Delete an On Call Provider safely - Admin Panel

Purpose: Explain how to remove a provider and avoid schedule issues.

Important check before deletion

If the provider is part of any **On Call schedule** or **Vacation Override** in the future, remove or replace the provider in those items first. This prevents broken escalation paths and missed coverage.

Steps

1. Open **On Call Providers**.
2. Find the provider and click the **red Delete** icon.
3. A confirmation window opens showing the provider’s details and a reminder to check schedules.
4. Click **Back** to cancel. Click **Confirm** to delete.

Result

The provider is removed from the list. If the user was still on a future schedule, update those schedules immediately to maintain coverage.

Tips and good practices

- Always review **On Call Schedule** and **Vacation/Temporary Changes** in the left menu before confirming a deletion.
- Export or note any information you may need later because deletion removes the record from this list.
- If you only need a temporary removal, consider updating the schedule instead of deleting the provider.

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