

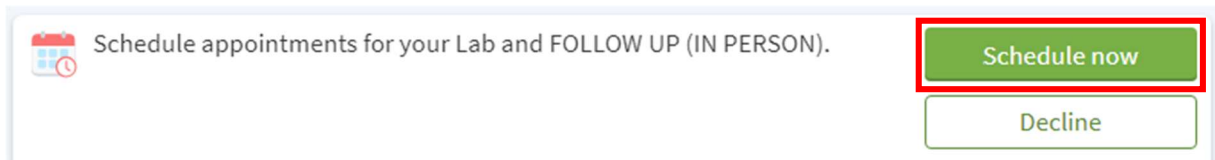
Ticket Scheduling is a feature in myUHN Patient Portal that allows you to book, reschedule, and cancel your appointments online. This feature is currently available in select clinics.

Book an Appointment

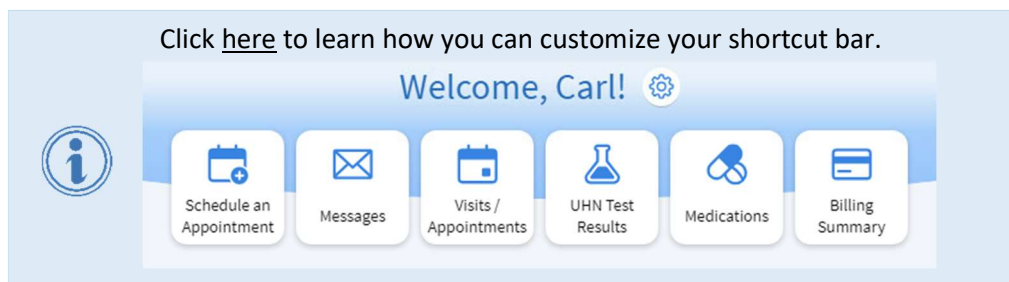
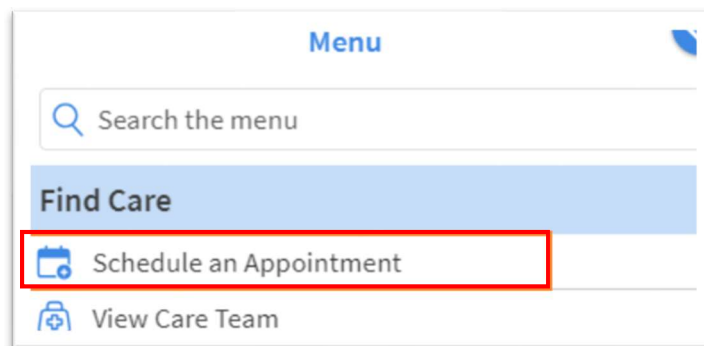
1. You will receive a 'ticket' through myUHN when your appointment is ready to be booked. You will receive an email notification when your 'ticket' is available in myUHN along with reminders to complete this task.
2. Sign in to www.myUHN.ca with your username and password. If you do not have a myUHN Portal, create an account by selecting **Sign up Now**.



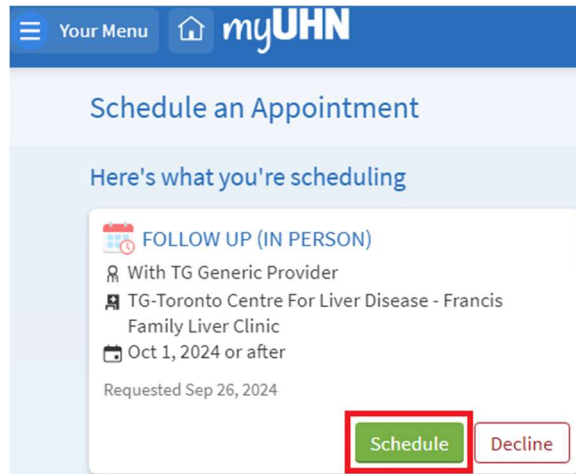
3. You will see any appointments that need scheduling on your health feed once you log into your myUHN account. From here, you can click **Schedule Now**.



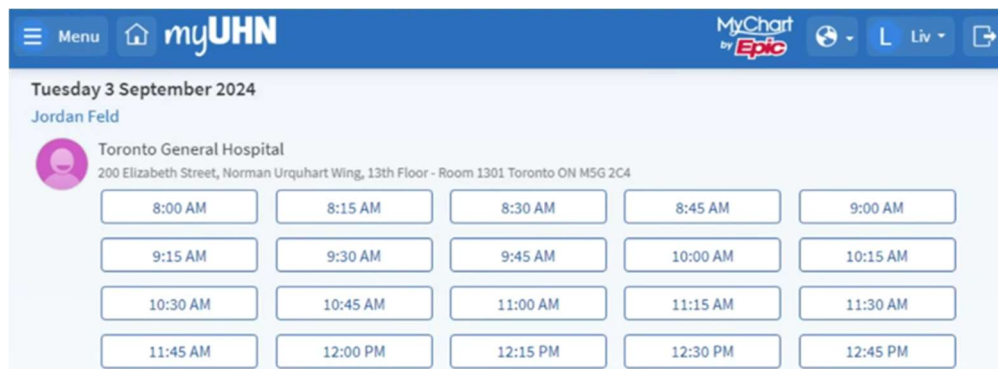
To use the ticket scheduling feature, you can also search for **Schedule an Appointment** in the menu.



4. Review the appointment information and confirm the appointment you are scheduling by selecting **Schedule**.

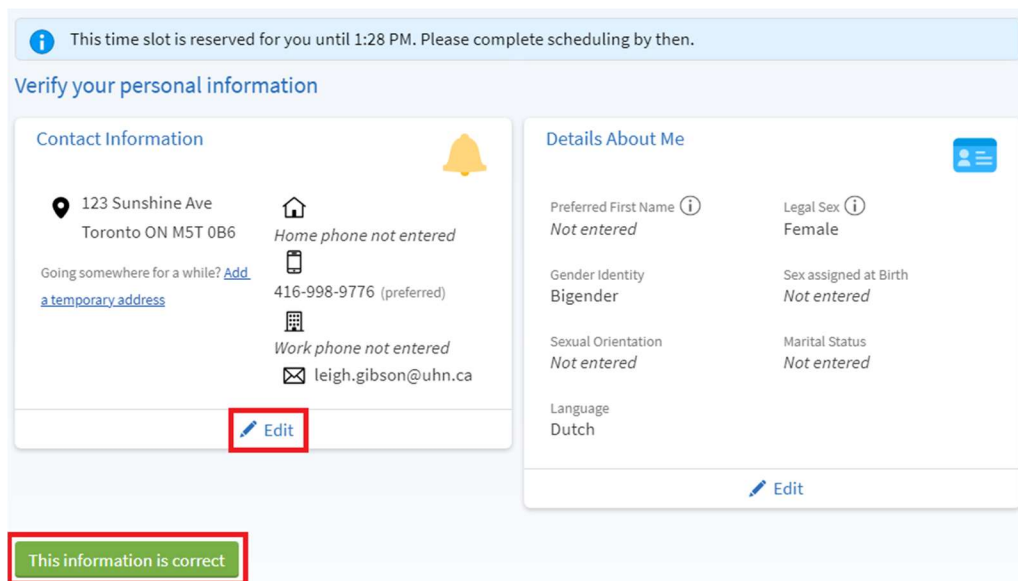


- Review the available dates and times and select one that works best for you. Click on the time listed under the date of your preference.




Hint: You can use filters to help narrow your search to a specific day or time.


- Once you've made your selection, review your personal information and confirm it is correct. If it is, select **This information is correct**. If it is not correct, edit your information by clicking on **Edit**. Make sure to click **Save Changes**.




7. Review the appointment details. If everything looks correct, click **Schedule it**.

You're almost done...
This time slot is reserved for you until 1:28 PM. Please complete scheduling by then.

 FOLLOW UP (IN PERSON) with TG Generic Provider


 Wednesday 2 October 2024 Edit
Arrive by 1:30 PM
Starts at 1:45 PM (15 minutes)

 TG-Toronto Centre For Liver Disease - Francis Family Liver Clinic
200 Elizabeth Street, Norman Urquhart Wing, 13th Floor - Room 1301
Toronto ON M5G 2C4
416-340-4868

What is the most important thing you want addressed during this visit?

Visit Instructions
This is an IN PERSON appointment. Please bring with you any current medications, coverage or insurance documents and any medical documents that may be useful for your consultation. Note that waiting room space is limited; ONLY check-in 15 minutes before your appointment. Please understand that clinic is unpredictable and that wait times can reach about 2 hours.

If everything looks correct, click the button below to schedule.



Note: You will have 10 minutes from the time you begin the scheduling process to complete scheduling.

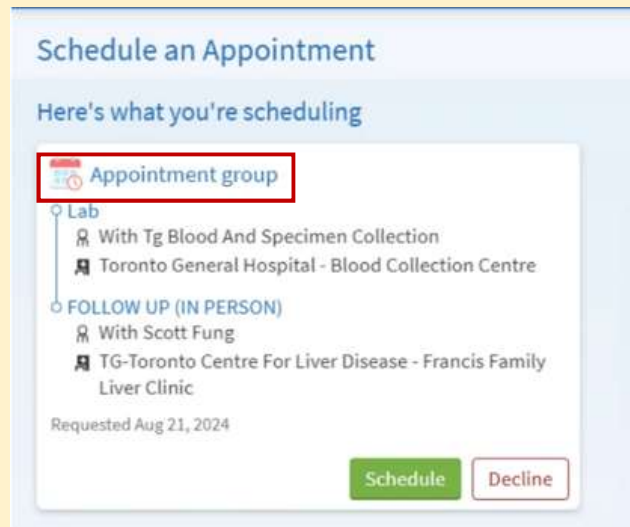


Patient proxies with full or communication-only access will have the ability to schedule an appointment on behalf of the patient.

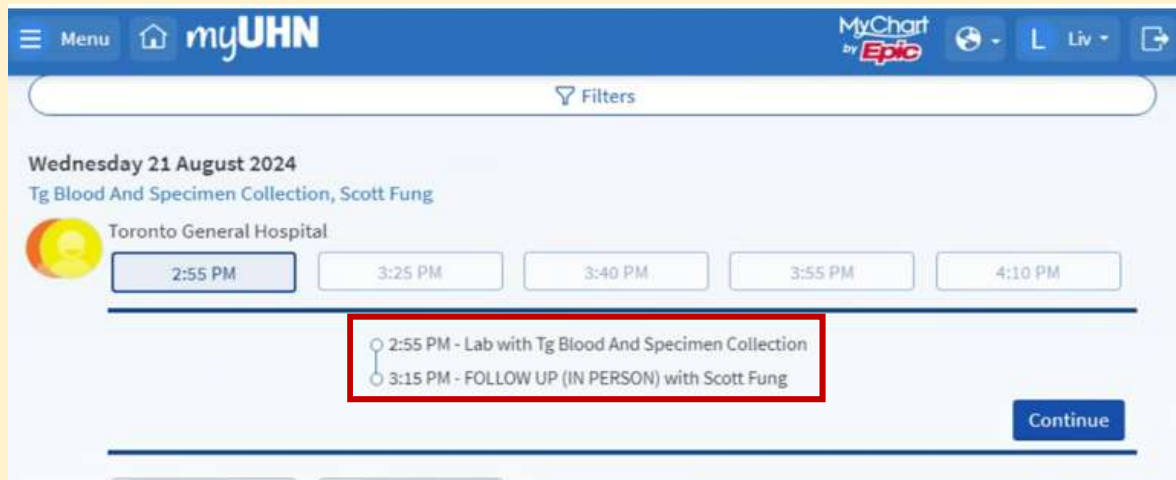
Note:

You may have to schedule two or more appointments that are connected. These **Appointments groups** are bundled together. For example, a lab and a follow-up appointment may be sent as an appointment group. If you try to cancel or reschedule one appointment in a group, you may be prompted to cancel or reschedule all.

You will know you are scheduling an appointment group when viewing the appointment details in this view here.



When scheduling appointment groups, you will be prompted to select a timeslot for the first appointment. After selecting, subsequent appointment times may be automatically generated. You can continue with this appointment group by clicking **Continue**, or choose to book each appointment time separately by clicking **Select times individually**.



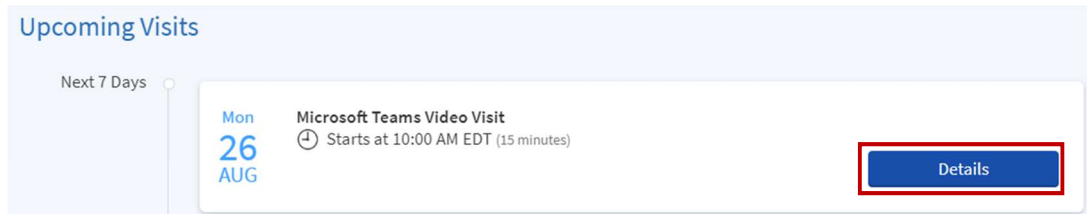
i Want more flexibility?
You are currently selecting all appointment times at once. Do you want to select times individually instead?

Select times individually

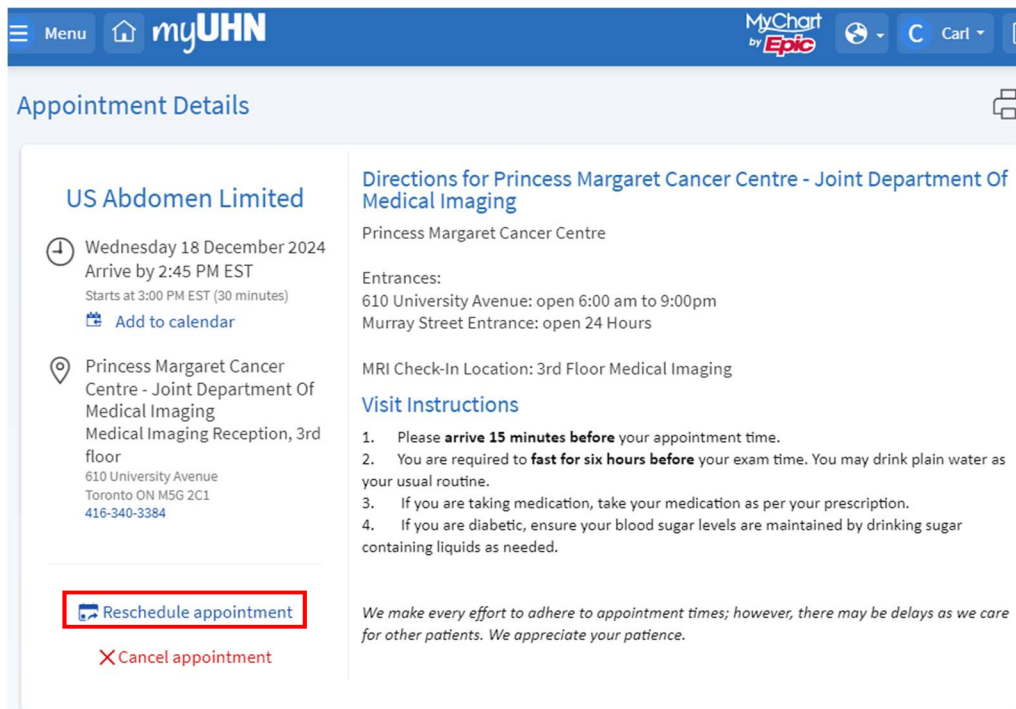
Reschedule an Appointment

A 'ticket' will **not** be sent if you need to reschedule or cancel an appointment. You can only reschedule an appointment up to **7 days** before the appointment date.

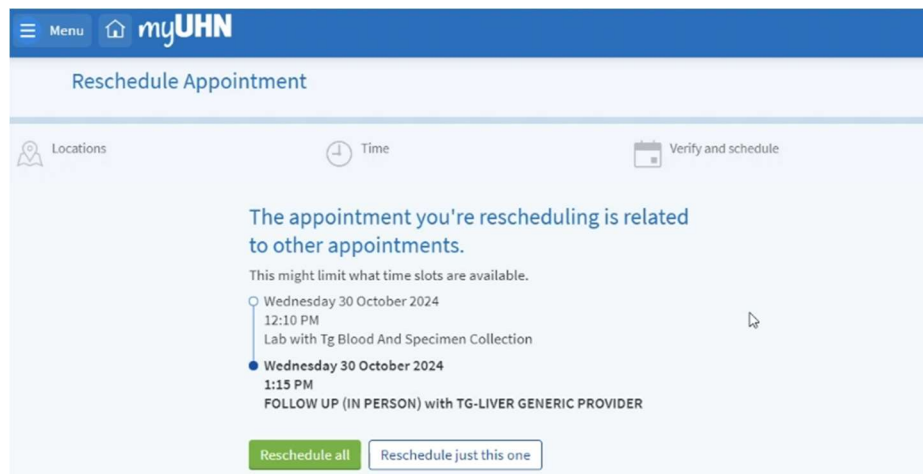
1. Select **Visits** from your shortcut bar, or search in the main menu.
2. Under *Upcoming Visits*, find the appointment you want to reschedule. Click on **Details**.



3. This will open the *Appointment Details*. From here, select **Reschedule appointment**.



4. You will be asked to confirm the appointment you wish to reschedule.



- Review the available dates and times and select one that works best for you. Click on the time listed under the date of your preference.

The screenshot shows the myUHN patient portal interface. At the top, there is a navigation bar with 'Menu', 'myUHN', and 'MyChart by Epic' logos. Below the navigation bar, the date 'Tuesday 3 September 2024' and the patient name 'Jordan Feld' are displayed. The location is identified as 'Toronto General Hospital' with the address '200 Elizabeth Street, Norman Urquhart Wing, 13th Floor - Room 1301 Toronto ON M5G 2C4'. A grid of appointment time slots is shown for Tuesday, with the 3:15 PM slot highlighted in blue and a mouse cursor hovering over it. Below the Tuesday grid, the date 'Wednesday 4 September 2024' and the patient name 'Jordan Feld' are visible, along with the start of the hospital location information.

- You will be prompted to provide a reason for rescheduling the appointment. Once you select the reason, click on **Schedule it** to schedule the new appointment. The new appointment time will now be visible in the *Visits* section of myUHN.

The screenshot displays the 'New appointment information' form. At the top, it states 'This time slot is reserved for you until 1:48 PM. Please complete scheduling by then.' The appointment details include:

- Service: US Abdomen Limited
- Date: Monday 30 September 2024, Arrive by 2:45 PM, Starts at 3:00 PM (30 minutes)
- Location: Princess Margaret Cancer Centre - Joint Department Of Medical Imaging, 610 University Avenue, Toronto ON M5G 2C1, 416-340-3384

 A dropdown menu titled '*Why do you want to reschedule this appointment?' is open, showing several options: 'Weather', 'Appointment No Longer Required', 'Rescheduled to Earlier Appointment', 'Change in Medical Status', 'Other: Public Health Emergency', 'Received Care Elsewhere', 'Family Emergency', and 'No Transportation'. To the right, there are 'Directions for Princess Margaret Cancer Centre - Joint Department Of Medical Imaging' and 'Visit Instructions' which include:

- Please arrive 15 minutes before your appointment time.
- You are required to fast for six hours before your exam time. You may drink plain water as your usual routine.
- If you are taking medication, take your medication as per your prescription.
- If you are diabetic, ensure your blood sugar levels are maintained by drinking sugar containing liquids as needed.

 At the bottom of the form, there is a green button labeled 'Schedule it'.

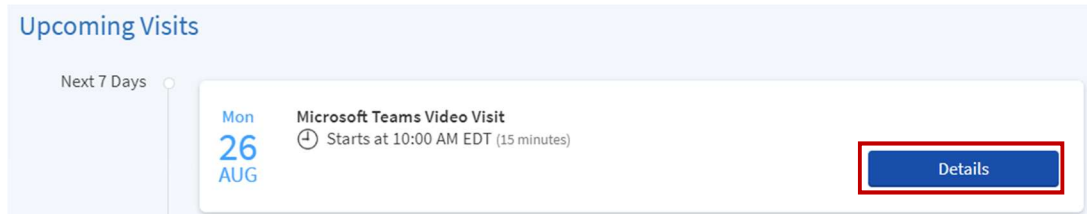
If everything looks correct, click the button below to schedule.



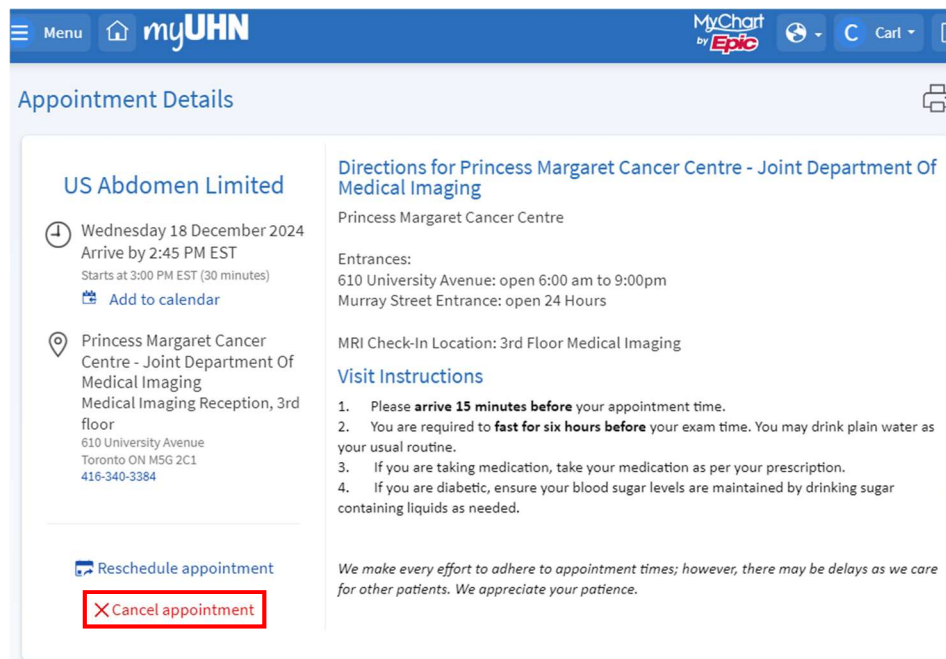
Cancel an Appointment

When you cancel an appointment, the 'ticket' will re-appear on your health feed for scheduling. You can only cancel an appointment up to **7 days** before the appointment date.

1. Select **Visits** from your shortcut bar, or search in the main menu.
2. Under *Upcoming Visits*, find the appointment you want to cancel. Click on **Details**.



3. This will open the *Appointment Details*. From here, select **Cancel appointment**.



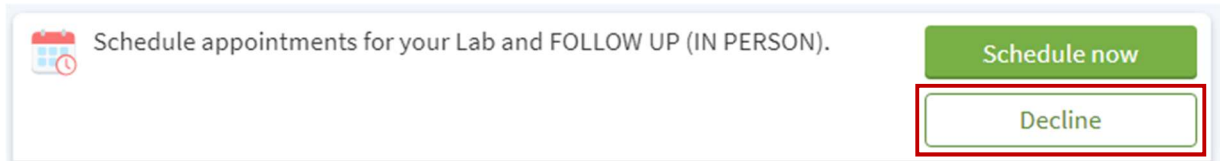
4. This will open the *Cancel Appointment* window where you will be able to view the appointment(s) you are cancelling and provide a reason for cancellation. Once you do, click **Confirm cancellation**.



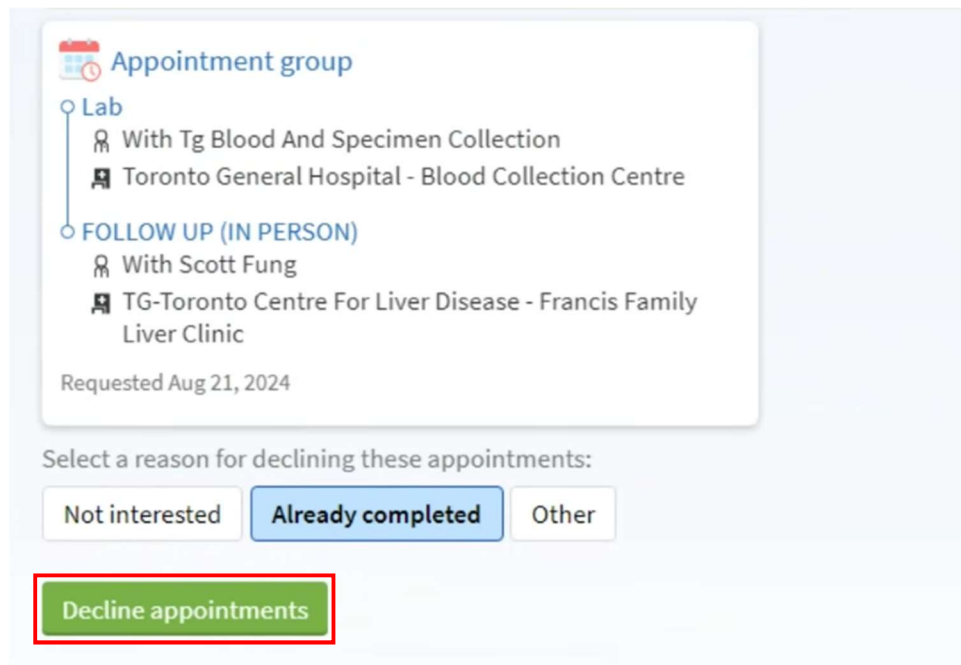
Decline an Appointment

When a 'ticket' is sent to your myUHN account, you have the option to schedule the appointment or decline it.

1. You will see any appointments that need scheduling on your health feed once you log into your portal account. From here, click **Decline**.



2. You will be prompted to provide a reason for declining the appointment (s). Once you select a reason, click **Decline appointments**.



Note: Once you decline an appointment, you will not be able to schedule this appointment via myUHN. You will have to contact the clinic to schedule this appointment.