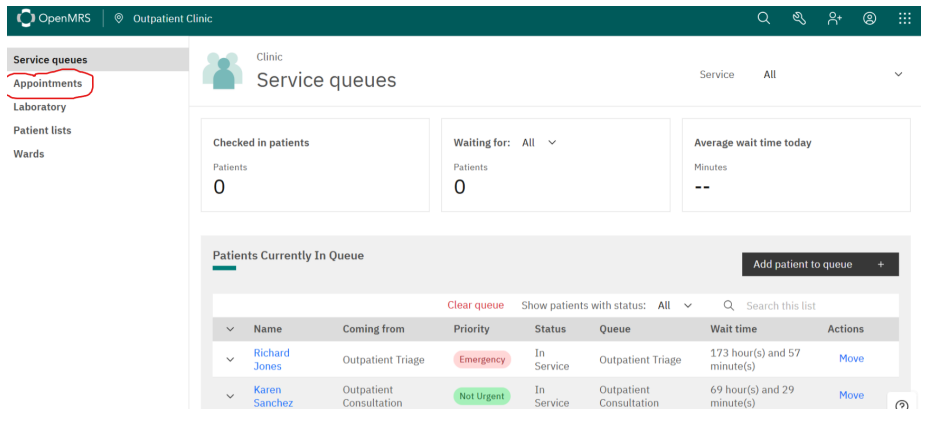
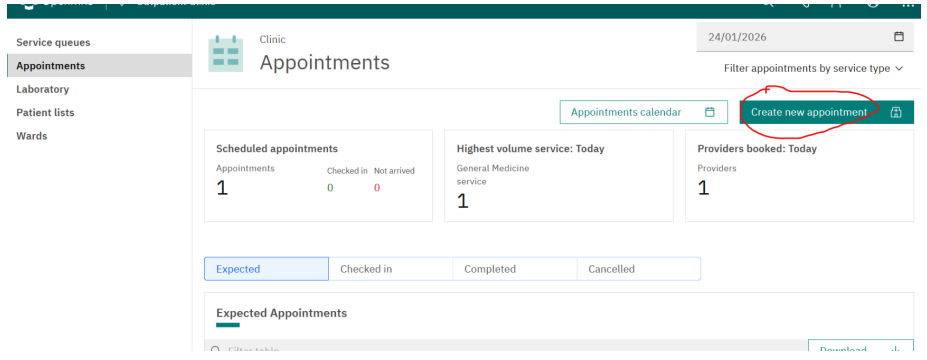
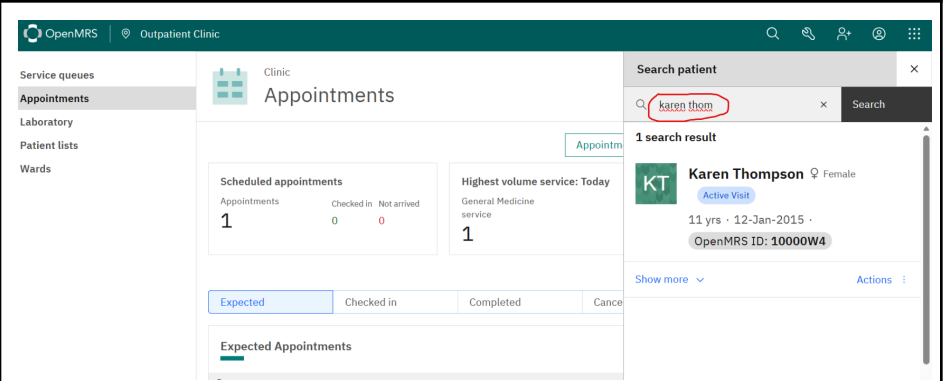
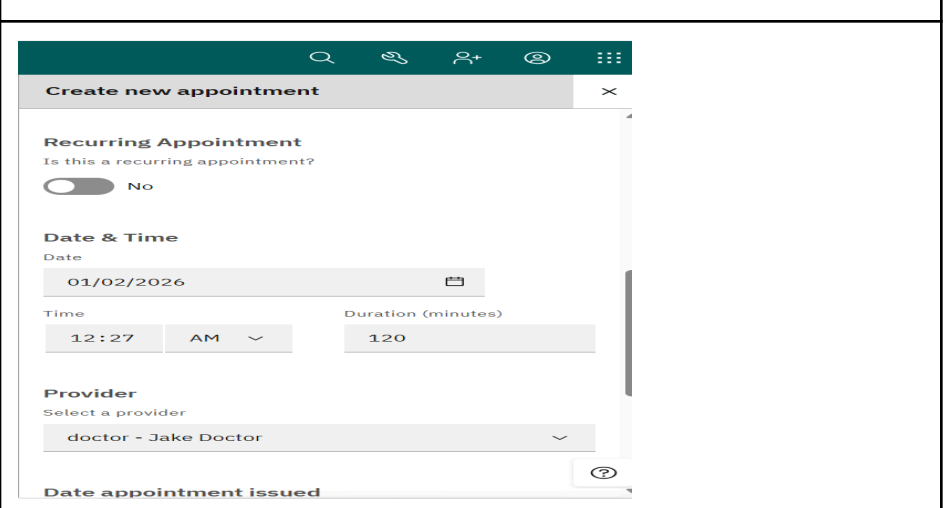
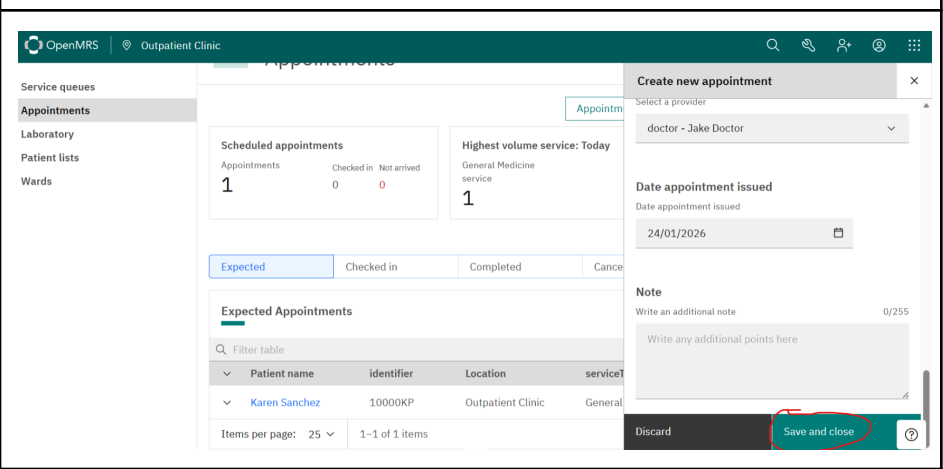
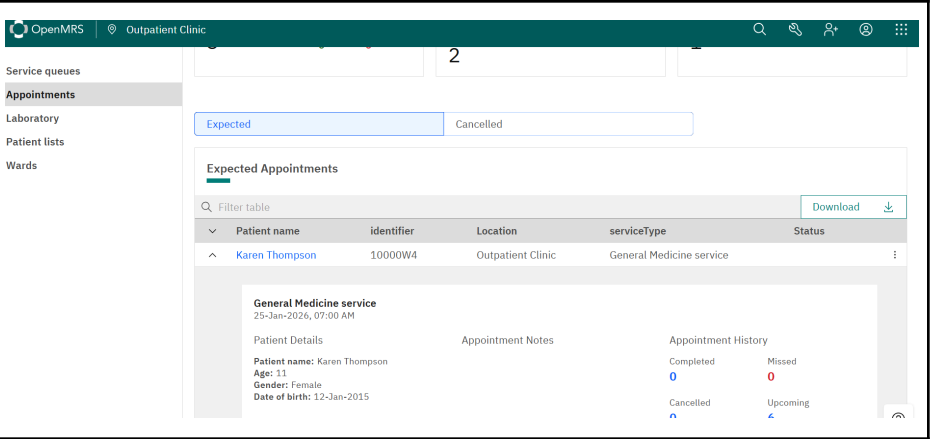


| | |
|----------------------------|--|
| Tasks: | Appointment Scheduling & Calendar Management |
| Objective: | To ensure appointments are properly scheduled, viewed, modified, and tracked in OpenMRS to support efficient clinic operations and patient flow. |
| Who: | Receptionists / Nurses / Clinicians / Scheduling Staff |
| Required Materials: | Patient record |
| Version: | |
| Authors: | Liya Girum |
| Last Updated: | January 24,2026 |

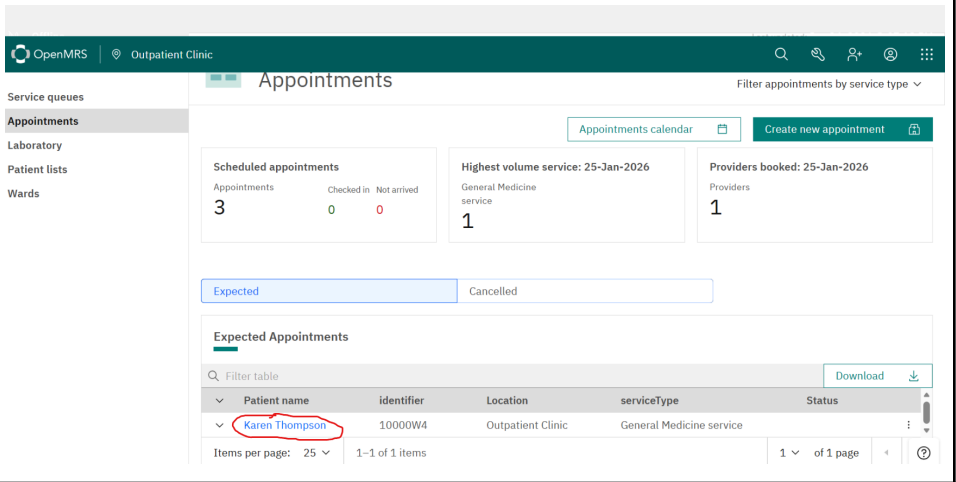
1. Scheduling Appointments

| Step | Action | Screen Shots |
|-------------------------------|---|--|
| Access Appointments Dashboard | click Appointments from the left menu. |  <p>The screenshot shows the OpenMRS Outpatient Clinic interface. On the left, the 'Appointments' menu item is circled in red. The main dashboard displays 'Service queues' with three summary cards: 'Checked in patients' (0), 'Waiting for:' (0), and 'Average wait time today' (---). Below these is a table titled 'Patients Currently In Queue' with columns for Name, Coming from, Priority, Status, Queue, Wait time, and Actions. Two patients are listed: Richard Jones (Emergency, In Service, Outpatient Triage) and Karen Sanchez (Not Urgent, In Service, Outpatient Consultation).</p> |
| Start New Appointment | Click Create new appointment on the Appointments dashboard. |  <p>The screenshot shows the OpenMRS Appointments dashboard. The left sidebar menu has 'Appointments' highlighted. The main content area displays 'Appointments' with three summary cards: 'Scheduled appointments' (1), 'Highest volume service: Today' (1), and 'Providers booked: Today' (1). Below these is a filter bar with buttons for 'Expected', 'Checked in', 'Completed', and 'Cancelled'. At the bottom, there is a section for 'Expected Appointments' and a 'Download' button. A 'Create new appointment' button is circled in red in the top right corner.</p> |

| | | |
|----------------------------|---|--|
| Select Patient | Search for the patient by name or ID and confirm patient details. |  |
| Define Appointment Details | Select Location, Service Type, Provider, Date, and Time. |  |
| Save Appointment | Confirm details and save the appointment. The status is set to Scheduled. |  |

| | | |
|------------------------------|--|---|
| Verify Scheduled Appointment | Confirm the appointment appears under Expected Appointments. |  The screenshot shows the OpenMRS Outpatient Clinic interface. On the left, a sidebar lists 'Service queues', 'Appointments', 'Laboratory', 'Patient lists', and 'Wards'. The 'Appointments' section is active. At the top, there are filters for 'Expected' and 'Cancelled'. Below, the 'Expected Appointments' section displays a table with columns: Patient name, identifier, Location, serviceType, and Status. A single entry for 'Karen Thompson' is shown with identifier '10000W4', 'Outpatient Clinic', 'General Medicine service', and status 'Expected'. Below the table, there is a section for 'General Medicine service' on '25-Jan-2026, 07:00 AM', including 'Patient Details' (Name: Karen Thompson, Age: 11, Gender: Female, Date of birth: 12-Jan-2015), 'Appointment Notes', and 'Appointment History' (Completed: 0, Missed: 0, Cancelled: 0, Upcoming: 0). |
|------------------------------|--|---|

2. Rescheduling Appointments

| Step | Action | Screen Shots |
|------------------------------|--|---|
| Locate Scheduled Appointment | From the Appointments dashboard, find the patient under Expected Appointments. |  The screenshot shows the OpenMRS Appointments dashboard. The top navigation bar includes 'OpenMRS' and 'Outpatient Clinic'. The main header is 'Appointments'. On the left, a sidebar lists 'Service queues', 'Appointments', 'Laboratory', 'Patient lists', and 'Wards'. The 'Appointments' section is active. The dashboard displays 'Scheduled appointments' (3), 'Highest volume service: 25-Jan-2026' (General Medicine service, 1), and 'Providers booked: 25-Jan-2026' (Providers, 1). Below, there are filters for 'Expected' and 'Cancelled'. The 'Expected Appointments' section displays a table with columns: Patient name, identifier, Location, serviceType, and Status. A single entry for 'Karen Thompson' is shown with identifier '10000W4', 'Outpatient Clinic', 'General Medicine service', and status 'Expected'. The patient name 'Karen Thompson' is circled in red. At the bottom, there is a footer with 'Items per page: 25', '1-1 of 1 items', and '1 of 1 page'. |

Open Appointment Actions

Click the three-dot menu next to the appointment.

OpenMRS | Outpatient Clinic

Appointments

Filter appointments by service type

Appointments calendar

Create new appointment

Scheduled appointments

Appointments

3

Checked in

0

Not arrived

0

Highest volume service: 25-Jan-2026

General Medicine service

1

Providers booked: 25-Jan-2026

Providers

1

Expected

Cancelled

Expected Appointments

Filter table

Download

| Patient name | identifier | Location | serviceType | Status |
|----------------|------------|-------------------|--------------------------|--------|
| Karen Thompson | 10000W4 | Outpatient Clinic | General Medicine service | |

Items per page: 25

1-1 of 1 items

1 of 1 page

Edit Appointment

Select Edit appointment from the action menu.

Appointments

Filter appointments by service type

Appointments calendar

Create new appointment

Scheduled appointments

Appointments

3

Checked in

0

Not arrived

0

Highest volume service: 25-Jan-2026

General Medicine service

1

Providers booked: 25-Jan-2026

Providers

1

Expected

Cancelled

Expected Appointments

Filter table

Download

| Patient name | identifier | Location | serviceType | Status |
|----------------|------------|-------------------|--------------------------|--------|
| Karen Thompson | 10000W4 | Outpatient Clinic | General Medicine service | |

Items per page: 25

1-1 of 1 items

Edit appointment

Update Appointment Details

Modify the date, time, provider, or service as required.

OpenMRS | Outpatient Clinic

Appointments

Filter appointments by service type

Appointments calendar

Create new appointment

Scheduled appointments

Appointments

3

Checked in

0

Not arrived

0

Highest volume service: 25-Jan-2026

General Medicine service

1

Providers booked: 25-Jan-2026

Providers

1

Expected

Cancelled

Expected Appointments

Filter table

Download

| Patient name | identifier | Location | serviceType | Status |
|----------------|------------|-------------------|--------------------------|--------|
| Karen Thompson | 10000W4 | Outpatient Clinic | General Medicine service | |

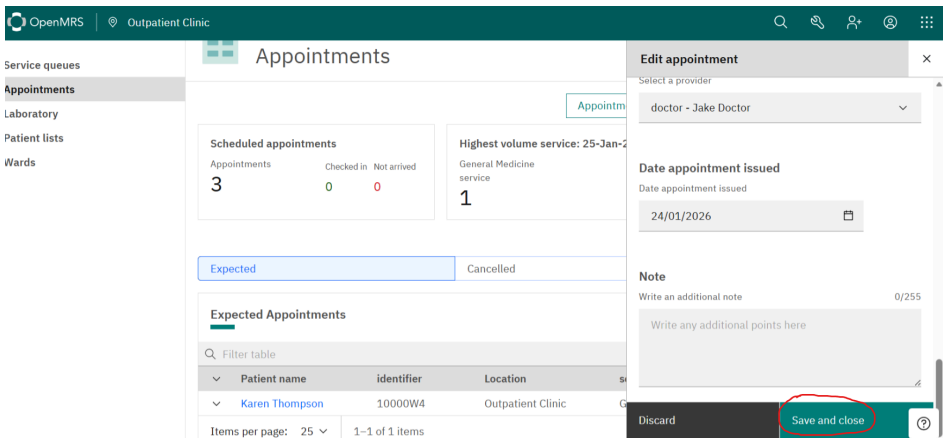
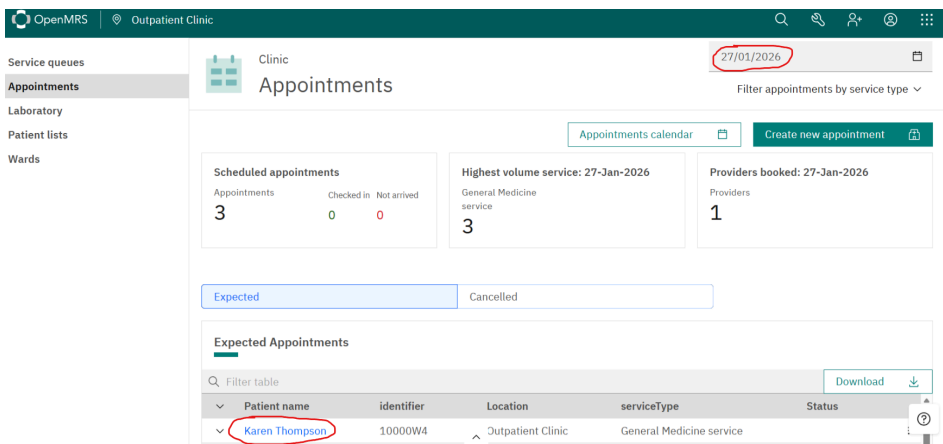
Items per page: 25

1-1 of 1 items

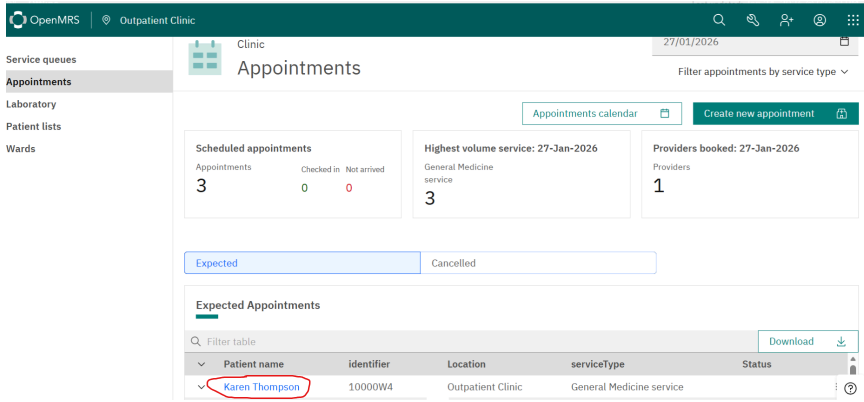
Edit appointment

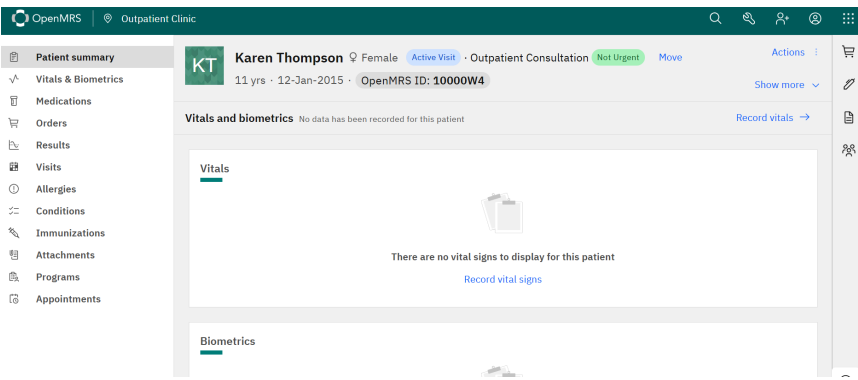
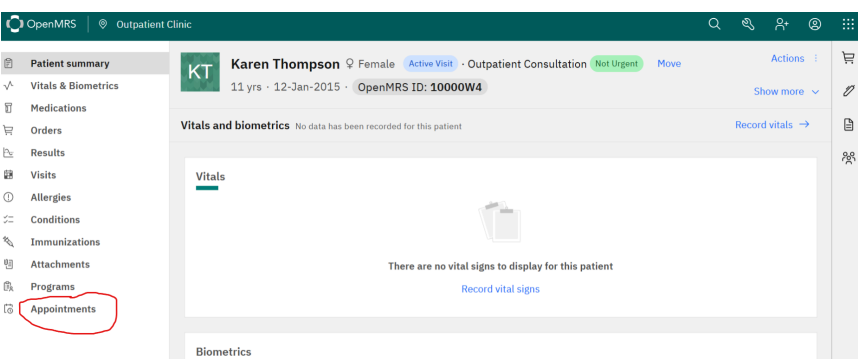
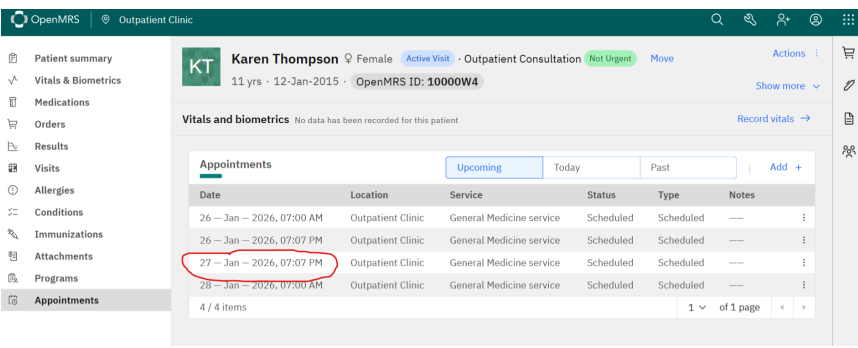
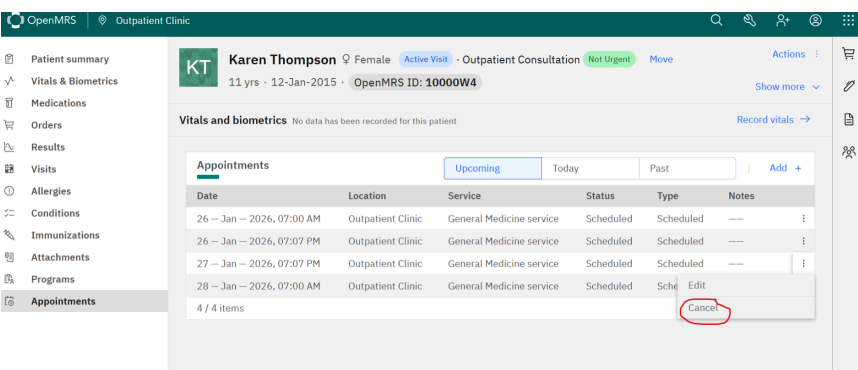
Jan 2026

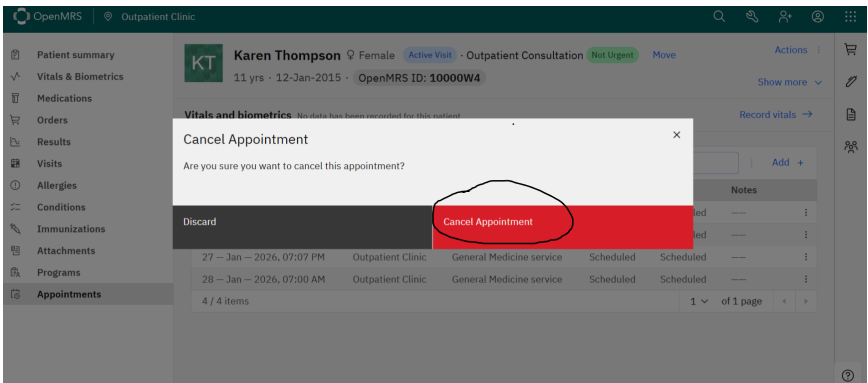
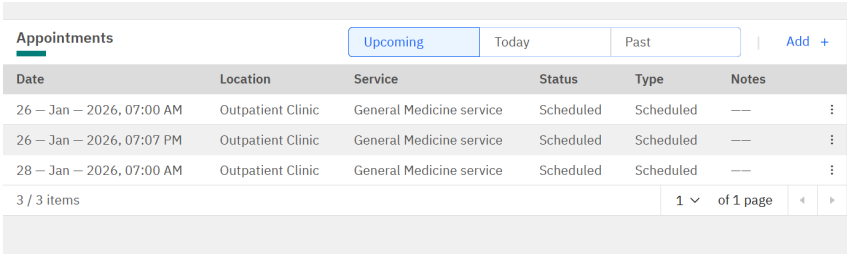
| SUN | MON | TUE | WED | THUR | FRI | SAT |
|-----|-----|-----|-----|------|-----|-----|
| 28 | 29 | 30 | 31 | 1 | 2 | 3 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 1 | 2 | 2 | 1 | 0 | 0 | 0 |

| | | |
|--------------------|--|---|
| Save Changes | Save the updated appointment details. |  |
| Confirm Reschedule | Verify the updated date/time is reflected in the appointment list. |  |

3. Canceling Appointments

| Step | Action | Screen Shots |
|------------------------------|--|--|
| Locate Scheduled Appointment | From the Appointments dashboard, find the scheduled appointment under Expected Appointments. |  |

| Open Patient Record | Click the patient name to open the patient chart. |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|---|---|-----------|-----------|---------|--------|------|-------|---------------------------|-------------------|--------------------------|-----------|-----------|-----|---------------------------|-------------------|--------------------------|-----------|-----------|-----|---------------------------|-------------------|--------------------------|-----------|-----------|-----|---------------------------|-------------------|--------------------------|-----------|-----------|-----|
| Access Patient Appointments | From the left menu, click Appointments in the patient record. |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select Appointment | Identify the appointment to be canceled under Upcoming or Today. |  <table><thead><tr><th>Date</th><th>Location</th><th>Service</th><th>Status</th><th>Type</th><th>Notes</th></tr></thead><tbody><tr><td>26 - Jan - 2026, 07:00 AM</td><td>Outpatient Clinic</td><td>General Medicine service</td><td>Scheduled</td><td>Scheduled</td><td>---</td></tr><tr><td>26 - Jan - 2026, 07:07 PM</td><td>Outpatient Clinic</td><td>General Medicine service</td><td>Scheduled</td><td>Scheduled</td><td>---</td></tr><tr><td>27 - Jan - 2026, 07:07 PM</td><td>Outpatient Clinic</td><td>General Medicine service</td><td>Scheduled</td><td>Scheduled</td><td>---</td></tr><tr><td>28 - Jan - 2026, 07:00 AM</td><td>Outpatient Clinic</td><td>General Medicine service</td><td>Scheduled</td><td>Scheduled</td><td>---</td></tr></tbody></table> | Date | Location | Service | Status | Type | Notes | 26 - Jan - 2026, 07:00 AM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | 26 - Jan - 2026, 07:07 PM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | 27 - Jan - 2026, 07:07 PM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | 28 - Jan - 2026, 07:00 AM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- |
| Date | Location | Service | Status | Type | Notes | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 26 - Jan - 2026, 07:00 AM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 26 - Jan - 2026, 07:07 PM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 27 - Jan - 2026, 07:07 PM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 28 - Jan - 2026, 07:00 AM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cancel Appointment | Click the three-dot menu next to the appointment and select Cancel appointment. |  <table><thead><tr><th>Date</th><th>Location</th><th>Service</th><th>Status</th><th>Type</th><th>Notes</th></tr></thead><tbody><tr><td>26 - Jan - 2026, 07:00 AM</td><td>Outpatient Clinic</td><td>General Medicine service</td><td>Scheduled</td><td>Scheduled</td><td>---</td></tr><tr><td>26 - Jan - 2026, 07:07 PM</td><td>Outpatient Clinic</td><td>General Medicine service</td><td>Scheduled</td><td>Scheduled</td><td>---</td></tr><tr><td>27 - Jan - 2026, 07:07 PM</td><td>Outpatient Clinic</td><td>General Medicine service</td><td>Scheduled</td><td>Scheduled</td><td>---</td></tr><tr><td>28 - Jan - 2026, 07:00 AM</td><td>Outpatient Clinic</td><td>General Medicine service</td><td>Scheduled</td><td>Scheduled</td><td>---</td></tr></tbody></table> | Date | Location | Service | Status | Type | Notes | 26 - Jan - 2026, 07:00 AM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | 26 - Jan - 2026, 07:07 PM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | 27 - Jan - 2026, 07:07 PM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | 28 - Jan - 2026, 07:00 AM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- |
| Date | Location | Service | Status | Type | Notes | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 26 - Jan - 2026, 07:00 AM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 26 - Jan - 2026, 07:07 PM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 27 - Jan - 2026, 07:07 PM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 28 - Jan - 2026, 07:00 AM | Outpatient Clinic | General Medicine service | Scheduled | Scheduled | --- | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | |
|----------------------------|---|--|
| Confirm Cancellation | Confirm the cancellation (and enter a reason if required). |  |
| Verify Cancellation Status | Ensure the appointment status changes to Cancelled and appears under the Cancelled tab. |  |