



RingRx Communication Guides

Cancellations (Outbound)

Practical tips to help your healthcare team communicate with confidence.

What This Is For

Help your team handle phone cancellations in a clear, consistent, and patient-friendly way, while encouraging patients to reschedule.

Use This When

- ✓ Your team needs to cancel an appointment due to a schedule change
- ✓ A provider is unavailable, and the appointment must be moved
- ✓ The office is closing early, or hours changed unexpectedly

Customization Guidance

- ✓ **Verify identity** before referencing the appointment
- ✓ **State the change briefly** & avoid extra detail
- ✓ **Repeat back the new details:** date, time, provider, and location

- ✓ **Offer two new times** whenever possible
- ✓ If neither works, **ask for a preferred day or time range**

Do

- ✓ Confirm the best callback number in case you get disconnected
- ✓ Use a calm, steady pace
- ✓ End with a clear confirmation of the new appointment details

Don't

- ✗ Leave an unclear reason for the call
- ✗ Over-explain the schedule change
- ✗ Sound rushed or defensive if the patient is frustrated

Recommended Script

"Hi, this is (First Name) from (Practice Name).

May I confirm your full name and date of birth?

Thank you. I'm calling about your appointment on (Day, Date) at (Time).

I'm sorry for the inconvenience, but we need to cancel that time.

I have (Option 1) or (Option 2) available. Which works best?

Great. You're rescheduled for (Day, Date) at (Time) with (Provider) at (Location)."



Tone Tip

Be calm and brief. Apologize once, then focus on options.

HIPAA Reminder

Confirm the patient's identity before discussing appointment details. Avoid leaving detailed scheduling information in voicemails.

RingRx Tip

After you reschedule, send the updated details in writing using RingRx secure texting. Then use RingRx Outreach to automate the follow-up reminder sequence for the new appointment.

Review Note

Review quarterly or when hours, provider schedules, or staffing responsibilities change.