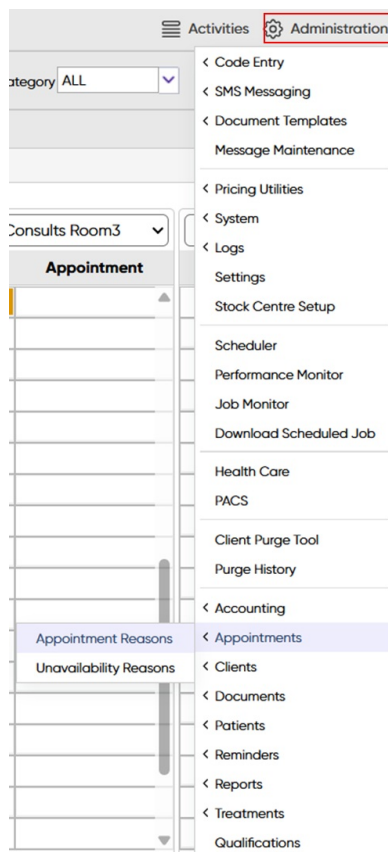# Creating Default Appointment Reasons
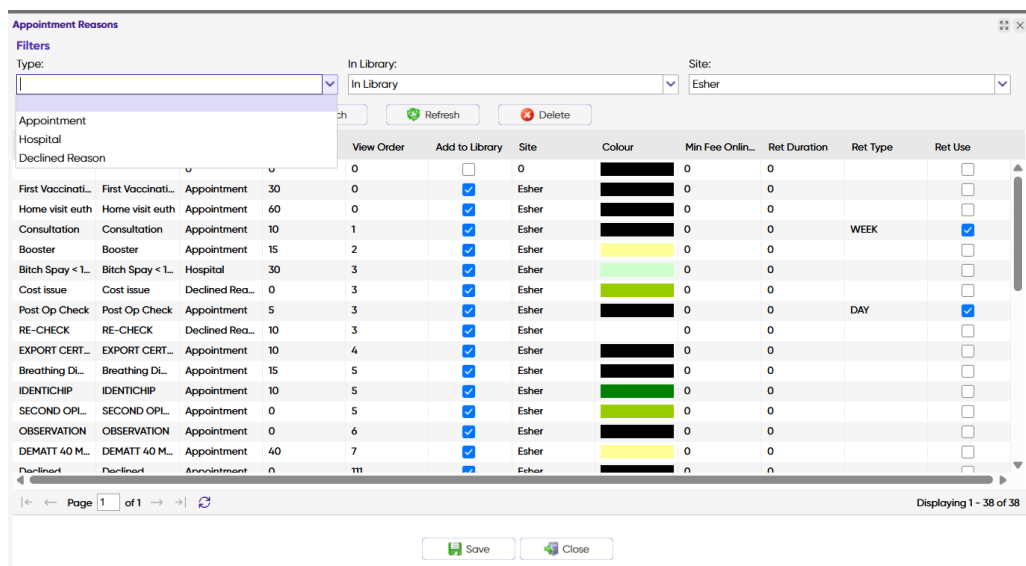
15/07/2025 1:53 pm BST

Creating Default Appointment Reasons

1. To add an appointment reason to Merlin, Navigate to Administration>Appointments>Appointment Reasons.

2. The 'Appointment Reasons' screen will open, from here you can use the filter to show only the 'Appointment', 'Hospital' or 'Declined Reasons'.

The Declined reasons are for use with the [Follow Up Appointment Feature](#).

1. In the the top line fill in all the required areas. And 'Save'

Name - Name of the appointment reason

Description - Description of the appointment reason

Category - Using dropdown list select type of appointment, Appointment, Declined reason or Hospital

Duration - How long the appointment requires

View Order - The order that the appointment will be in the list

Add to Library - Tick to add to the library

Site - Which site this is for

Colour - Assign a colour to show for this appointment type in the diary

Ret Duration - The default appointment duration when used in the follow-up feature

Ref Type - The time Day, Week or Month the appointment needs to be booked for

Ret Use - Tick the box if being used for follow-up feature

Users are able to enable the setting that only allows pre-created default appointment reasons to be selected at the point of booking an appointment in Merlin, removing the ability to free-type.

This is set via Administration > Settings > Diary and ticking 'Only Pre-defined Appointment Reasons'.