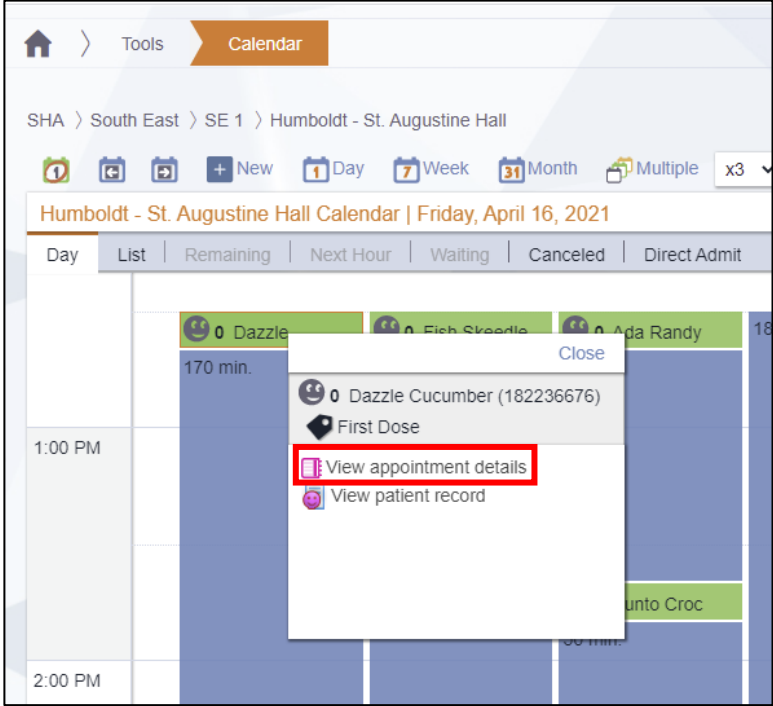
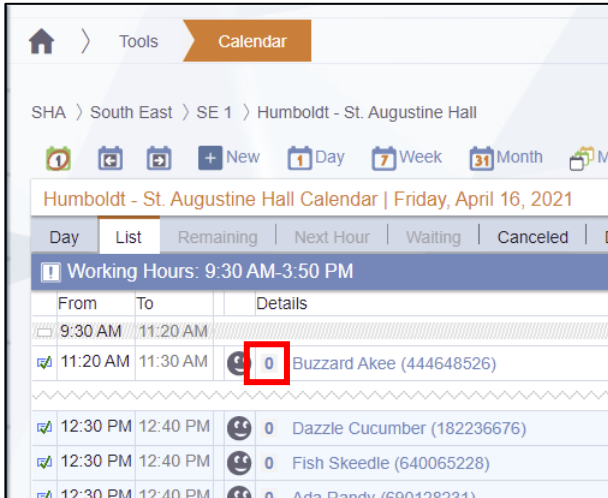
 Saskatchewan Health Authority	Name of Activity: Reschedule an Appointment from the Clinic Calendar		
	Role Performing Activity: Integrated Community Services End Users and Digital Health Staff		
WORK STANDARD	Location: SHA		Department: Digital Health
	Document Owner: Digital Health - Transformation		Region/Organization where this Work Standard originated: Digital Health
	Date Prepared: 15-Apr-2021	Last Revision: 03-Mar-2026	Date Approved:

Work Standard Summary:

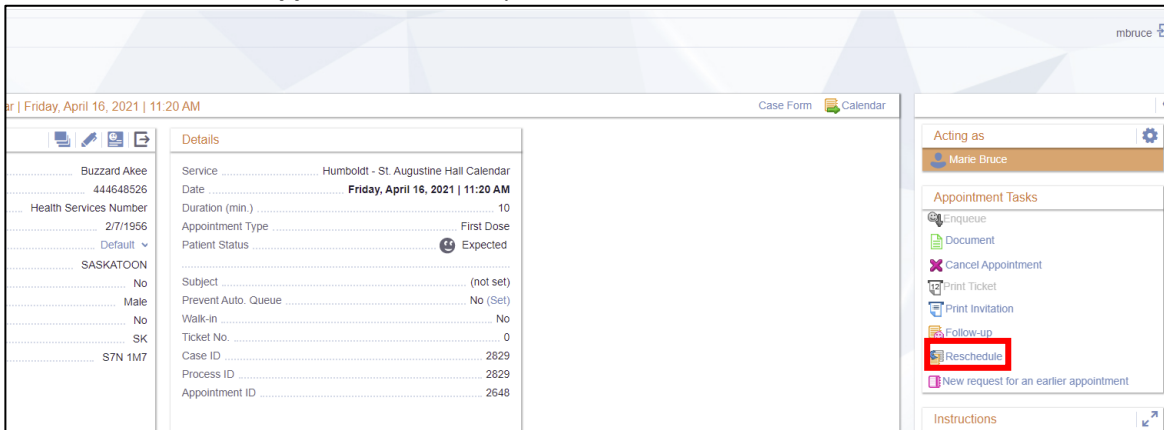
This work standard provides the SHA Patient Booking System end users with the steps to reschedule booked appointments from the clinic calendar in the Q-Flow application.

Essential Tasks:	
1.	<p>If working on the Day view click on the patient appointment and select View appointment details.</p> 

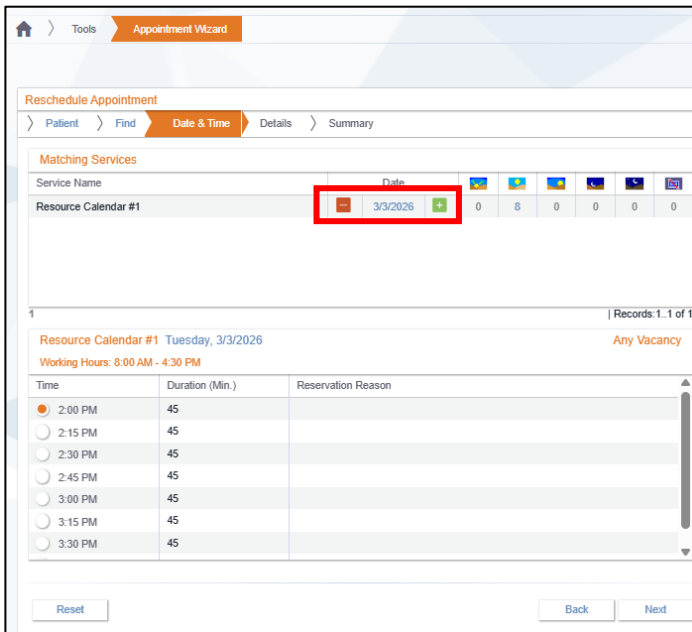
2. If working from the **List** view click on the **0** by the patient's name to view appointment details.



3. Both Step 3 and 4 will take you to the appointment details screen. Here you can select **Reschedule** from the **Appointment Tasks** pane.



4. The **Appointment Wizard** page opens. Use the + or - in the **Matching Services** section to adjust the date.



5. Once the date has been selected, click on a **radio button** to select a time. Click the **Next** button when a date and time have been selected.

Appointment Wizard

Reschedule Appointment

Patient > Find > Date & Time > Details > Summary

Matching Services

Service Name	Date							
Resource Calendar #1	3/3/2026	-	+	0	8	0	0	0

1 | Records: 1..1 of 1

Resource Calendar #1 Tuesday, 3/3/2026 Any Vacancy

Working Hours: 8:00 AM - 4:30 PM

Time	Duration (Min.)	Reservation Reason
<input checked="" type="radio"/> 2:00 PM	45	
<input type="radio"/> 2:15 PM	45	
<input type="radio"/> 2:30 PM	45	
<input type="radio"/> 2:45 PM	45	
<input type="radio"/> 3:00 PM	45	
<input type="radio"/> 3:15 PM	45	
<input type="radio"/> 3:30 PM	45	

Reset Back Next

6. The **Details** tab will open. In the **Original Appointment** area, select a **Cancellation Reason** from the drop down list. Adjust the **Subject** in the **Case Details** if necessary. Click the **Finish** button once complete.

Appointment Wizard

Reschedule Appointment

Patient > Find > Date & Time > Details > Summary

Original Appointment

Cancelation Reason Rescheduling

Comments

Case Details

Subject Assessment & Follow Up

Notes

External Reference

Language English

Prevent Auto Queue

Walk-In

Classifications

There are no available classifications for the selected service

Reset Back Finish

7. Once all the steps of the Appointment Wizard has been worked through, the summary will display that the rescheduling was successful. Click the **Open Calendar** link to return to the calendar.

Reschedule Appointment

> Patient > Find > Date & Time > Details > Summary

✓ The appointment was saved successfully

Open Calendar

OK Invitation Brochure