

PM Scheduling – Cancel & Reschedule Definitions

In September 2011, the list of reasons that must be entered when an appointment is cancelled, rescheduled, or modified, or you override a setting during booking an appointment, was altered. The goal was to bring CHW in line with a state-defined codeset, and also make the list shorter & more meaningful. Definitions are explained below. Note that where a reason is noted as 'Cancelled' it also refers to those rescheduled, as the original appointment was effectively cancelled and a new one scheduled.

	Definition
Cancelled by Department	The appointment was cancelled / rescheduled due to an inability for the department to provide the service at that time. For example, <ul style="list-style-type: none"> • Appointments placed in Confirmed status to hold a spot at a clinic, but still requiring confirmation from the Provider on availability. • Cancelled clinics where the cause is other than absence of the Provider or unavailable room/equipment. • Appointments rescheduled to other times for reasons such as altered clinical priorities or caseload management.
Cancelled by Patient	The appointment was cancelled / rescheduled due to a request by the patient or their carer, notifying the service on their inability to attend.
Cancelled Interpreter Not Available	The appointment was cancelled / rescheduled as there was no interpreter available to attend the appointment.
Equipment/Room Not Available	The appointment was cancelled / rescheduled due to unavailability of resources other than staff, eg room, essential equipment, etc.
Inpatient	The appointment was cancelled / rescheduled as the patient could not attend due to being a current inpatient (at CHW or elsewhere).
Patient Attended Appointment	The appointment status was modified from a state which originally indicated that the patient did not attend, eg appointment status changed from 'No Show' to 'Checked In'.
Patient Deceased	The appointment was cancelled due to the patient being deceased.
Person Deceased In Error	The appointment status was modified from another state (e.g. Cancelled) because the patient was initially thought to be deceased.
Planned Absence of Service Provider	The appointment was cancelled / rescheduled due to a prearranged absence of the Provider. For example, <ul style="list-style-type: none"> • Provider cannot attend the appointment due to planned leave (annual, conference, etc.). • Provider cannot attend the appointment due to known clinical / administrative duties of a higher priority.
Planned Service Reduction	The appointment was cancelled / rescheduled due to a reduction in services provided at the clinic, for example, due to: <ul style="list-style-type: none"> • Staff resignation / redeployment. • Alteration of clinic times / duration due to reduced clinic usage.
Scheduled in Error	The appointment was cancelled / rescheduled due to an error with the original booking, e.g. the appointment was scheduled for the incorrect patient, incorrect time, incorrect resource, etc.
Scheduling Maintenance	The appointment was rescheduled to correct any effects on that appointment brought about by maintenance performed on the Scheduling Book
Service Provider Requested	The appointment was cancelled / rescheduled at the direct request of the Provider.
Unplanned Absence of Service Provider	The appointment was cancelled / rescheduled due to an unforeseen / unexpected absence of the Provider. For example, <ul style="list-style-type: none"> • Provider on sick leave. • Provider called away at short notice to attend other priorities.
_Auto Cancelled	Cerner item - cannot be removed from the list
_Auto Modified	Cerner item - cannot be removed from the list
_Early Check In	Cerner item - cannot be removed from the list
_No Show	Cerner item - cannot be removed from the list
_Order Modification	Cerner item - cannot be removed from the list
_Patient does not Consent to Callback	Cerner item - cannot be removed from the list