

Cancellations

The **Cancellations** component enables users to monitor outpatient appointment cancellations and identify who cancelled, why, and when. The component displays trends in cancelled appointments across specialties, clinics, and doctors, allowing users to understand how cancellations impact overall clinic activity. Users can also view cancellation reasons, when the appointment was cancelled, and whether the cancellation was made by the hospital or the patient to provide further insight into why appointments are being lost.



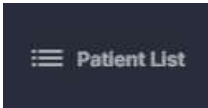
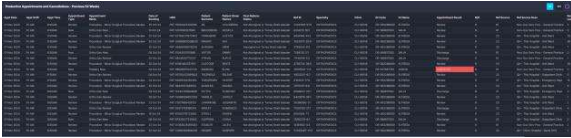
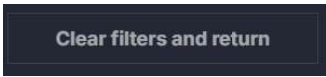
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

Filter	Description	Filter	Description
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode. Examples include In Person , Telehealth , Phone .
Clinic Code	Allows narrowing down of the component to a specific clinic, providing a view of previous trends for that clinic only.	Days of Week	Allows filtering of the component to show previous appointment trends for all days or specific days of the week only.
Appointment Type	Allows view of All appointments or New, Review or Other appointments only.	Appointment Time Slots	Allows filtering of the component to show previous appointment trends for all or AM, or PM time slots only.
Cancellation Type	Allows filtering by whether the cancellation was made by the <i>Patient</i> or the <i>Hospital</i> , or view <i>All</i> cancellations.	Cancellation Date	Enables filtering based on when the appointment was cancelled, such as <i>Post appointment</i> , <i>Same day</i> , <i>Previous day</i> , <i>2–3 days before</i> , <i>4–7 days before</i> , <i>1–2 weeks before</i> , <i>2–6 weeks before</i> , <i>6–8 weeks before</i> , <i>8–12 weeks before</i> , or <i>12+ weeks before</i> .

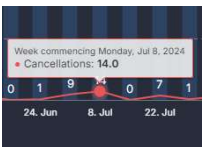
Buttons

The following buttons are available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays: Productive Appointments and Cancellations - Previous 52 Weeks Displays all cancelled and productive appointments for the past 12 months (or selected week).  The table shows detailed information for each appointment, including the <i>Appointment Result</i>, and also includes additional columns that provide context around each cancellation: ▪ Cancellation Reason: The description of the reason entered in the hospital's source system. ▪ Cancellation Date: The exact date the appointment was cancelled. ▪ Cancellation Days Notice: How many days before the appointment the cancellation occurred. ▪ Cancellation Originator: Whether the cancellation was made by the <i>hospital</i> or the <i>patient</i>. ▪ Reviews: The total number of review appointments the patient has had in the same specialty over the past two years. ▪ Cancellations: The total number of cancellations the patient has had in the same specialty over the past two years. These details allow users to identify trends in cancellation behaviour, such as short-notice cancellations or recurring reasons.
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Productive Appointments and Cancellations Trend tiles only.

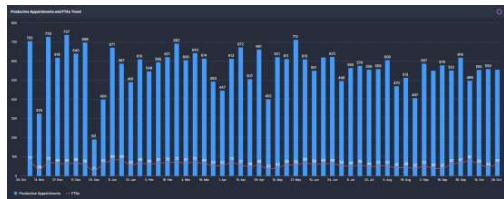
Interaction

The following interactions are available in this component.

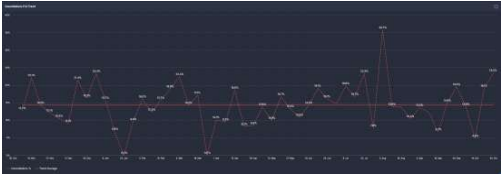
Interaction	Screenshot	Action
Hover Over Chart		Hovering over a point in any of the charts in this component displays data point details.

Interaction	Screenshot	Action
Click on Chart		Clicking on a specific week in the Productive Appointments and Cancellations Trend chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level.
Click on Table		Clicking on a specific session in the Productive Appointment Schedule table will adjust the surrounding tiles and generate the subsequent charts.

Component Tiles

Tile	Screenshot	Explanation
Summary Metrics		Displays key metrics for the filtered selection of total productive* appointments and the amount of appointments that were Cancelled on average per week: - Total Productive Appointments - Total Cancelled Appointments - Percentage of appointments Cancelled <i>*Productive appointment is an appointment where a patient has been registered in the source system as having attended and departed the session or checked in and checked out for that visit.</i>
Productive Appointments and FTAs Trend		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and Cancelled appointments. <i>Tip:</i> clicking on a specific week in this chart will open in depth visualisation of that week (listed below).
Cancellation Type Originator		Displays the number of cancelled appointments per originator (Patient, Hospital, or Unknown) for the selected week. This chart helps users understand which cancellations were initiated by patients and which were initiated by the hospital.

Tile	Screenshot	Explanation																																																																											
Productive Appointments and FTAs by Doctor	<table border="1"> <caption>Productive Appointments and Cancellations by Doctor</caption> <thead> <tr> <th>Doctor</th> <th>Productive Appointments</th> <th>Cancellations</th> </tr> </thead> <tbody> <tr><td>ELFREDA (DR-062289909)</td><td>53</td><td>0</td></tr> <tr><td>ANTWON (DR-32486507)</td><td>49</td><td>0</td></tr> <tr><td>LETA (DR-008510343)</td><td>48</td><td>0</td></tr> <tr><td>ALYX (DR-93677033)</td><td>36</td><td>0</td></tr> <tr><td>LUCIANA (DR-723839795)</td><td>33</td><td>0</td></tr> <tr><td>DIDI (DR-282450399)</td><td>31</td><td>0</td></tr> <tr><td>CLETO (DR-121464332)</td><td>22</td><td>8</td></tr> <tr><td>NICOLETTA (DR-4781015)</td><td>29</td><td>0</td></tr> <tr><td>MARSHAL (DR-614982068)</td><td>29</td><td>0</td></tr> <tr><td>COTY (DR-587833959)</td><td>27</td><td>0</td></tr> <tr><td>SALIM (DR-588617063)</td><td>19</td><td>8</td></tr> <tr><td>JAKKI (DR-981004232)</td><td>25</td><td>0</td></tr> <tr><td>ADRIANNE (DR-520373436)</td><td>24</td><td>0</td></tr> <tr><td>ROSETTA (DR-228386886)</td><td>22</td><td>0</td></tr> <tr><td>HAFIZ (DR-82436212)</td><td>12</td><td>0</td></tr> <tr><td>ANGELIA (DR-444346529)</td><td>11</td><td>0</td></tr> <tr><td>KAILYN (DR-507510407)</td><td>9</td><td>0</td></tr> <tr><td>ANSON (DR-837687353)</td><td>9</td><td>0</td></tr> <tr><td>INFANT (DR-98567352)</td><td>8</td><td>0</td></tr> <tr><td>ALANNAH (DR-817207805)</td><td>5</td><td>0</td></tr> <tr><td>MERTIN (DR-085621718)</td><td>4</td><td>0</td></tr> <tr><td>NANDA (DR-087515367)</td><td>3</td><td>0</td></tr> <tr><td>DOMINGO (DR-470423752)</td><td>3</td><td>0</td></tr> <tr><td>MADONNA (DR-206686667)</td><td>2</td><td>0</td></tr> </tbody> </table>	Doctor	Productive Appointments	Cancellations	ELFREDA (DR-062289909)	53	0	ANTWON (DR-32486507)	49	0	LETA (DR-008510343)	48	0	ALYX (DR-93677033)	36	0	LUCIANA (DR-723839795)	33	0	DIDI (DR-282450399)	31	0	CLETO (DR-121464332)	22	8	NICOLETTA (DR-4781015)	29	0	MARSHAL (DR-614982068)	29	0	COTY (DR-587833959)	27	0	SALIM (DR-588617063)	19	8	JAKKI (DR-981004232)	25	0	ADRIANNE (DR-520373436)	24	0	ROSETTA (DR-228386886)	22	0	HAFIZ (DR-82436212)	12	0	ANGELIA (DR-444346529)	11	0	KAILYN (DR-507510407)	9	0	ANSON (DR-837687353)	9	0	INFANT (DR-98567352)	8	0	ALANNAH (DR-817207805)	5	0	MERTIN (DR-085621718)	4	0	NANDA (DR-087515367)	3	0	DOMINGO (DR-470423752)	3	0	MADONNA (DR-206686667)	2	0	Displays a summary of Productive Appointments for the selected week by doctor and the proportion of Cancelled appointments each doctor had.
Doctor	Productive Appointments	Cancellations																																																																											
ELFREDA (DR-062289909)	53	0																																																																											
ANTWON (DR-32486507)	49	0																																																																											
LETA (DR-008510343)	48	0																																																																											
ALYX (DR-93677033)	36	0																																																																											
LUCIANA (DR-723839795)	33	0																																																																											
DIDI (DR-282450399)	31	0																																																																											
CLETO (DR-121464332)	22	8																																																																											
NICOLETTA (DR-4781015)	29	0																																																																											
MARSHAL (DR-614982068)	29	0																																																																											
COTY (DR-587833959)	27	0																																																																											
SALIM (DR-588617063)	19	8																																																																											
JAKKI (DR-981004232)	25	0																																																																											
ADRIANNE (DR-520373436)	24	0																																																																											
ROSETTA (DR-228386886)	22	0																																																																											
HAFIZ (DR-82436212)	12	0																																																																											
ANGELIA (DR-444346529)	11	0																																																																											
KAILYN (DR-507510407)	9	0																																																																											
ANSON (DR-837687353)	9	0																																																																											
INFANT (DR-98567352)	8	0																																																																											
ALANNAH (DR-817207805)	5	0																																																																											
MERTIN (DR-085621718)	4	0																																																																											
NANDA (DR-087515367)	3	0																																																																											
DOMINGO (DR-470423752)	3	0																																																																											
MADONNA (DR-206686667)	2	0																																																																											
Productive Appointment Schedule		Displays a calendar view of the number of productive appointments and Cancelled appointments for the selected week. It is broken down into the days of week and AM or PM session. <i>Tip:</i> Selecting a session in this tile will apply a Days of Week filter to the entire component and generate the subsequent charts.																																																																											
Productive Appointments and FTAs by Clinic	<table border="1"> <caption>Productive Appointments and Cancellations by Clinic</caption> <thead> <tr> <th>Clinic</th> <th>Productive Appointments</th> <th>Cancellations</th> </tr> </thead> <tbody> <tr><td>CLINIC 1</td><td>53</td><td>0</td></tr> <tr><td>CLINIC 2</td><td>1</td><td>1</td></tr> </tbody> </table>	Clinic	Productive Appointments	Cancellations	CLINIC 1	53	0	CLINIC 2	1	1	Displays a summary of Productive Appointments for the selected week by clinic and the proportion of Cancelled scheduled appointments each clinic had. <i>Note:</i> Clicking a bar on this chart will apply a Clinic Code filter for the entire component.																																																																		
Clinic	Productive Appointments	Cancellations																																																																											
CLINIC 1	53	0																																																																											
CLINIC 2	1	1																																																																											
Productive Appointments and FTAs Trend (for Day of Week)		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and Cancelled appointments specific to the selected Days of Week filter. <i>Tip:</i> Selecting a week in this chart displays a detailed patient list of all the Productive Appointments and Cancellations for the selected week and filtered selection.																																																																											

Tile	Screenshot	Explanation
Cancellations (%) Trend		Displays the total cancellations as a percentage trend and includes an overall trend average.