



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.

SCI SOLUTIONS[®] | ORDER FACILITATOR

Welcome Gregorio (Hospital) Santa | (111 Unread) | Logout | Help

Dashboard | Faxes | Incomplete | Requests | Reports | Messages | Admin | Support

New Order or Referral

Incoming

Sent 17
Received 12
Scheduled
Rescheduled

Search

Last Name: zztest | First Name: dani | SSN: | DOB: | ZZTEST, DANIEL - 01/01/1978 | Home: (203)276-6162

Search | Clear

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

1 - 9 of 9 items									
	Status	Tags	Patient	To	From	Department / Procedure	Appt / Draw Date	Date Sent / Indexed	
<input type="checkbox"/>	SCHEDULED ⬆️		TEST, DANIELLE 3/21/1974	Stamford Hospital (SHS)	Stamford Health Medical Group - EMR Akman, Cigdem	CT Dept (Hospital-SHS) 70460 CT Head W Iv Con	1/18/2021 7:20 AM	1/15/2021 3:27 PM	0/0

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

Appointment Information

SCHEDULED - Patient Scheduled
Date: 01/18/2021 Time: 07:20 AM
Loc. Detail: Stamford Hospital
Procedure: CT Head W Iv Con
Notes: Submitted by practice: Stamford Health Medical Group - EMR Scheduled by user: Shane Testuser Contact (S)

Correspondence

Message: Save Cancel

Additional Information Upload Document | Create Document | Save

Note:

Additional Documents * You can only manage your own documents.
Drag documents here

Tags: +

1 Related Messages

Custom Fields

Visit Number: Arrival Status

Status Information

Submitted By: Shane Testuser
Authorized By: Cigdem Akman
Sent: 01/15/2021 03:27:34 PM
Received: 01/15/2021 03:29:09 PM
Scheduled: 01/15/2021 03:29:09 PM
Archived:

Access Information

Who Accessed	Status When Accessed	Date of Access
ICE SHSCT0643_STAGING	SCHEDULED	01/15/2021 03:29:10 PM
Shane Testuser	SCHEDULED	01/15/2021 03:29:14 PM
Shaun2 Moore	SCHEDULED	01/20/2021 03:34:54 PM

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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.



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

Patient Search [Schedule Orders](#) | [Logout](#) | [About](#)

▶ Please enter the following patient information:

Search By Name	Search By ID
Last Name <input type="text" value="zztest"/>	ID Type SSN MRN
First Name <input type="text" value="Dan"/>	ID Value <input type="text"/>
Gender <input type="text" value=""/>	
DOB (mm/dd/yyyy) <input type="text"/>	

[Search hospital for patient](#)

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

▶ Select a patient by clicking on his/her name.

Name	Gender	Birthdate	SSN	MRN	Home Phone	Home Address
TEST, FRANKLIN	Male	02/11/1950	M000002278(Stamford Health Entity)		(203)276-9999	456 WHOISRIGHT LANE, STAMFORD, CT, 06902
TEST, FRED	Male	08/09/1944	M000003405(Stamford Health Entity)		(666)666-6666	123 Red Lane, Carmel, NY, 10512
TestChalk, Frank	Male	02/19/1956	M000004283(Stamford Health Entity)		(203)452-6666	789 Testing Way, Stamford, CT, 06906

▶ To search again, revise your search criteria:

Search By Name	Search By ID	
Last Name <input type="text" value="ttest"/>	ID Type SSN MRN	Create new patient
First Name <input type="text" value="fr"/>	ID Value <input type="text"/>	Search Again
Gender <input type="text" value=""/>		Edit Patient
DOB (mm/dd/yyyy) <input type="text"/>		View Appointments
		Schedule Appointment

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.

Patient
 DANIEL ZZTEST
 Gender: Male
 DOB: 01/01/1978
 SSN:
 MRN: M000001016(Stamford Health Entity)

Date today & future	Procedure -all procedures-	Status -all statuses-
Location -all locations-	Provider -all providers-	Use to filter the list of appointments.

Date	Time	Minutes	Procedure	Location	Department	Provider	Status
Monday 1/25/2021	8:05 am	5	RD COVID 19 PCR	Stamford Hospital	Respiratory Depot (Stamford)		Cancelled -- Provider Portal Cancel
Wednesday 1/27/2021	10:00 am	5	RD COVID 19 PCR	Stamford Hospital	Respiratory Depot (Stamford)		Rebooked -- Provider Portal Rebook

Click the blue date to edit appointment.

Edit Patient

Schedule an appointment for this patient

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

Patient Appointments Home | Print | Print Patient Copy | Logout | About

Date	Time	Minutes	Procedure	Location	Department	Provider	Status
Saturday 1/23/2021	8:00 am	5	RD COVID 19 PCR	Stamford Hospital	Respiratory Depot (Stamford)		Scheduled

Appointment Note
 Appointment Submitted by practice: Stamford Health Medical Group - EMR
 Scheduled by user: Shaun2 Moore
 Contact person - Office User
 Phone - (1123) 456-4987

Update Appointment Notes

Reschedule this appointment

Cancel this appointment

Edit Patient

Schedule an appointment for this patient

Order Facilitator

Update Appointment Notes

Reschedule this appointment

Cancel this appointment

Edit Patient

Schedule an appointment for this patient

Order Facilitator

Appointment status will be updated to reflect your choice.

Date	Time	Minutes	Procedure	Location	Department	Provider	Status
Saturday 1/23/2021	8:00 am	5	RD COVID 19 PCR	Stamford Hospital	Respiratory Depot (Stamford)		Cancelled -- Provider Portal Cancel
Monday 1/25/2021	8:05 am	5	RD COVID 19 PCR	Stamford Hospital	Respiratory Depot (Stamford)		Cancelled -- Provider Portal Cancel
Wednesday 1/27/2021	10:00 am	5	RD COVID 19 PCR	Stamford Hospital	Respiratory Depot (Stamford)		Rebooked -- Provider Portal Rebook

The Patient's order will be updated.

Appointment Information

CANCELLED - Patient Scheduled

Date: 01/23/2021 **Time:** 08:00 AM

Loc. Detail: Stamford Hospital

Procedure: RD COVID 19 PCR

Notes: Submitted by practice: Stamford Health Medical Group - EMR Scheduled by user: Shaun2 Moore Contact p