How to cancel an appointment in SimplePractice

If you need to know how to cancel an appointment in SimplePractice, you can do it from the calendar by changing the appointment's attendance status. This guide walks you through finding the appointment, choosing the correct cancellation status, handling any linked invoice, and checking the effects on your notifications, claims, and invoices.

Prerequisites

- A SimplePractice account that you can log in to.
- The client name, date, and time of the appointment you want to cancel.

Steps

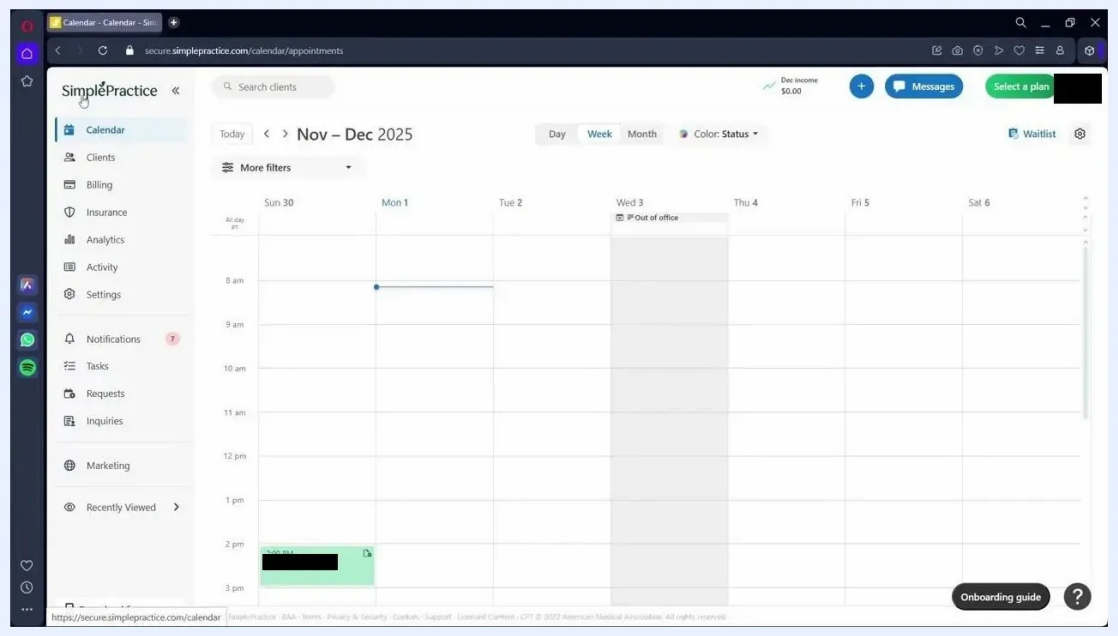
1. Open SimplePractice and log in

Open your web browser and go to SimplePractice. Log in to your account if prompted.

2. Open the calendar to start canceling an appointment

Click the **Calendar** tab in the left sidebar. The calendar is the central location for all scheduling changes.

Make sure you're on the correct page. The calendar should show the current week or month, with appointments in their time slots.



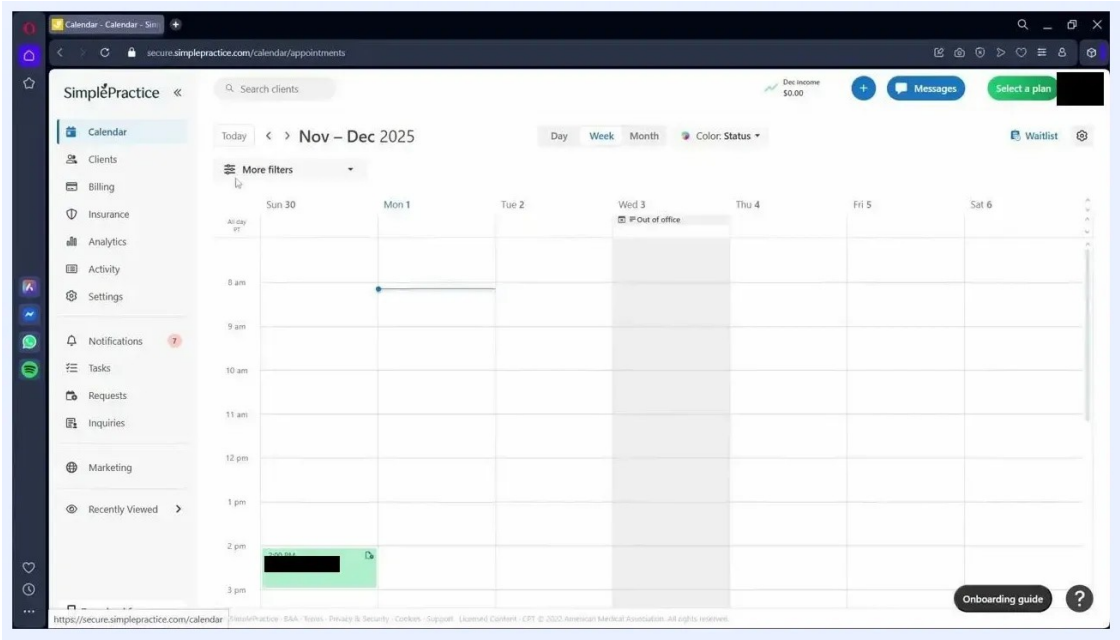
SimplePractice calendar view with the sidebar menu, date range, and appointments visible

3. Verify your calendar filters

Check your filters so you don't change the wrong appointment:

- Confirm you're viewing the correct date range (Day, Week, or Month).
- Confirm the correct provider is selected if you manage multiple providers.

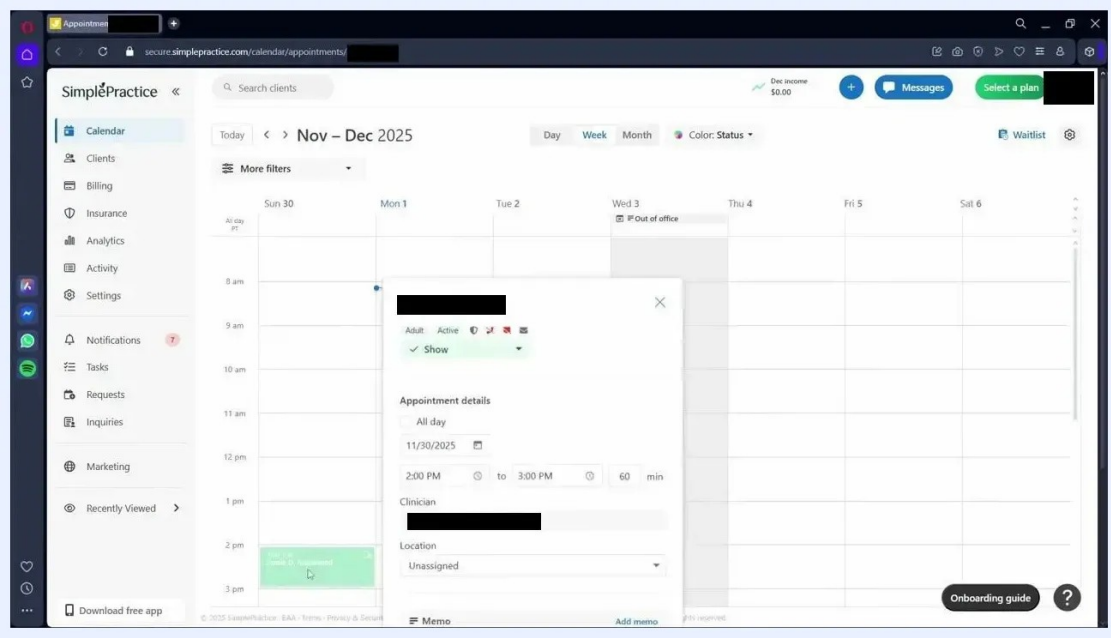
- If you work with multiple locations or service types, open the **More filters** dropdown so only relevant appointments appear.



Calendar view with More filters highlighted, showing the correct date and provider selection

4. Locate the appointment you want to cancel

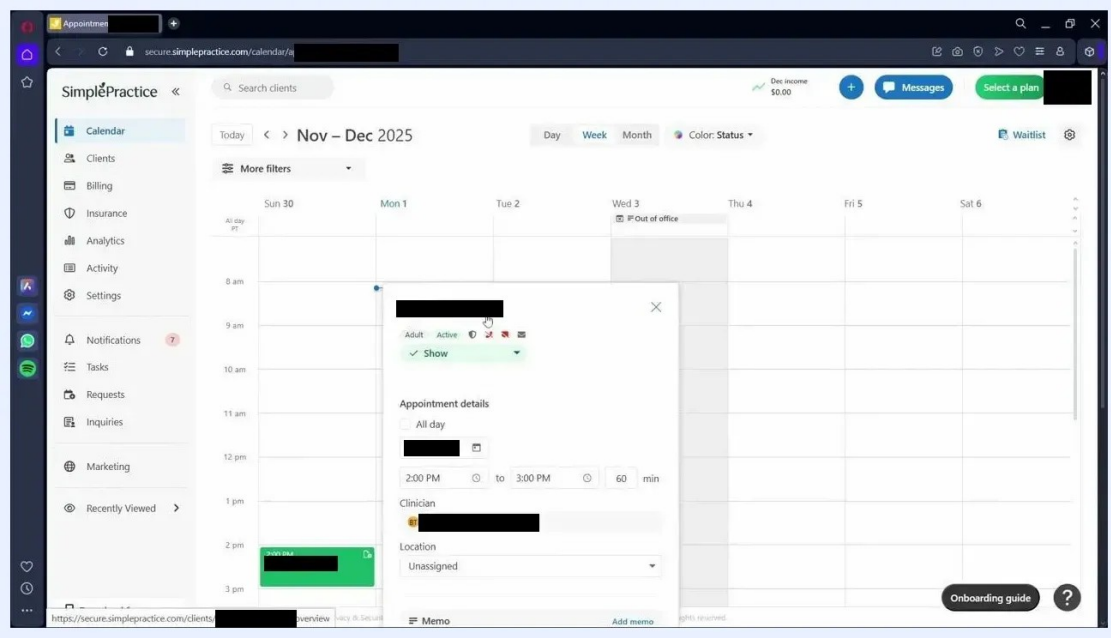
Find the appointment on the calendar. Double-check the date and time to make sure you have the right one.



Calendar showing appointments, including a 2:00 PM slot for Jamie D. Appleseed

5. Open the appointment details

Click the appointment. A flyout panel or pop-up with the appointment's details opens on the right side of your screen.



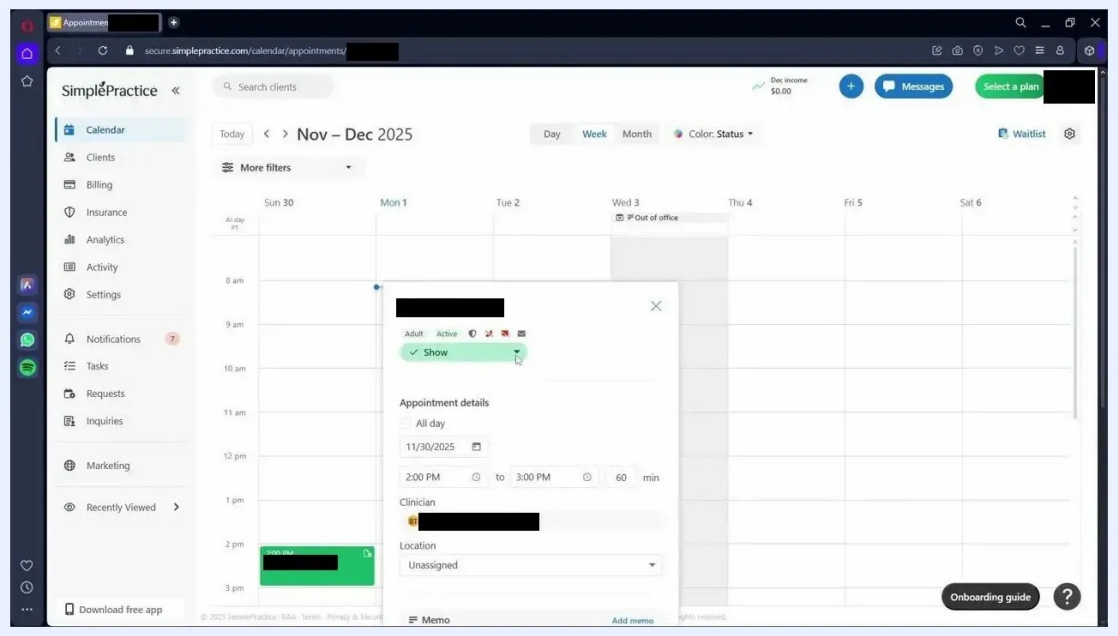
Appointment details flyout for Jamie D. Appleseed showing the date, time, clinician, and location

6. Review the appointment details

Before you cancel, confirm the following:

- The client name (for example, Jamie D. Appleseed).
- The date (for example, 11/30/2025), the time (2:00 PM to 3:00 PM), and the service.
- The clinician and the location.

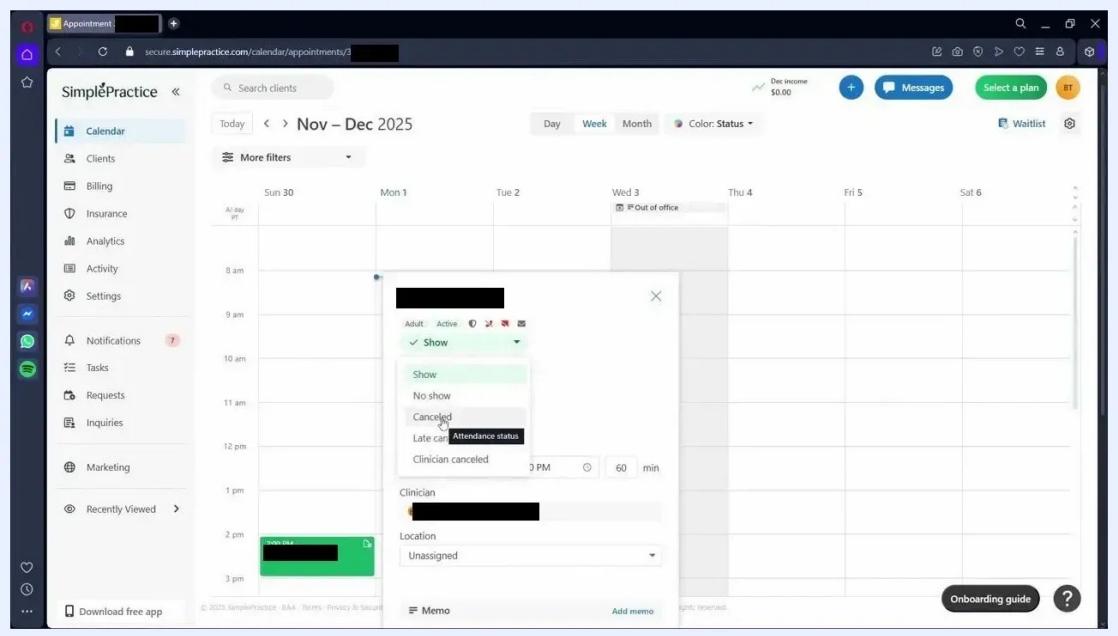
If the appointment is part of a recurring series, you're updating only the single occurrence you selected, not the entire series.



Appointment details flyout with the client, date, time, and service highlighted

7. Open the status dropdown

In the appointment details panel, click the status dropdown. It may currently be set to "Show." A list of attendance statuses appears: Show, No show, Canceled, Late canceled, and Clinician canceled.



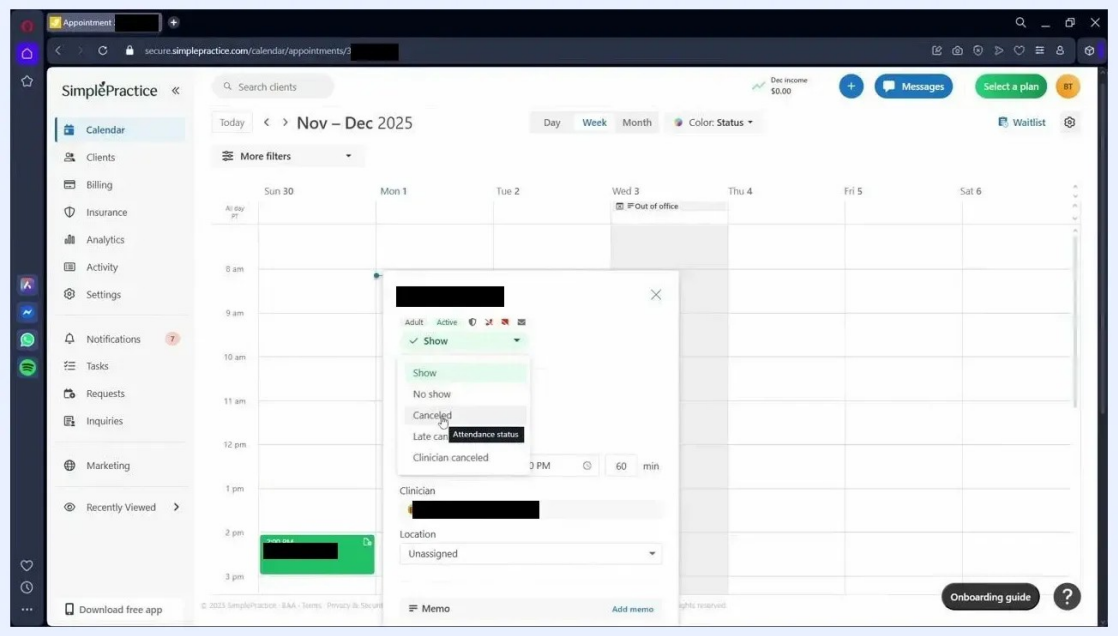
Status dropdown expanded, showing options including Canceled and Clinician canceled

8. Select the correct cancellation status

Choose the status that matches who canceled:

- If you're canceling as the clinician, choose **Clinician canceled**.
- If the client canceled, choose **Canceled**.

Selecting the correct status keeps your reports and cancellation metrics accurate and in line with practice policies.

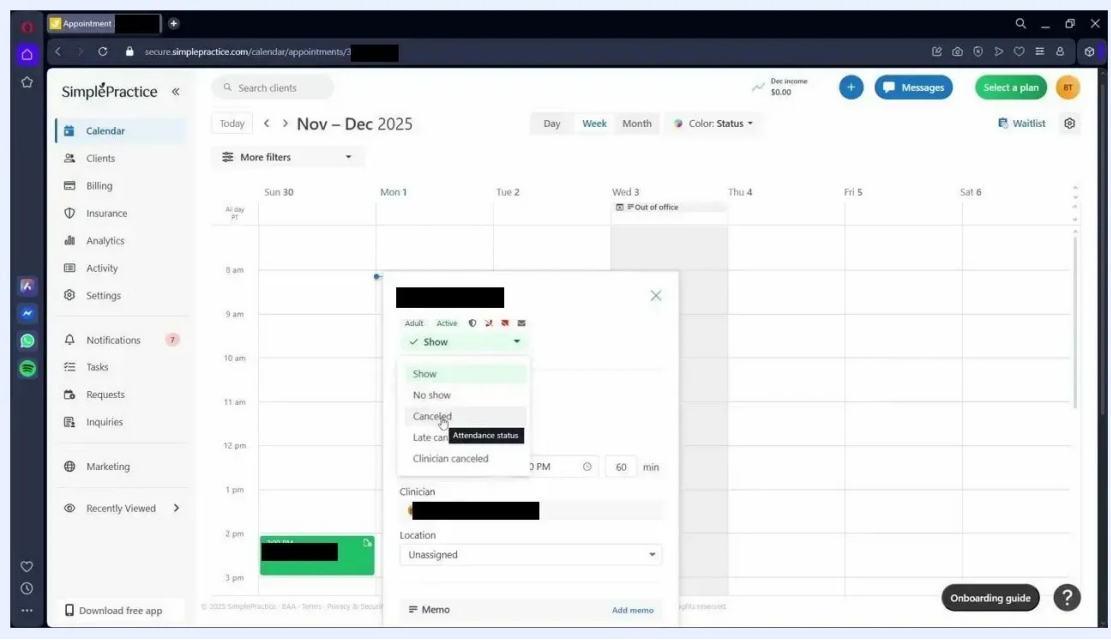


Status dropdown with Canceled highlighted, ready to select

The distinction between "Canceled," "Late canceled," and "Clinician canceled" supports accurate documentation for late cancellation fees or policy exceptions, depending on your practice settings. It also helps you meet your billing and reporting requirements.

9. Confirm the change

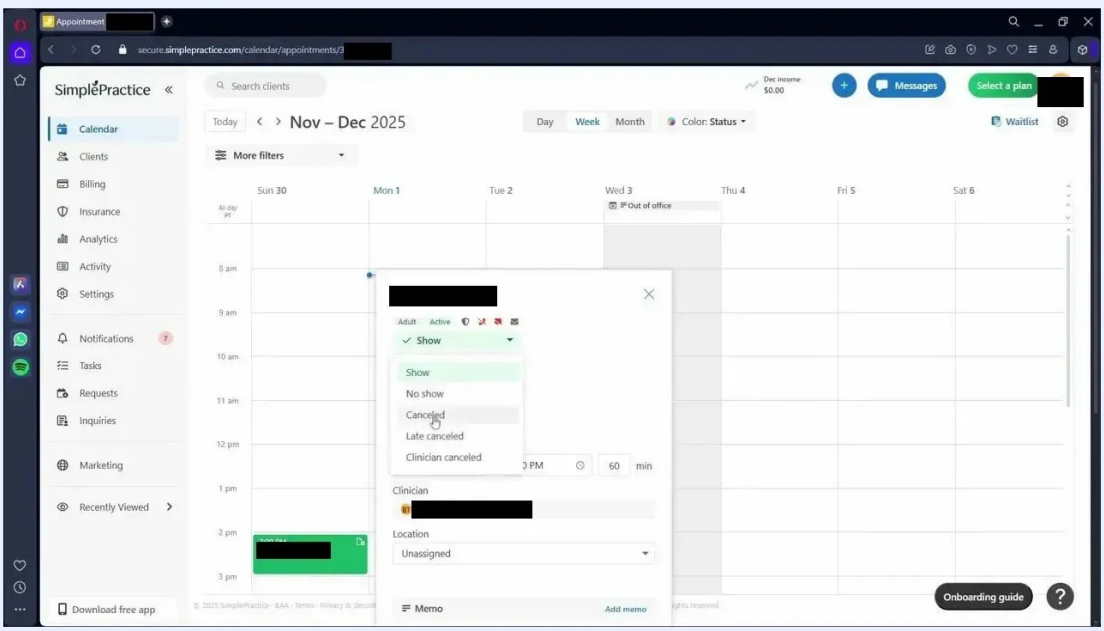
After you choose the status, click **Done** or **Save**. This finalizes the update to the appointment's attendance status.



Appointment details flyout with Canceled selected in the status dropdown, ready to confirm

10. Check the calendar for the update

The calendar should immediately reflect the new status. You often see a visual cue, such as a label or color change on the appointment block. This lets you quickly verify that the cancellation was processed.



Calendar view with the appointment status updated, showing visual cues for the change

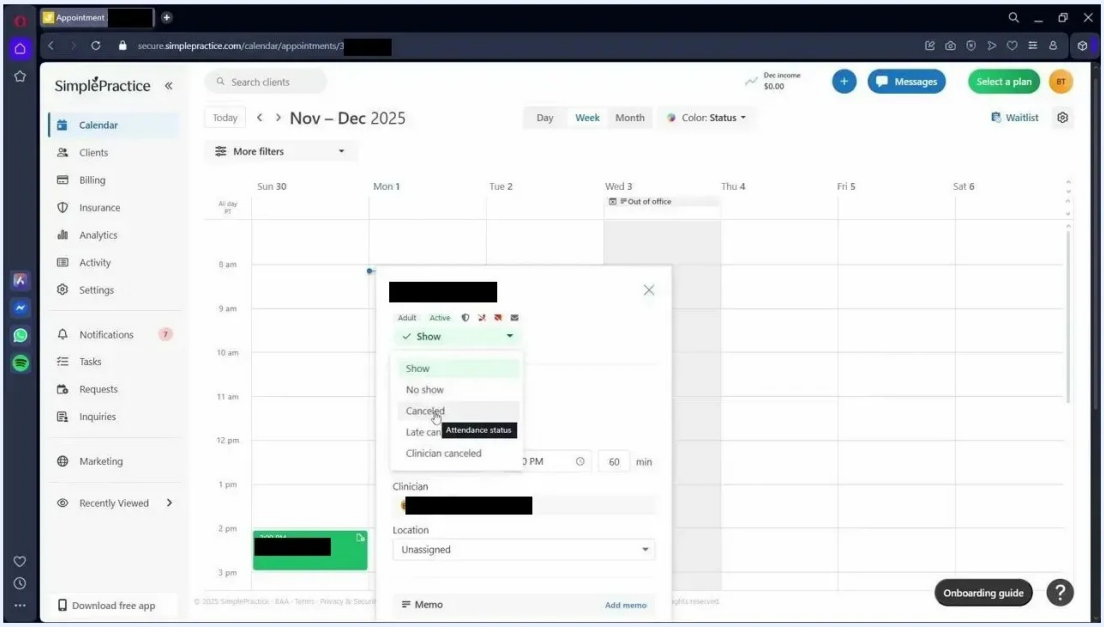
11. Confirm the appointment record remains

Canceling an appointment doesn't delete it. The record stays in place and preserves a clear audit trail for notes, billing, and reporting. This supports accurate records and any future audits or reviews.

12. Delete a linked invoice if prompted

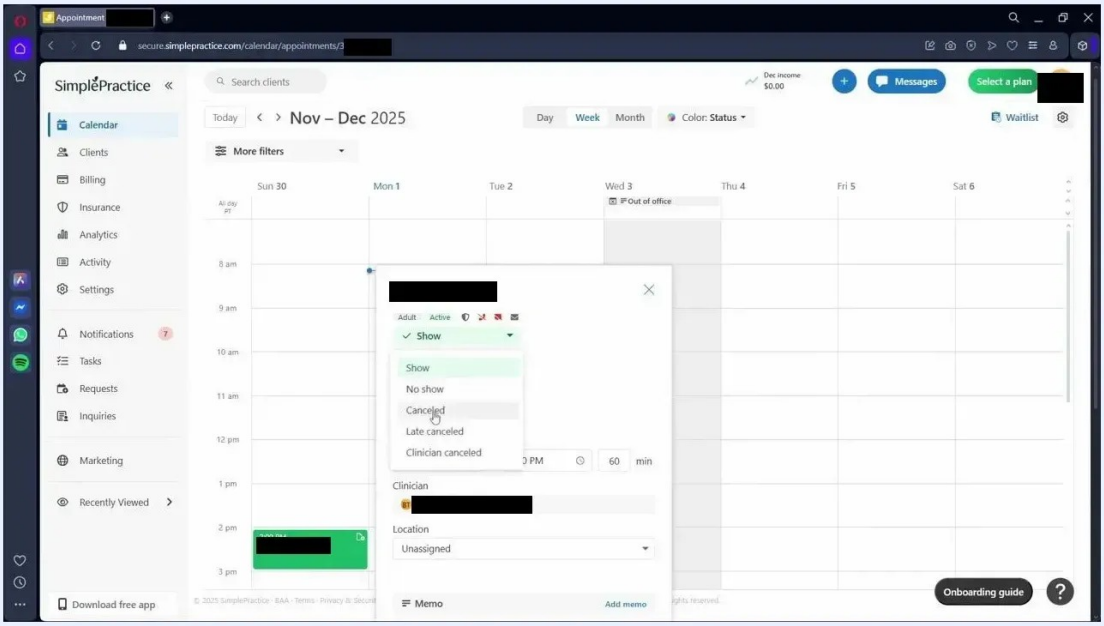
If an invoice is linked to the appointment, a **Delete invoice to change appointment status** dialog appears. It lists the invoice or invoices (for example, "Invoice #4") that you must delete before the status can change.

Any payments added to the invoice become unallocated.



Delete invoice to change appointment status dialog showing Invoice #4 and the Delete invoice button

Click **Delete invoice** to remove the invoice and allow the status change. If you don't want to proceed, click **Back** to cancel the action.



Delete invoice confirmation dialog with the Delete invoice button highlighted

13. Review automated notifications

If your practice uses automated notifications, a canceled status may trigger a client message or stop upcoming reminders. Review your notification settings to avoid unexpected communications.

14. Review claims, invoices, and other downstream items

If you use claims or invoices, a cancellation may affect those workflows. Review related items, such as unallocated payments or pending claims, and update them as needed.

Summary

To cancel an appointment in SimplePractice, open the **Calendar**, verify your filters, and select the appointment. Review its details, then set the status to **Clinician canceled** or **Canceled** and confirm with **Done** or **Save**. If an invoice is linked, delete it when prompted. The appointment record stays on your calendar with its new status.

What's next

- Check your notification settings so cancellations don't trigger unexpected client messages.
- Review any unallocated payments or pending claims that resulted from the cancellation.