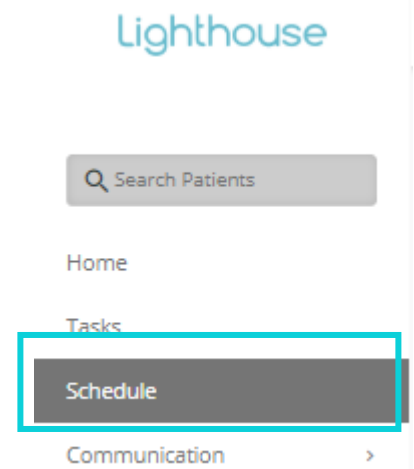


SENDING A CANCELLATION MESSAGE TO PATIENTS

Login to home.lh360.com

01

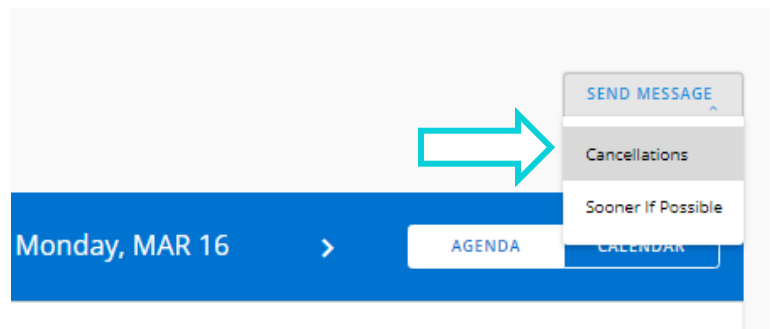
From the menu bar on the left of your Dashboard, click **SCHEDULE**



02

In the upper right, click the **“SEND MESSAGE”** button.

Choose **“Cancellations”**



03

Choose your reason for cancelling and a date range

You will see a preview of the default message appear on the right.

Hit **“Send Message”** at the bottom right.

Appointment Cancellation Message

Reason for cancellation *

- Weather Conditions
- Provider Absence
- Other Emergency

Select a Date or a Range of Dates

03/16/2020 - 03/17/2020

26 of 26 selected recipients have opted in to receive messages via email or text

Patient Contact Preferences

This message is automatically sent via patients' preferred contact method. For patients without contact information, a task will be added to the task list.

Email Preview

Subject

Your appointment on March 16, 2020 at 10:30 AM is cancelled

Body

Your appointment on March 16, 2020 at 10:30 AM has been cancelled. Please respond to confirm and reschedule or contact us at 770-932-0992.

Text Preview

Your appt on 3/16/20 at 10:30 AM has been cancelled. Pls respond to confirm and reschedule or contact us at 770-932-0992.

[Cancel](#)

[Send Message](#)

If you prefer to send a more customized message to patients, you may do that using our eblast feature.

[Instructions can be found here.](#)

(NOTE: If you choose this option, you will need to manually cancel appointments in your schedule)