

Confirmed Appointment By Mistake

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I manually confirmed an appointment by mistake. Can I unconfirm it?

The only way to change a confirmed appointment in your system to unconfirmed is to delete the original appointment in your PMS and re-enter it in your PMS scheduler. Doing so will change the confirmation status to unconfirmed in both your PMS and Patient Communicator.

Changing the appointment status to unconfirmed in your PMS without creating a new appointment will not change the confirmed status for that appointment within the system as we have already recognized that specific appointment as confirmed.
