

Message Center interface with buttons: 'Mark as Read', 'Mark as Unread', 'Show Archived', 'NEXT >', and a search bar 'Search Messages' with a magnifying glass icon.

<input type="checkbox"/>	From	Title	Associated patient	Assigned to	Assigned by	Workflow	Created	Updated	Download
<input type="checkbox"/>	☆ Laurie T. Sample	■ Online Appointment	Laurie T. Sample				Nov. 17, 2022, 7:45 a.m.	Nov. 17, 2022, 7:45 a.m.	