



**To:** Regional Executive Officers  
Integrated Health Authorities  
Hospital CEOs  
Hospital COOs  
Hospital Clinical Leads  
Hospital Scheduled Care Leads  
Report Writers

**From:** Alison Green, Director of WLGR, NTPF  
Sheila McGuinness, Director of Access, HSE

**Date:** 28/01/2025

**Re:** Circular/OP0125 - Cancelling and Rescheduling an Outpatient Appointment

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Dear Colleague,

A clarification is required for the Outpatient Waiting List Management Protocol 2022, section 7.4, 'Cancelling and Rescheduling an Outpatient Appointment'.

The clarification relates to the management of patients who cancel on two (2) or more occasions. The protocol states that these patients should be brought to the attention of the clinician, who will determine if they should be offered an additional appointment or be discharged back to the referrer. However, this applies to **Urgent, and/or High Clinical/Social Needs patients only**.

This is clarified in the national training and development programme and HSeLanD.

Please do not hesitate to contact me if you require any further information.

Kind Regards,

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Alison Green  
Director of WLGR, NTPF

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Sheila McGuinness  
Director of Access, HSE



## Updated Guidance - Clarification of Section 7.4 of the OP Protocol 2022

A patient or their guardian who cancels and requests to reschedule an appointment on two (2) or more occasions should be brought to the attention of the clinician who will determine if they should be offered an additional appointment or be discharged back to the referrer.

**This applies to Urgent, and/or High Clinical/Social needs patients only.**

For non-urgent/semi urgent patients who cancel and request reschedule on two occasions, the patient must be removed from the outpatient waiting list and a removal letter issued to the patient or their parent/guardian, the clinician, SOR and/or GP.