

Tip Sheet – Ticket Scheduling for Patients in MyChart

In some cases, it is possible for patients to schedule appointments from their MyChart account, using a scheduling ticket. A scheduling ticket is something the staff in an HHS clinic send to a patient in MyChart. The ticket includes details in the background that allow a patient to schedule an appointment with the right provider, at the right time. The patient completes the booking of that ticket at a date and time that works for them. This tip sheet will show how ticket scheduling looks in MyChart, and the steps patients need to take to complete scheduling.

Try It Out

1. When a clinic sends you a scheduling ticket, you will receive an email that advises you to log into MyChart to complete scheduling:



Hello  MyChart,

You have a new scheduling ticket available in MyChart! Please sign in to schedule the visit.



Thanks for using MyChart,
Hamilton Health Sciences

[Sign In to MyChart](#)

2. Inside MyChart you may see a banner on your home page with a button to **“Schedule now”**. You can click that button to begin scheduling the ticket:



You have an appointment that needs to be scheduled for your Appointment Request. Schedule this appointment.

[Schedule now](#)

[Decline](#)

3. Scheduling tickets also appear in the Visits section. Navigate to the Visits section and click **“Schedule an appointment”**



Your Menu



Visits



Messages



Test Results

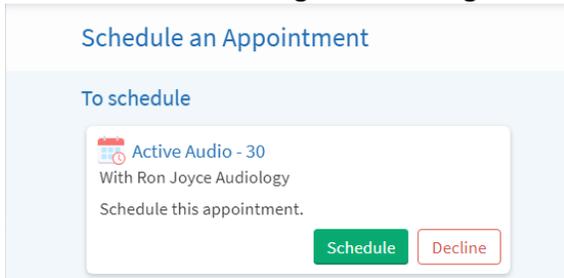


Medications

Appointments and Visits

[Schedule an appointment](#)

- If you have any ticket appointments to schedule, they will appear under the heading “To Schedule”. Click “**Schedule**” to begin scheduling the ticket.



- The Reason for Visit and Location of the visit will pre-populate based on the information the clinic entered in the ticket. You will select the date and time that work for you.
Note that the clinic may have set the start date of when you can schedule. For example, if the ticket is for an appointment one month from now, you will not be able to book it sooner.

[Schedule an Appointment](#) Start over

✓ Reason for visit
Active Audio - 30

✓ Locations [Edit](#)
Ron Joyce Children's Health

🕒 Time

📅 Verify and schedule

What time works for you?

Thursday 9 November 2023
Audiologist Samantha C, Reg. CASLPO

Ron Joyce Children's Health
325 Wellington St N Hamilton ON L8L 2X2

12:00 PM	12:15 PM	12:30 PM	12:45 PM	1:00 PM
1:15 PM	1:30 PM	1:45 PM	2:00 PM	2:15 PM
2:30 PM	2:45 PM	3:00 PM	3:15 PM	3:30 PM
3:45 PM	4:00 PM	4:15 PM	4:30 PM	4:45 PM
5:00 PM	5:15 PM	5:30 PM		

Friday 10 November 2023
Audiologist Samantha C, Reg. CASLPO

Ron Joyce Children's Health

Search Criteria

Providers: Any provider [Edit](#)

*Start search on: 09/11/2023 📅

Refine Search [Clear](#)

Times:

Monday AM PM

Tuesday AM PM

Wednesday AM PM

Thursday AM PM

Friday AM PM

- Select the time you'd like to attend, under the date that works for you. The screen will now change to allow you verify your selection. Press “**Schedule it**” to complete scheduling this visit:

Reason for visit
Active Audio - 30Locations [Edit](#)
Ron Joyce Children's HealthTime [Edit](#)
Thursday 9 November 2023 3:00 PM[Verify and schedule](#)

You're almost done...

This time slot is reserved for you until 12:03 PM. Please complete scheduling by then.

Active Audio - 30 with Audiologist Samantha C, Reg. CASLPO

Thursday 9 November 2023
 Arrive by 2:45 PM
 Starts at 3:00 PM (30 minutes)
 [Edit](#)

Ron Joyce Audiology Clinic
 325 Wellington St N
 Hamilton ON L8L 2X2
 905-521-7951

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

✔ Schedule it

7. It is possible to decline a scheduling ticket. If you click “Decline” you will be prompted to provide a reason for declining. Select a reason for declining the ticket and press “**Decline Appointment**”.

Decline Appointment



This action is permanent

After declining this appointment, you will not be able to schedule it in MyChart in the future.



Appointment Request

With Ron Joyce Audiology
 Ordered by Dr. Physician Family Medicine, MD
 Schedule this appointment.

Select a reason for declining this appointment:

Not interested

Already completed

Other

Decline appointment

8. **If you have issues scheduling the ticket, please contact the clinic you are trying to schedule in, directly.**
9. If you need an appointment sooner than what MyChart shows as available, please call the clinic to discuss with them.
10. If you do not want to receive scheduling tickets, please speak to the clinic directly.

Additional MyChart Information

- Please see our website for more tip sheets and information about MyChart <https://www.hamiltonhealthsciences.ca/patients-visitors/digital-health-care/mychart/>
- If you have technical MyChart issues, such as difficulty logging in or changing a password, reach out to our patient support team by email at epicmychart@hhsc.ca, or by phone at 905-521-2100, extension 63313

