

For patients that have been checked-in for their office visit, seen by the provider, and is determined to reschedule treatment, follow the steps outlined below to reschedule treatment.

## Rescheduling Workflows

The workflow for rescheduling a patient is dependent on if the patient has been checked-in for their appointment(s) or not.

- To reschedule a cycle for a patient who has been scheduled and **NOT** checked-in for their appointment(s) – please refer to the flyer on [Rescheduling a Day of Treatment](#).
- To reschedule a patient who **IS** checked-in, been seen by the provider, and is determined to reschedule treatment, follow the steps outlined below.

## Rescheduling Checked-In Patients Information

Rescheduling patients who have been checked-in from the Clinic Scheduling and Tasks Phase addresses several issues identified with checked-in appointments.

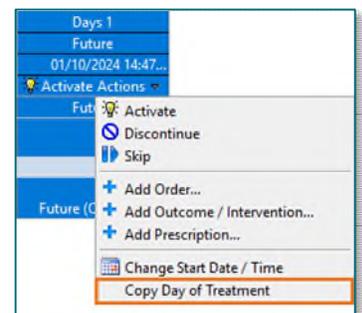
- The original Day 1 appointments (i.e., lab and/or provider visit) that have been checked-in:
  - Do **NOT** display in the Copy Day of Treatment window; therefore, does not require the provider to remember to uncheck the items listed as **Checked-In** when you click **Adjust All** so it does not move those appointments.
  - Do **NOT** get removed or re-sent to the request queue.
  - Do **NOT** get removed from the appointment book.
  - The copied days of treatment for the new office visit and new lab visit have scheduling orders sent to the request queue and the dates in all the phases have been updated to reflect the new dates.

## Rescheduling Checked-In Patients Workflow

**STEP 1:** Go to the **Clinic Scheduling and Tasks phase** and locate the day of treatment for today's appointment.

**NOTE:** It is important to use the **Clinic Scheduling and Tasks phase** to avoid the issues listed above from occurring.

**STEP 2:** Click the **Actions** dropdown for the day of treatment and select **Copy Day of Treatment**.



**STEP 3:** Enter the new estimated **Start Date/Time** you want to see the patient again.

Copy - Change Start Date/Time

Change Start Date/Time: Clinic Scheduling and Tasks (Days 1, 3) - Copy of Days 1

\*Est. Start Date/Time:  
01/18/2024 1447 EST

To change the start date/time of a single treatment period/non-DoT phase, enter a new date below.

**Adjust All** Automatically adjusts the start date for the selected treatment periods and phase(s)

<input checked="" type="checkbox"/>	Adjust	Description	Start Date/Time	Appointment Information	<input checked="" type="checkbox"/>	Request New Appointment
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Chemotherapy (Days 1 to 2)				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Labs (Days 1)				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clinic Scheduling and Tasks (Days 1, 3)				
		Days 3	*Est. 01/20/2024 14:47 EST			

\*Estimate of Actual Treatment Date

\*Reschedule Reason:  
Reschedule Reason and Comment applies to initiated/future phase(s) only

Comment:

OK Cancel

**STEP 4:** Click **Adjust All** to adjust the other treatment periods and phase(s).

- This will allow you to reschedule the linked phases (i.e., Chemotherapy, Labs, and Clinical Scheduling and Tasks) at the same time.

**STEP 5:** Document a **Reschedule Reason**. Select an appropriate reason from the list.

- Enter a comment in the **Comment** field to include additional details, as applicable.

**NOTE:** If **NO** lab orders are needed for the next visit, continue to Step 7.

**STEP 6:** If new labs are needed for next visit, go to the **Labs Phase**, locate the day of treatment for today's appointment.

- Click the **Actions** dropdown and select **Copy Day of Treatment**.
- Adjust the estimated **Start Date/Time** to ensure it matches the date used for the copied day of treatment in the Clinic Scheduling and Tasks phase.
- Do **NOT** click **Adjust All**.
- Click **OK**.

**STEP 7:** Click **Orders for Signature**.

**STEP 8:** Click **Sign**, then click **Refresh**.