7
CODES

CANCELLATIONS

For those who manage schedules directly, you may need to inquire further with the patient and/or provider as to the reason for the appointment cancellation. This will help you determine which code is the most appropriate one to use for the specific cancellation.
View a video on how to use these codes in Epic.

1

Institution

Select this cancellation code when appointment was made in error.
(Epic Cancellation Code # 45)
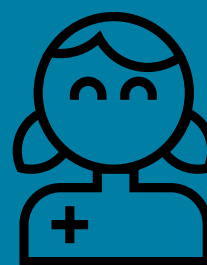
2

Institution - Weather

Select this cancellation code when the institution indicates hospital operations may be affected by weather conditions.
(Epic Cancellation Code # 47)

3

Patient - Personal

Enter this cancellation code when a patient cancels an appointment for personal reasons.
(Epic Cancellation Code # 49)

4

Patient - Sought Care Elsewhere

Use this cancellation code when a patient has selected to receive care elsewhere.
(Epic Cancellation Code # 50)

5

Patient - Weather

Select this cancellation code when a patient cancels the appointment due to weather conditions, such as an impending blizzard or ice storm
(Epic Cancellation Code # 51)

6

Provider - Personal

Enter this cancellation code into Epic when a provider needs to cancel a scheduled appointment due to personal reasons. This code is also used when there's a weather-related cancellation from a provider.
(Epic Cancellation Code # 52)

7

Provider - Professional

Use this cancellation code when a provider cancels scheduled appointments due to professional reasons, such as a conference, or education.
(Epic Cancellation Code # 53)

Ambulatory Management

Contact Us
AmbulatoryManagement@mgh.harvard.edu