TuftsMedicine

EpicEdge Tips & Tricks

Cancellation of Duplicate Visits

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There has been an issue with duplicate appointment requests that are left in place on the appointment request workqueues even when a visit has been documented. We worked with Epic and learned that these can be caused when:

- A clinician's scheduling template has an issue or hasn't yet been created.
- A visit is opened from the Contacts task instead of from the Schedule on the remote client.
- A missed visit is documented after the appointment has already been converted to incomplete status.

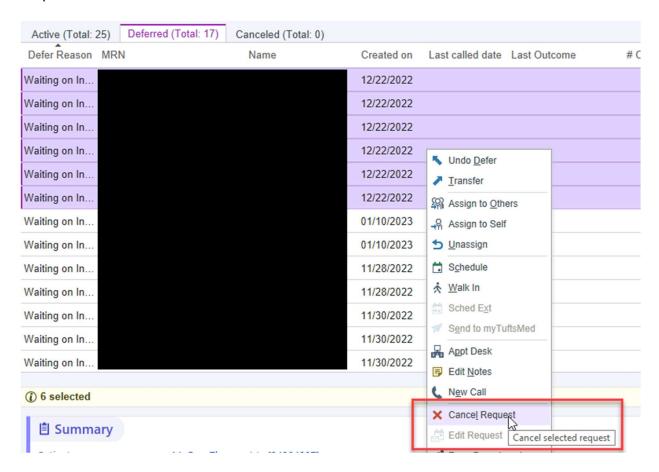
Schedulers have been deferring these appointment requests because they couldn't remove them from the workqueues. We are granting permission to the schedulers to cancel these appointment requests.

Instructions:

Click to select one appointment request or use shift + click or Ctrl + click to select multiple requests. Next, click on the Cancel Request button on the toolbar.



Schedulers can also select appointment request(s) and then right-click and select Cancel Request from the menu.



Next, select a cancellation reason from the dropdown menu, enter a comment if needed, and click Cancel Request(s).

