

Provincial Electronic Medical Record (EMR)

[SRC.HealthPEI.ca/EMR](https://src.healthpei.ca/EMR)

Health PEI

Date September 26, 2025

CHR Notification – PEI Provincial EMR Patient Initiated Cancellations

The EMR Operations Committee has provided decision and direction that patient-initiated electronic cancellations through the Provincial EMR patient portal will move from a 24 hour to a 48-hour timeframe. This means patients will have access to electronically cancel appointments up to 48 hours before appointments. The change will be implemented on October 1st.

- The EMR Program in collaboration with Primary Care and specific Specialist groups briefed the EMR Operations Committee on the current experiences, practices, patient safety concerns, and future considerations related to managing electronic patient appointment notifications and cancellations. The use of electronic cancellation by patients occurs for less than 1% of appointments across the system and has higher use for Primary Care clinics and Primary Care Access Clinics.
- Current state, patients can cancel their appointments online up to 24 hours before appointments when they access the link <https://peiemr.inputhealth.com/ebooking#new> or choose to view the "Appointment Details" in the appointment notifications generated by the Provincial EMR. Appointment notifications are sent at time of booking and again as reminders day(s) before and/or day of appointment. As of October 1st, the timeframe will extend to 48 hours to provide a longer reaction time for clinics to fill appointment slots.
- When a patient does electronically cancel the appointment, the appointment displays greyed out with a strike through in the schedule. It does not indicate whether it was clinic or patient-initiated cancellation in this view. The Appointments Dashboard displays patient initiated electronic cancellations "Future Appts Cancelled by Patients" tile.
- A statement will be added to Global (general system) appointment type reminders informing patients that any electronically cancelled appointments will not be rebooked without a call to the clinic. For example:

Dear #patient_first_name:

This is a reminder that you have an appointment at #appointment_time on #appointment_date with #practitioner_title #practitioner_first_name #practitioner_last_name. Please arrive 15 minutes early, bring your health card and medication list. Cancellations require a minimum of 48 hours' notice. Rescheduling must be arranged by calling the office.

- Any clinics wanting to update their location specific appointment type reminders may submit a request to emrsupport@gov.pe.ca