

# 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 displays a software interface for managing hospital appointments. At the top, there's a search bar with '1 Patient...' and a date filter set to 'Tuesday, 21 Oct 2025'. Below this, there are tabs for 'ADMISSIONS', 'DAY PROGRAM', 'THEATRE 1', 'THEATRE 2', and 'THEATRE 3'. The main area is a table with columns for Time, Name, MRN, Procedure, and Surgeon. A row for 'BLACK, Isaac' at 09:30 is highlighted. A context menu is open over this row, listing various actions like 'Make an Appointment', 'Edit Appointment', 'Copy / Cut / Paste / Delete', 'Episodes', 'Documents', 'Chart Tracking', 'OEC', 'IFC', 'Send SMS', 'Confirmed', 'Arrived', 'Admit', 'Excess / Deposit', 'Theatre', 'Discharge', 'Coding', 'Create Invoice', 'Rehab Screen', 'Check List', 'Inpatient', 'Certificate', 'Clinical Indicators', 'Print Chart Label', 'Print Wristband', 'Quick Form', 'HC21', and 'Create Letter'. The 'Edit Appointment' option is highlighted with a red circle. Other red circles indicate the search bar, the date/theatre filter, the patient name, and the 'Edit Appointment' menu item.

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**

Back to Appointments / Edit Appointment Total 838.00 Cancel Save **6**

**BLACK, Isaac**

MRN 130  
File No -  
DOB 08/08/2018 (7)  
Sex Male  
Mobile 0455 555 555  
Medicare -  
Veterans -

**Allergies**  
Penicillin

**Alert**  
-

**Notes**  
-

**Document Alert**  
-

**Booking Details**

Location Shaes Private Hospital  
Theatre/List Theatre 2 Roster Select Roster  
Dr/Surgeon CONNORS, Dr Curtis  
Surgical Assistant  
Other Surgical Assistant  
Anaesthetist HARRISON, Dr George  
Anaesthetic (Primary) IV/Sedation Anaesthetic  
Appointment Date 21/10/2025 Time 09:30 Adm # 1103  
Appointment Type Standard 15 Make Recurring Mins 40  
Procedure Notes Colonoscopy & Gastroscopy  
Other Notes  
B I U A

**Checklist** **5**

OEC Received  OEC Checked  Pre-Admission Contacted  
 IFC Created  IFC Signed  Admission Form Received  
 Consent Received  Post-Discharge Contacted

Patient Category Arrived at Day 1 Discharge 0  
Accom Type Room Type Private  
Provisional DRG Covid Did Not Attend  
Bed Notes Facility Cancellation  
Cancelled | Confirmed | Arrived Time

Booking Code 1 COGA - Colon... Booking Code 2

**Fund Details**

Health Fund AHM - Australian Health Management Group Limited  
Membership No. 98765432 UPI 0 Excess 0.00 Co-pay 0.00 UII 0.00  
Insurance Status Full Fee Claim Details

**Items**

Code	Description	Band	Session
32229	B Removal of one or more polyps during colonoscopy, in...	3	1
32222	B Endoscopic examination of the colon to the caecum by...	2	1
30473	B Oesophagoscopy (not being a service to which item...	1	1

**Other Services**

Code	Description	Qty	Date of Srv	Send Invoice To
		0		

**Referring Details**

Previous Referrals  
Referring Doctor Add Referring Doctor Referral To  
Search for a Referring Doctor Search for a Referral To

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

Appointments 1 Patients | 40 of 640 minutes Search for patient... Tuesday, 21 Oct 2025 Individual

ADMISSIONS DAY PROGRAM THEATRE 1 **THEATRE 2** THEATRE 3

Time	Name	MRN	Procedure	Surgeon	Notes
08:15					
08:30					
08:45					
09:00					
09:15					
09:30					
09:30	<del>BLACK, Isaac</del> <b>7</b>	130	Colonoscopy & Gastroscopy	CONNORS, Curtis	D C B AHM
09:45					
10:00					
10:15					
10:30					
10:45					
11:00					
11:15					
11:30					

**Based On** **8**

- All Appointments Inc Cancelled
- All Appointments Inc Cancelled
- Not Billed
- Waiting Room
- Did not show
- Not confirmed
- All Appointments Exc Cancelled
- Uncoded

- 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 required depending on how far the patient journey progressed. This can be done via the **Episodes Screen** by utilising the **Right-Click Menu**.

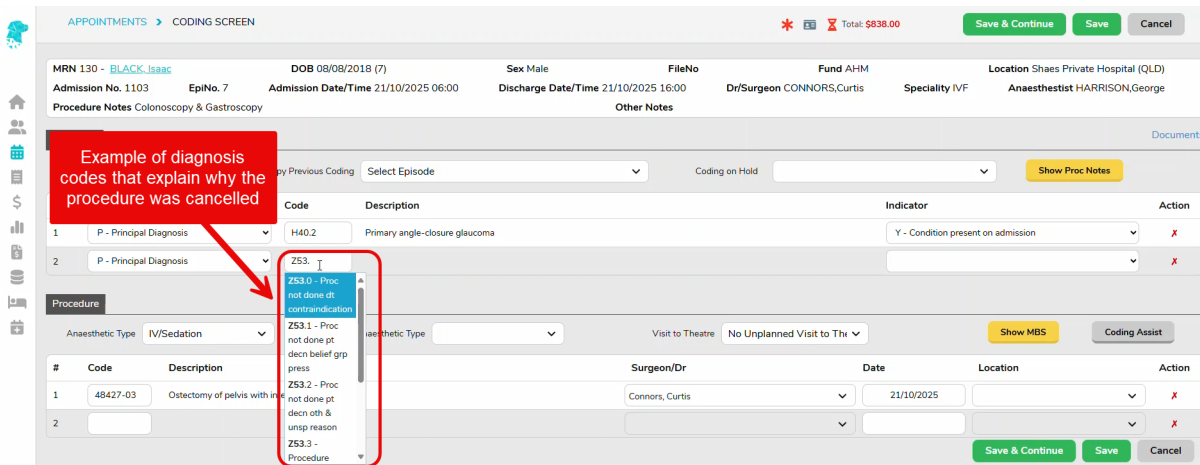
The patient may need to be **refunded** any moneys paid, or the facility may choose to keep it and apply to another admission down the track.



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.

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.



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.

## Cancellation Reasons

Facilities may be required to collect different cancellation information for benchmarking, auditing, accreditation, and reporting purposes. FYDO makes this easy through **customisable Appointment Cancellation Reasons.**

Statistics such as **Cancelled After Arrival, Cancelled Within 24 Hours, Facility Cancellation** and other site-specific categories can all be configured as **Cancelled Reasons (Appointments).** Once configured, these reasons can be utilised in reporting to provide visibility into why appointments are being cancelled and identify trends over time.

To ensure accurate reporting, your facility should configure the cancellation reasons required for your workflows and educate staff on when each cancellation reason should be used.

Follow the instructions below to set this up.

1. Navigate to **Settings**
2. Select **Cancelled Reasons (Appointments)**
3. Click **Add Cancelled Reasons (Appointments)** to add new cancellation reasons
4. Double click on an existing cancellation reason to amend it

The screenshot displays a software interface with a sidebar on the left and a main content area. The sidebar contains various icons, including a gear icon for settings. The main content area is titled 'SETTINGS' and lists various configuration options under the 'General' tab. The 'Cancelled Reasons (Appointments)' option is highlighted with a red box and a red circle containing the number '2'. A red arrow points from this option to the gear icon in the sidebar, which is also marked with a red circle containing the number '1'. Below the settings list, the 'CANCELLED REASONS (APPOINTMENTS)' report is displayed. The report has a search bar, a 'Show Inactive' checkbox, and an 'Add Cancelled Reasons (Appointments)' button marked with a red circle containing the number '3'. The report table has columns for 'Code', 'Reason', 'Status', and 'Action'. The 'Covid' reason is highlighted with a red circle containing the number '4'. The table shows the following data:

Code	Reason	Status	Action
2	Cancelled	Active	X
3	Cancelled After Arrival	Active	X
101	Cancelled Within 24 Hours	Active	X
103	Covid	Active	X
1	Did Not Attend	Active	X
102	Facility Cancellation	Active	X

At the bottom of the report, there is a 'Records/Page' dropdown set to '100' and a page indicator 'Records 1-6 of 6 (Page 1 of 1)'.

Utilise the correct Cancellation Reason when cancelling bookings, as per the instructions at the start of this page, and statistics than then be obtained from Reports.

1. Navigate to **Reports**
2. Select **Cancelled Episodes**
3. Simply run the report for the **date range required** for a comprehensive list of all cancelled procedures, or
4. Utilise the **Cancelled Reason** filter to obtain statistics on specific cancellation types

REPORTS

Reports

Patient Reports

- ☆ End of Day Banking
- ☆ Patient Stats
- ☆ Possible Double Payments
- ☆ Recalls

Financial Reports

- ☆ Trial Balance
- ☆ Invoice Export

Reports - Hospital

Financial Reports

- ☆ Adjustments
- ☆ Arrears
- ☆ Billing Status
- ☆ Billing Alerts
- ☆ Deleted Transactions
- ☆ Doctors Totals

Hospital Reports

- ☆ Acute Certificate
- ☆ Appointments
- ☆ Bed Occupancy
- ★ Canceled Episodes
- ☆ Chart Tracking
- ☆ Clinical Indicators

REPORTS > CANCELLED EPISODES

Cancelled Episodes

Location:

Theatre:

Doctor:

Cancelled Reason:

From - To:

1 of 1 | 100% | Find | Next

Shaes Private Hospital  
Cancelled Episode Report  
Between 01/01/2026 and 21/05/2026

MRN	Patient Name	Admission	Doctor	Status	PatCat	Cancelled Reason	Procedure	Other Notes
222	BEACHES, Sandy	16/03/2026	BLACK, Jack	Booking	D/O	Cancelled After Arrival		
102	DEAN, James	09/02/2026	DOCTOR, Test	Booking	D/O	Cancelled	Colonoscopy	
167	FLINSTONE, Frederick	13/04/2026	BLACK, Jack	Discharged	D/O	Cancelled	Colonoscopy	
233	JEANS, Applebottom	05/03/2026	CONNORS, Curtis	Booking	D/O	Cancelled		
233	JEANS, Applebottom	04/03/2026	BLACK, Jack	Booking	D/O	Cancelled		
110	STEWARTS, Alfreds	21/01/2026	BLACK, Jack	Booking	D/O	Cancelled	Left Cat & IOL	
110	STEWARTS, Alfreds	24/03/2026	BLACK, Jack	Discharged	IP	Cancelled After Arrival	Carpal Tunnel	

Total Episode 7

CancelledEpisode-ShaesPrivateHospital

Page 1 of 1

Date: 21/05/2026 6:19 AM