

How to request an appointment in MyChart

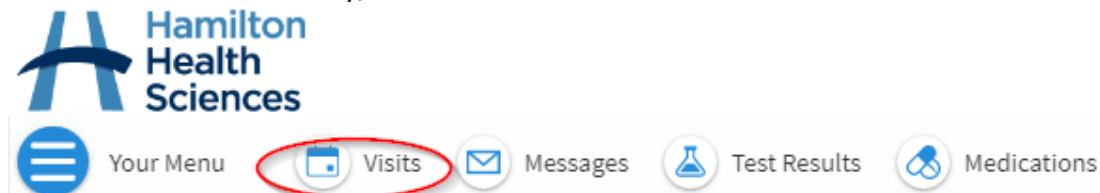
With our new MyChart by Epic patient portal, we have the ability to send appointment request messages to members of the Health Care team, from within MyChart. Starting on June 4, 2022, a few clinics at HHS will be using this feature. To know if the clinic you visit uses this feature, ask your Health Care Provider at your next visit.

If a member of your Health Care Team is using this feature, you will be able to send them, or their scheduler, an appointment request message from inside MyChart, once you establish a relationship with them. To establish a relationship with a Health Care Provider you just need to see them for a visit.

If your Health Care Provider is participating in the feature, and you have an existing relationship with that provider, you can request an appointment from MyChart by completing the following steps:

Request an Appointment with your Health Care Provider from MyChart

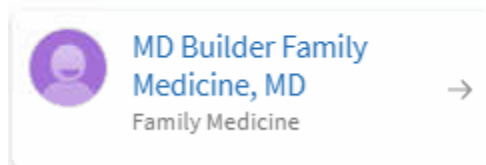
1. Log into your MyChart account
2. Go to the **Visits** activity, found on the main toolbar



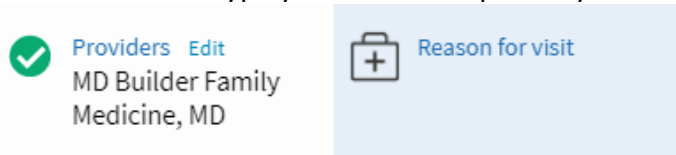
3. Click the **Schedule an appointment** button
4. Select the provider you would like to request an appointment with by clicking on their name.

Schedule with a specific provider

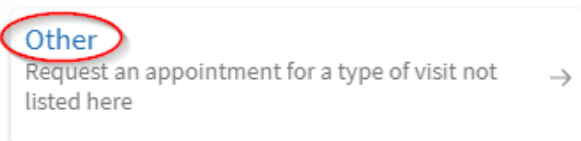
Choose a provider who matches your needs.



5. Select the visit type you want to request if you know it, or select "Other"



What kind of appointment are you scheduling?



6. The location will pre-populate with the place the provider works.

7. Enter the reason for the visit, preferred dates and times, and indicate what you'd like to address in this visit.

Confirm the request details you are about to send:

The screenshot shows a form for sending an appointment request. On the left, it lists the provider: MD Builder Family Medicine, MD, and the location: West Lincoln General Internal Medicine Rapid Assessment Clinic, 169 Main St E, Grimsby ON L3M 1P3. The form includes a text box for the reason for the visit, a date range selector for preferred dates (DD/MM/YYYY), and a time selection table for preferred times. The table has columns for days of the week (Monday to Friday) and rows for Morning and Afternoon. There are checkboxes for each cell. Below the table is another text box for the most important thing to be addressed during the visit. A green 'Send request' button is visible at the bottom left of the form area.

8. Press **Send request**.

9. You will see confirmation that the request as been sent

Success!

Your appointment request message has been sent.

10. The request will be sent to the scheduler for the provider you requested an appointment with. They will schedule your appointment and reply to your request with a confirmation message.

11. You can see the messages you have sent and received related to appointments in the Message center in MyChart, under the Appointment Tab

Message Center

The screenshot shows the Message Center navigation menu. At the top is a green button labeled 'Send a message'. Below it are several menu items, each with an icon and a count in a blue circle: 'Conversations' (1), 'Bookmarked', 'Appointment' (53), 'Automated messages' (98), and 'Trash'. The 'Appointment' item is circled in red.

Important Considerations

1. If your Health Care Team is not participating in this feature on June 4th, it does not mean they will not be participating in the future.
2. If you have any questions about the use of the feature or about MyChart, please contact us by email: epicmychart@hpsc.ca, or by phone by calling 905-521-2100 and asking for the Health Records department at the HHS site you visit most often.
3. Visit our HHS Website for more tip sheets and information about MyChart at <https://www.hamiltonhealthsciences.ca/patients-visitors/digital-health-care/mychart/>