

SimboVara Workflow Customization: Build Appointment Cancellation Workflow Questions - Admin Panel

Purpose

Collect cancellation details and try to retain the appointment when appropriate.

Where to edit: Appointment Cancellation Workflow Questions

Suggested questions and prompts

- Please provide the appointment details you want to cancel including date, time, and doctor
- Would you be okay for our staff to call you to reschedule the appointment instead of cancellation

Steps

1. Enter the lines above.
2. If you impose late-cancel fees, include a line that explains the policy.
3. Click **Save**.

Tips and Good practices

- Offer rescheduling to reduce no-shows.
- If you require a reason, add a simple “What is the reason for cancellation” line.

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