R1.

STAMFORD HEALTH
Healing. Reimagined.

Provider Portal - Rescheduling/Canceling Appointments

A service offered by Stamford Health Scheduling
Supported through R1

Rescheduling/Canceling an Appointment

In Provider Portal, all edits are made in one central location. Follow the steps below to make an edit to an appointment.

*** Only appointments originally booked in Provider Portal can be edited in Provider Portal. Any appointment scheduled outside of Provider Portal will need to be edited by that department's schedulers. ***

Search for the patient's order by typing in the patients **Last Name and First Name** or **SSN** then select **Search**. Select the desired patient from the drop down by clicking on it.

After the patient is selected, select the appropriate order from the list.

Use the **Appointment Information** section to confirm the correct order was selected. Select Provider Portal after confirming.

In Provider Portal click the Home button at the top of the page. You may also start at this step by logging into Provider Portal directly.

Home | Restart | Cancel | Logout | About

Enter patient name or DOB then click **Search hospital for patient.**

Select the correct patient (it will highlight in orange as you select it), and select **View Appointments.**

The system displays the patient's appointments. Use the top portion of the screen to filter the appointment list. Select the blue date hyperlink to confirm the appointment you would like to edit.

At the lower part of the screen, you will have the option to cancel or reschedule; select the appropriate option.

Appointment status will be updated to reflect your choice.

The Patient's order will be updated.