

Canceling Appointments: Step by Step Guide

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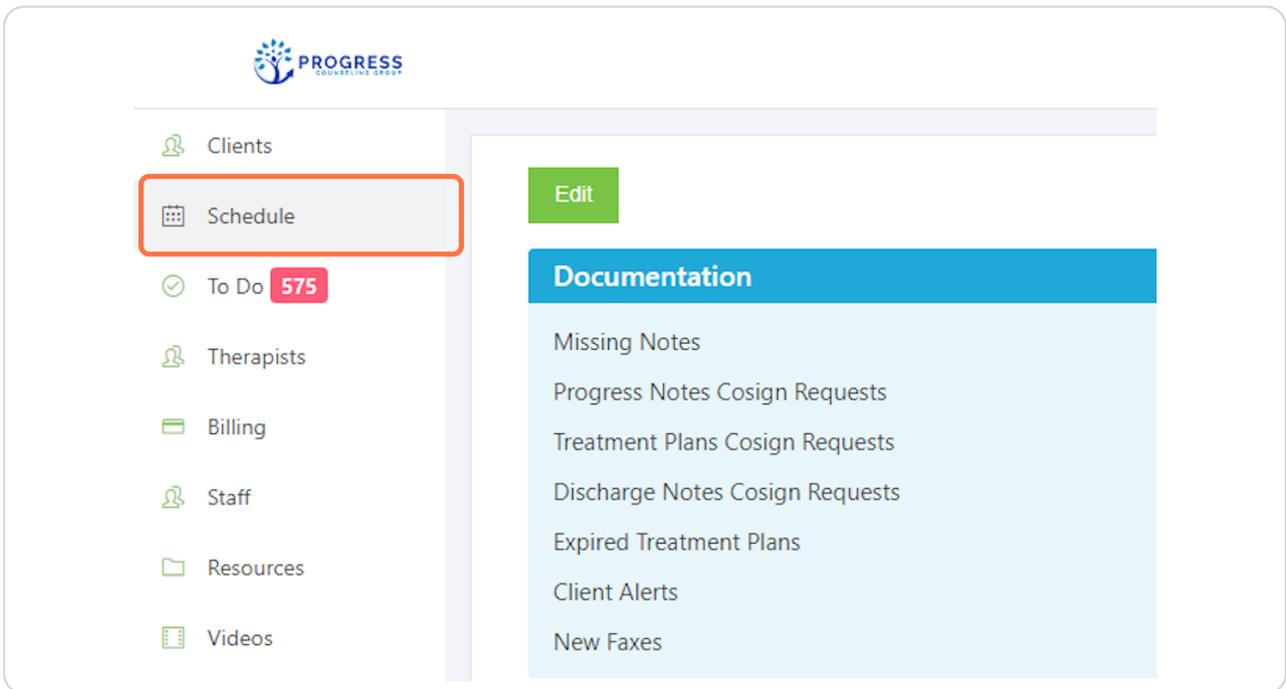
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Progress Counseling Group

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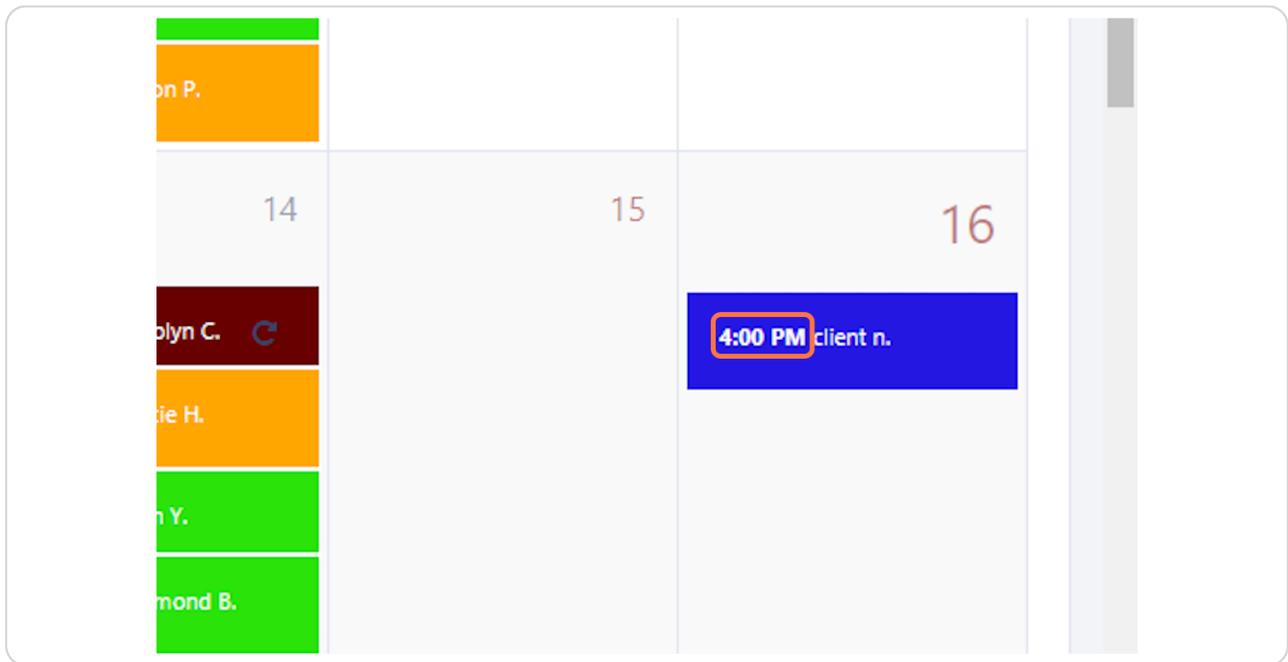
STEP 1

Click on Schedule



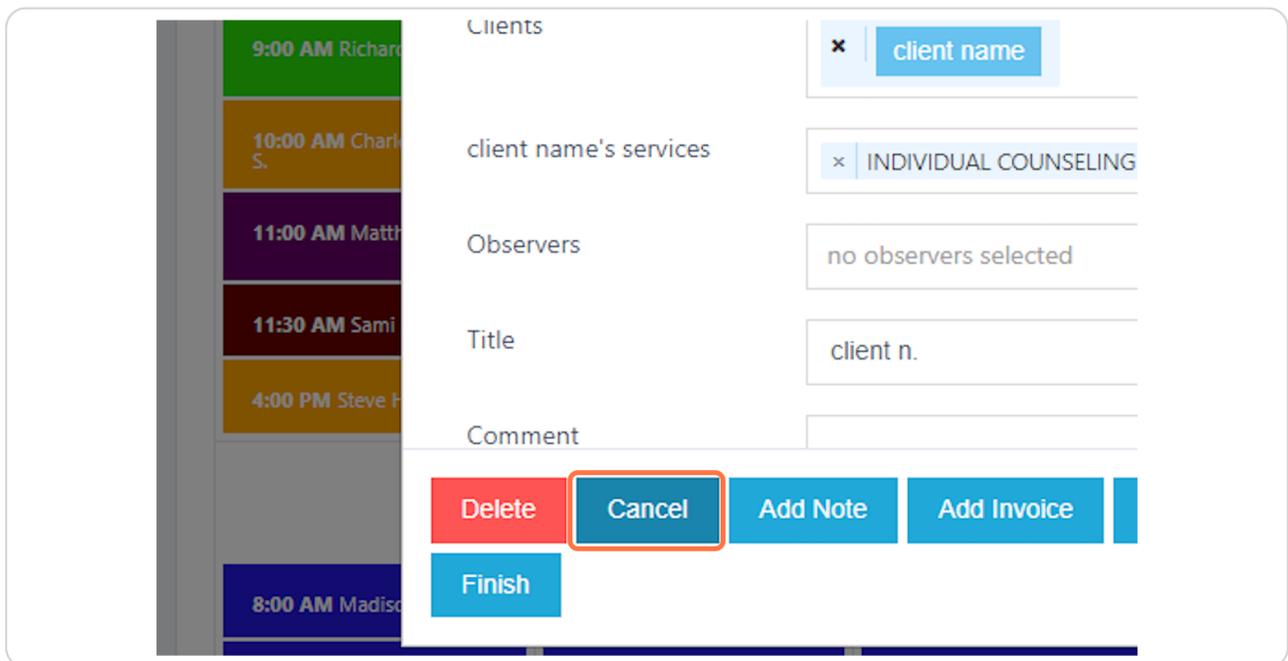
STEP 2

Click on Appointment Date and Time



STEP 3

Click on Cancel



STEP 4

Select Reason For Cancel

The screenshot shows the 'Edit Meeting' form with a modal window titled 'Cancel Meeting'. The modal has a dropdown menu for 'Reason for cancellation:' with the following options: 'No Show', 'Therapist Cancelled', 'Client Cancelled', and 'Rescheduled'. The 'Therapist Cancelled' option is highlighted with a red rectangular box. At the bottom of the modal are 'Close' and 'Save' buttons. The background form shows fields for Location, Location Address, Date/Time, Duration, Provider, and Created (7/16/23, 1:10 PM created by Michael Moore, LCSW).

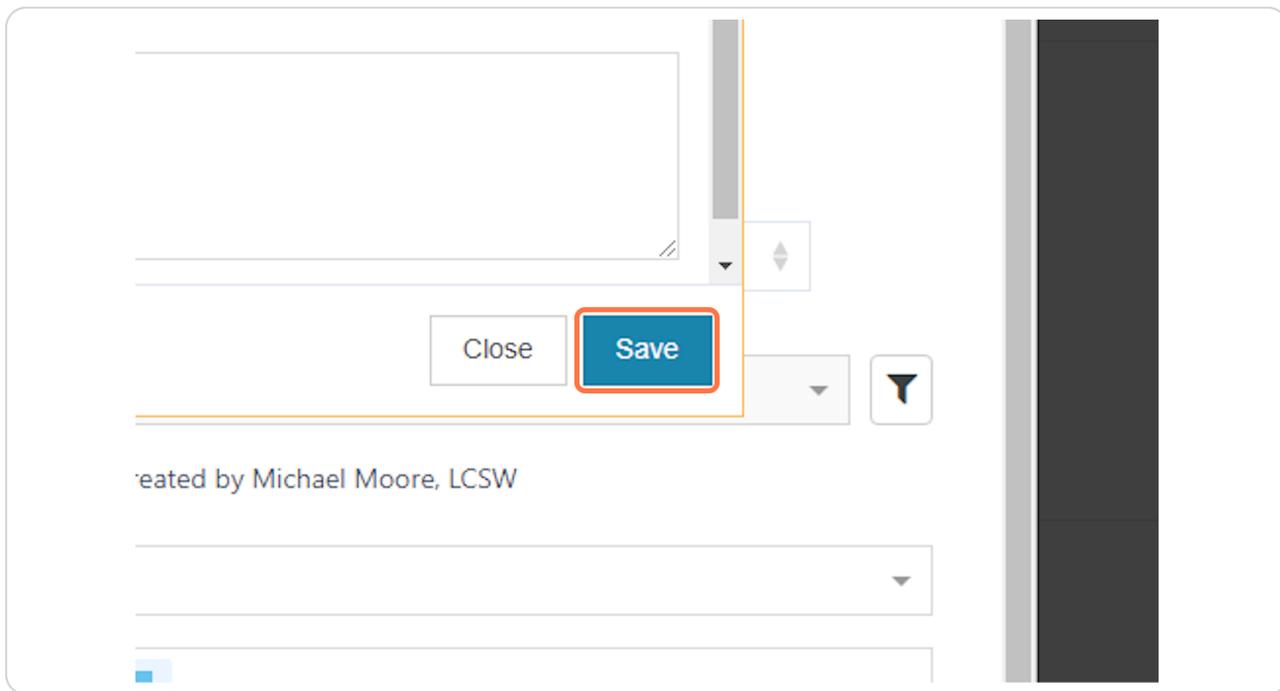
STEP 5

Add No Show/Late Cancel Fee - Provider Discretion

The screenshot shows the 'Edit Meeting' form with a modal window titled 'Cancel Meeting'. The modal has a dropdown menu for 'Reason for cancellation:' with 'Therapist Cancelled' selected. Below it is a 'Non-service services:' dropdown menu with the following options: 'Additional Attendee', 'DO NOT USE', 'Initial 15 Minute Consultation [Phone or Virtual]', and 'No Show / Late Cancellation Fee'. The 'No Show / Late Cancellation Fee' option is highlighted with a red rectangular box. At the bottom of the modal are 'Close' and 'Save' buttons. The background form shows fields for Location, Location Address, Date/Time, Duration, Provider, Created (7/16/23, 1:10 PM created by Michael Moore, LCSW), Search by Account, and Clients (client name).

STEP 6

Click on Save



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