Reschedule appointments

You can reschedule appointments for a variety of reasons. For example, patients might request a new appointment time, or the provider has an emergency and is no longer available at the original time.

1. In the **Appointments** list on the **Tracking Board**, right-click the appointment and click **Reschedule Appointment**.

2. Click **Yes** on the confirmation message.

3. On **Reschedule Appointment** or **Reschedule Procedure**, double-click a different time slot.

4. If the department requires a reason for rescheduling, select a reason from the **Reasons for Rescheduling** list, and then click **Continue**.

   If waitlisted appointments exist for the original appointment's time slot, select an appointment from the **Waitlist Maintenance** window. When you finish scheduling the appointment, the **Tracking Board** displays the appointment on its new day or time.

Add walk-in patients

When patients arrive without appointments, you can quickly add them to the **Tracking Board** and create appointments.

1. Right-click anywhere in the **Patient Tracking** list on the **Tracking Board**, and then click **Add a Walk-in Patient**.

2. Select a location and click **Continue**.

3. On **Person Search**, search for and select an existing person or register a new person. If your practice uses the *YourHealth Secure* interface, scan the patient's health card instead of performing a manual search.
4. To review and manage alerts on the person's record, click the **Alert** icon to open **Patient Alerts**.

5. If the patient is new to your practice, select **New Patient**.

6. If the visit has any preregistration requirements, select the applicable options.

7. To review and manage notes, either at the patient or visit level, click the **Notes** icon to open **Notes/Tickler/Event Log Review**.