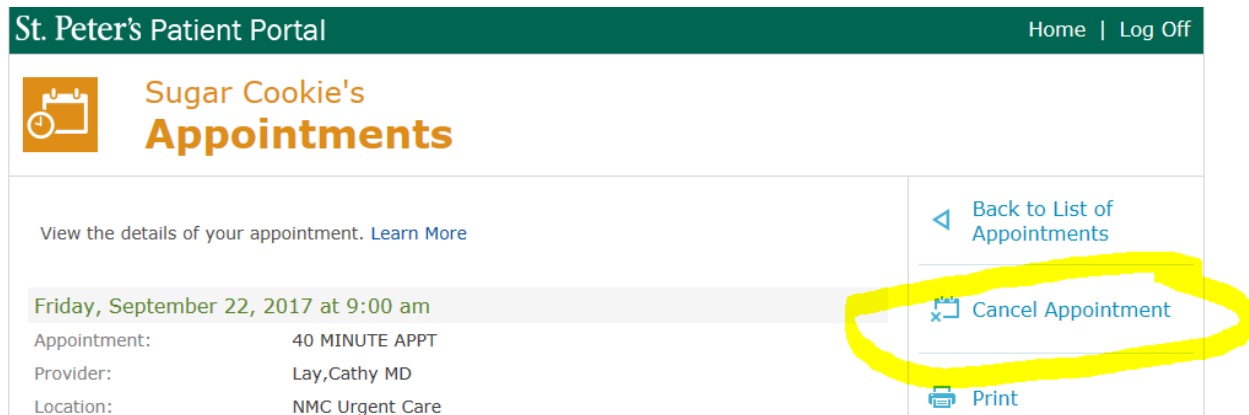# Cancel Appointment (within 72 hours)

How To Cancel Your Appointment On The Patient Portal

<u>Many</u> (not all) appointments are now available for cancellation from the Patient Portal up to 72 hours (3 days) before the appointment time.

The St. Peter's organization worked hard to make as many appointments as possible available for cancellation. Some appointments are not eligible because they require additional resources be scheduled along with them. Allowing cancellation of those types of appointments could result in those resources being wasted, so they are excluded.

If your appointment is not eligible for cancellation via the Patient Portal, please call the appropriate number at the top of the Appointments page on the Patient Portal to cancel your appointment.

If your appointment is eligible for cancellation from the Patient Portal, it will look like what you see below after you select it:

Select > Cancel Appointment. Verify that it's the correct appointment.

Select > Submit.
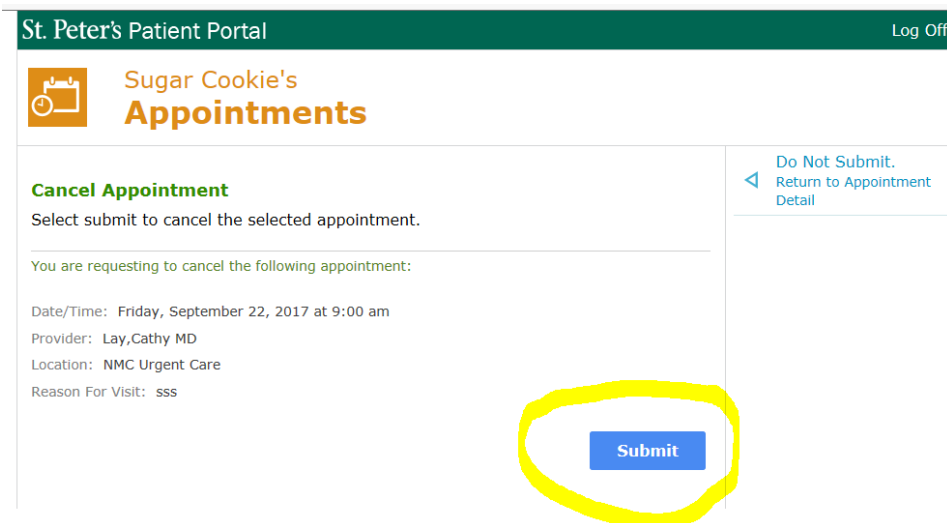
If you change your mind before you submit, **Select > Back to List of Appointments** without submitting.

After you submit, the appointment will disappear from your list of appointments. **You will not get an email alert from the Patient Portal telling you that the appointment is canceled**. The schedulers will receive a report every day that shows all the appointments canceled via the Patient Portal.

If you would like to re-schedule the appointment, **Select > Request Appointment** and choose your provider, reason for appointment, and preferred time period of appointment. You will be called by a scheduler who will confirm your appointment time. Please refer to the Patient Portal help sheet, "How to Request an Appointment."