

# Cancel a Hospital Booking

## If a patient cancels their appointment

1. Search for the patient **OR**
2. Navigate to the date & theatre that the patient is booked for
3. Select the patient & **right click** to open menu
4. Select **Edit Episode**

The screenshot shows the hospital booking system interface. On the left, there is a calendar for July 2022. In the center, there is a table of appointments with columns: Time, Name, MRN, Procedure, Status, Notes, Sts, C, B, HF, Excess. A patient named CLAMPELT, ELLY is highlighted in blue. A right-click context menu is open over the patient's name, showing options: Make an Appointment, Edit Episode (highlighted with a red circle), Copy Appointment, Cut Appointment, Paste Appointment, History, Arrived, Unarrived, Excess/Deposit, Admit, Discharge, Theatre, Coding, Inpatient, Certificate, Clinical Indicators, Confirmed, Demo Stds, Chart Label, Wristband, Delete Appointment, Documents, Create Letter, Quick Form, HC21 Left, HC21 Right, HC21 Back, Create Invoice, IEC, and DEC.

5. Use the **Cancelled** drop down to select a reason for cancellation (N.B these cancelled reasons are fully customisable & can be added or edited in **Setting** under the **Cancelled Reasons** option to assist facilities obtain the cancellation data that they require)
6. Click **Save**

The screenshot shows the 'Edit Appointment' form for patient CLAMPELT, ELLY. The form is divided into several sections: Booking Details, Fund Details, Items, Other Services, and Referring Details. In the Booking Details section, the 'Booking Code 1' dropdown is set to 'Cancelled' (highlighted with a red circle). The 'Save' button is highlighted with a red circle in the top right corner. The 'Items' section shows a list of items with columns: Code, Description, Qty, Date of Srv, Send Invoice To, and Action. The 'Referring Details' section shows fields for Referring Doctor, Referral To, Referral Date, Period, First Consult, and Site Referral (global).

7. The patient will now be displayed with a strikethrough & the appointment time will be available to book another patient
8. To view your screen without the cancelled patients, use the **Filter Dropdown** and select **All Appointments Exc Cancelled**

Today

Friday, 1 July 2022

NUMBER OF APPOINTMENTS 1 | TOTAL MINUTES 30 of 750 Mins

ALL INDIVIDUAL WEEKLY

THEATRE 1 THEATRE 2 THEATRE 3 THEATRE 4

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	Excess
06:00				DUCK, Daffy						0.00
06:30				DUCK, Daffy						0.00
07:00				DUCK, Daffy						0.00
07:30				DUCK, Daffy						0.00
07:59	GLAMPETT, Ely	164	Right CAT & IOL	DUCK, Daffy		B			NIS	0.00
08:00				DUCK, Daffy						0.00
08:30				DUCK, Daffy						0.00
09:00				DUCK, Daffy						0.00
09:30				DUCK, Daffy						0.00
10:00				DUCK, Daffy						0.00
10:30				DUCK, Daffy						0.00
11:00				DUCK, Daffy						0.00
11:30				DUCK, Daffy						0.00
12:00				DUCK, Daffy						0.00
12:30				DUCK, Daffy						0.00
13:00				DUCK, Daffy						0.00
13:30				DUCK, Daffy						0.00

Locations: All Locations

Departments: All Departments

Doctors/Theatres: All Doctors/Theatres

Filter: 8

- All Appointments Inc Cancelled
- All Appointments Inc Cancelled
- Not Billed
- Waiting Room
- Did not show
- Not confirmed
- All Appointments Exc Cancelled
- Correct an episode

- To view the cancelled patients ensure you select **All Appointments Inc Cancelled** from the **Filter Dropdown**
- To reinstate an appointment, follow the above steps **1 > 4** and **remove** the cancellation reason from the episode before clicking **Save**

Depending on how far a patient is along their journey, there are different ways to handle a cancelled episode. For example, a patient who cancels before arriving at the facility will need to be handled differently than one who cancelled after admission.

The facility should determine the most appropriate option for each individual scenario. Below are a few options for processing these cases in FYDO:

If the patient **did not arrive at the facility** and was **not admitted**, the standard cancellation instructions above will apply. The episode will not be admitted and will simply be cancelled.

If the patient **did arrive** and was **admitted but did not proceed**, the facility can choose to revert the **episode back to a booking** by **Un-discharging** and **Un-admitting** the episode. Again, this will be up to the facility to decide if this is require depending on how far the patient journey progressed. This can be done via the **Episodes Screen** by utilising the **Right-Click Menu**.

154 - SWAGGER, Bob Lee (08/12/1975 - 49)

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking Documents

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure
19	846	23/05/2025	-	Admitted		Colonoscopy & Gastroscopy
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy
11	682	30/01/2025	30/01/2025	Discharged	D/O	Gastroscopy

Admission Date: 23/05/2025 | Invoices for Adm # 846

Inv #	To	Adjustments	Payments
573	U/I	\$0.00	\$-500.00

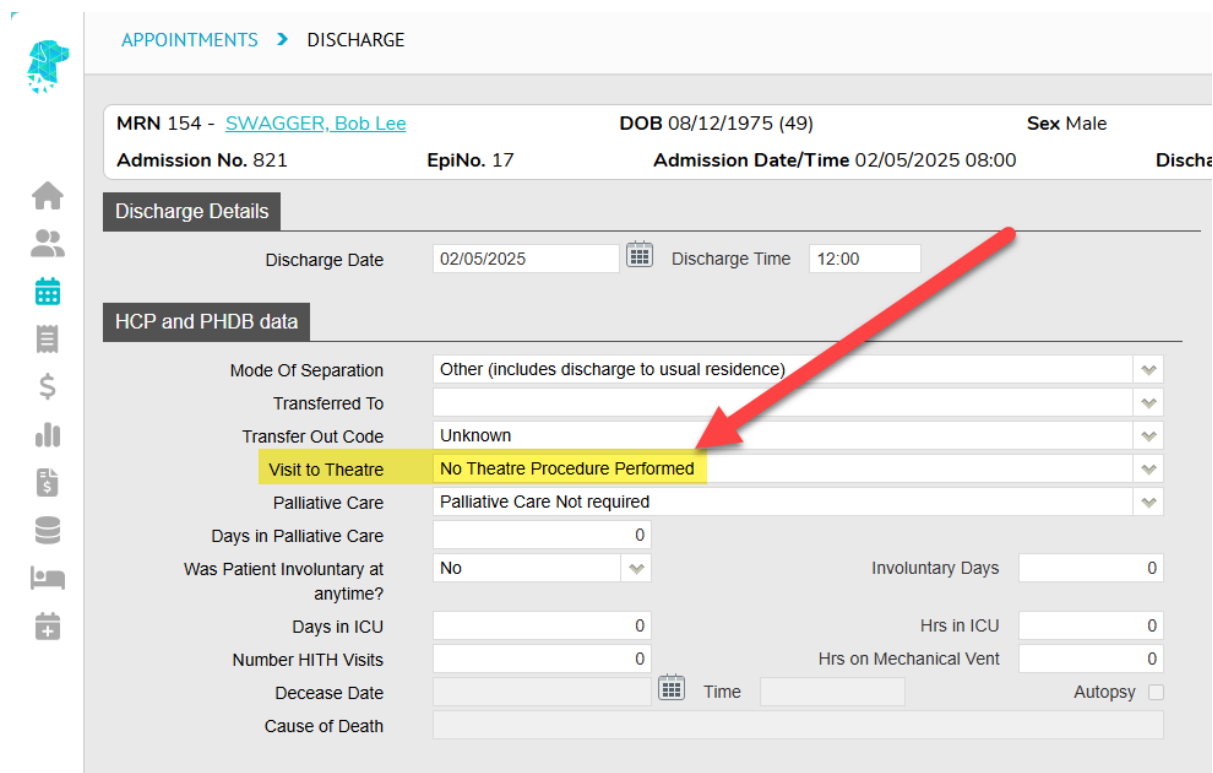
Right-Click Menu:

- Admission
- Edit Appointment
- Theatre
- Leave
- Clinical Indicators
- Un-admit
- Quick Form
- Other Services Only
- Remove Episode

The patient may need to be **refunded** any moneys paid, or the facility may choose to keep it and apply to another admission down the track.

If the patient was admitted and progressed partway through their journey, the more appropriate option may be to **complete the episode** by **admitting** and **discharging** them.

Depending on how far they progressed, you may need to populate the **Visit to Theatre** field with **No Theatre Procedure Performed** when discharging the episode.



The screenshot shows a patient discharge form for MRN 154 - SWAGGER, Bob Lee. The patient's DOB is 08/12/1975 (49) and Sex is Male. The Admission No. is 821, EpiNo. is 17, and the Admission Date/Time is 02/05/2025 08:00. The Discharge Date is 02/05/2025 and the Discharge Time is 12:00. The 'HCP and PHDB data' section includes fields for Mode Of Separation (Other (includes discharge to usual residence)), Transferred To, Transfer Out Code (Unknown), Visit to Theatre (No Theatre Procedure Performed), Palliative Care (Palliative Care Not required), Days in Palliative Care (0), Was Patient Involuntary at anytime? (No), Involuntary Days (0), Days in ICU (0), Hrs in ICU (0), Number HITH Visits (0), Hrs on Mechanical Vent (0), Decease Date, Time, and Autopsy (unchecked). A red arrow points to the 'Visit to Theatre' field.

APPOINTMENTS > DISCHARGE			
MRN 154 - <a href="#">SWAGGER, Bob Lee</a>	DOB 08/12/1975 (49)	Sex Male	
Admission No. 821	EpiNo. 17	Admission Date/Time 02/05/2025 08:00	Discharge Date 02/05/2025
Discharge Time 12:00			
HCP and PHDB data			
Mode Of Separation	Other (includes discharge to usual residence)		
Transferred To			
Transfer Out Code	Unknown		
Visit to Theatre	No Theatre Procedure Performed		
Palliative Care	Palliative Care Not required		
Days in Palliative Care	0		
Was Patient Involuntary at anytime?	No	Involuntary Days	0
Days in ICU	0	Hrs in ICU	0
Number HITH Visits	0	Hrs on Mechanical Vent	0
Decease Date		Time	
Cause of Death			
		Autopsy	<input type="checkbox"/>

As every discharged patient is reported to the Department of Health, a **principal diagnosis code is mandatory**. If the facility opts to admit and discharge the episode, it will need to be **coded**.

Please confirm the correct process with your coder. However, as an example, there would typically be a **primary diagnosis code**, and an additional diagnosis code explaining why the procedure was cancelled.

APPOINTMENTS > CODING SCREEN

MRN 154 - [SWAGGER, Bob Lee](#) DOB 08/12/1975 (49) Sex Male  
 Admission No. 821 EpiNo. 17 Admission Date/Time 02/05/2025 08:00 Discl

Example of diagnosis codes that explain why the procedure was cancelled

Copy Previous Coding Select Episode

#	Type	Code	Description
1	P - Principal Diagnosis	H40.2	Primary angle-closure glaucoma
2	A - Additional Diagnosis	Z53	Z53.0 - Proc not done dt contraindication Z53.1 - Proc not done pt decn belief grp press Z53.2 - Proc not done pt decn oth & unsp reason Z53.3 - Procedure abandoned after initiation Z53.8 - Proc not carried out for oth reasons Z53.9 - Procedure not carried out unsp reason

Procedure

Anaesthetic Type IV/Sedation

#	Code	Description
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When raising an invoice, please be aware that if an **accommodation band** is billed, it is implied to the health fund that the patient received an anaesthetic. In this instance, an **anaesthetic procedure code** must also be included in the coding screen.

Facilities will need to check their individual health fund contracts in order to decide if they can raise a charge for the particular admission.