

How to schedule your clinic appointment using MyChart.

Some patients who use MyChart now have the option of scheduling their next clinic appointment. At this time, this option is available to some patients in clinics that are a part of our pilot project to see if the improvements we are making are working well. If the improvements are working well, this option may be available to more patients in the future.

What are the benefits of scheduling your appointment yourself?

Easy Booking: You can pick your appointment date and time whenever it suits you. No need to wait for someone else to book your appointment or to answer the phone!

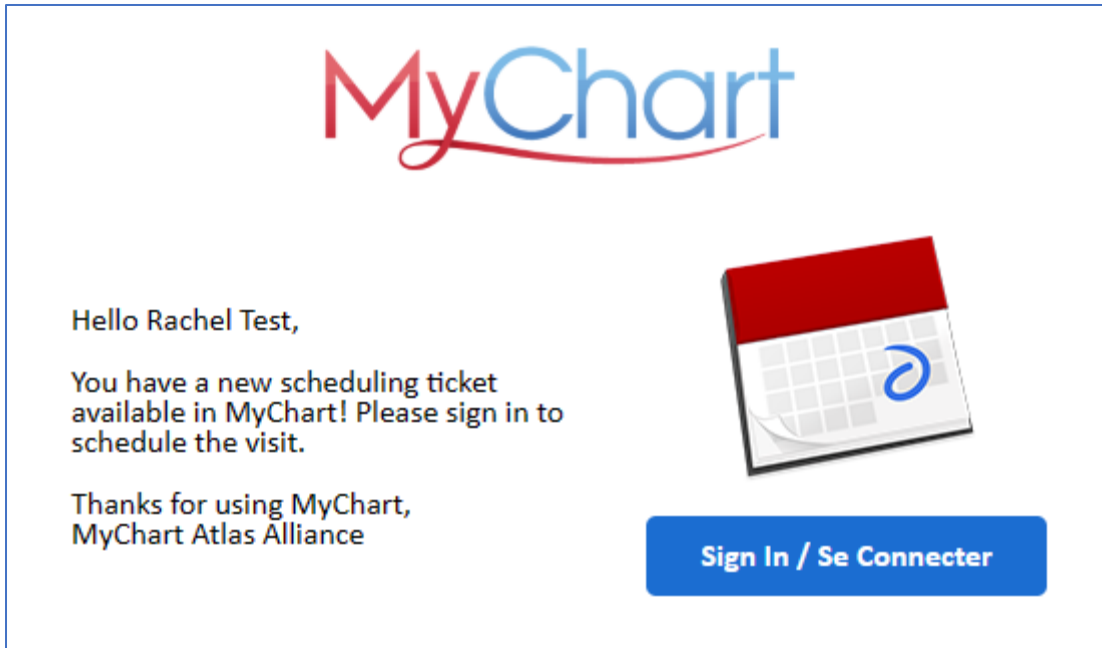
Less Waiting: If someone cancels, you might get a chance to see the doctor earlier than expected.

Fits Your Schedule: You get to choose to have your clinic appointment when you are available, making it easier to fit appointments around your work or school. It is all about what works best for you.

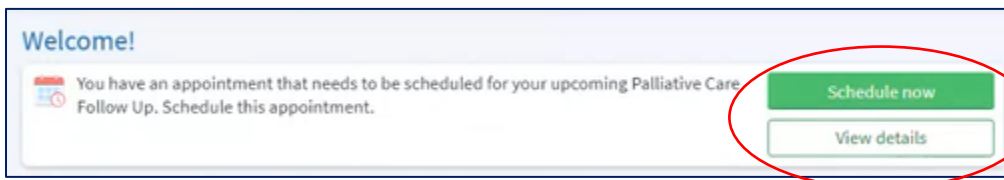
Anytime Access: You can book appointments online via MyChart anytime, day or night.

How does it work?

1. When your doctor enters an appointment order in the electronic health record system (EPIC), you will get a notification via email that there is an appointment available to be scheduled in MyChart. This is called a scheduling ticket.



2. Sign into your MyChart to see the details of the appointment order. Click on the 'View details' to learn more about the appointment or click on 'Schedule now' to book your appointment



3. When you select 'View details' you will see:
 - Name of the doctor that ordered the appointment
 - Option to schedule or decline the appointment
 - Name of the appointment, for example: palliative care follow up

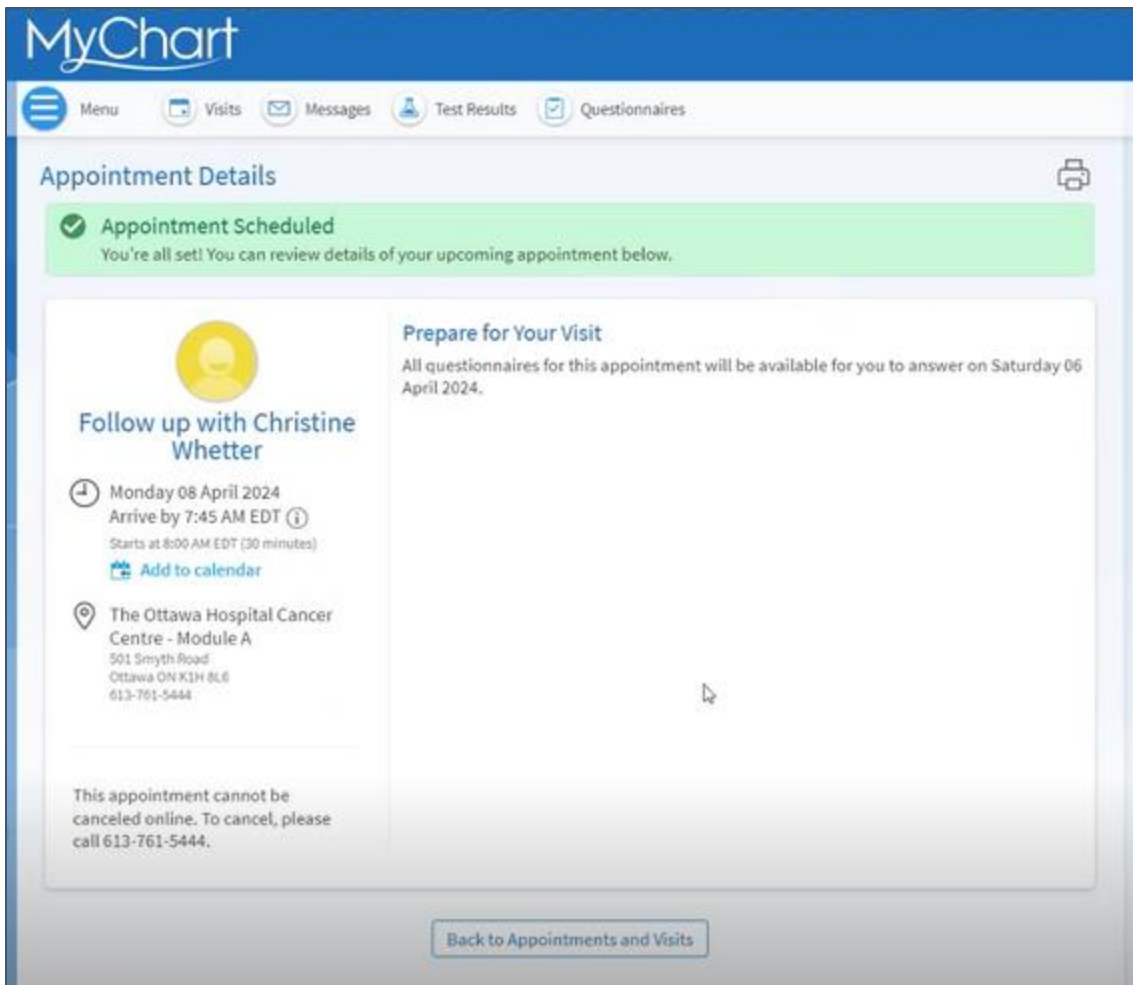


4. You can schedule the appointment by clicking on 'Schedule'. To see available appointments, you can:

- Use the white search box on the right-hand side to only view appointment on a certain date, day of the week, or time of the day
- Use the date and time option on the left to browse all the dates and times available

The screenshot displays the MyChart 'Schedule an Appointment' interface. At the top, there's a blue header with the MyChart logo and navigation options like 'M' and 'Log out'. Below the header, the main content area is titled 'Schedule an Appointment' and includes a 'Start over' button. The interface is divided into sections for 'Reason for visit' (Palliative Care Follow Up), 'Locations' (The Ottawa Hospital Cancer Centre - Module A), and 'Time'. A 'Verify and schedule' button is also present. The main area shows appointment options for Tuesday 26 March 2024 and Wednesday 27 March 2024, with various time slots available. A search criteria panel on the right is circled in red, showing 'Start search on: 26/03/2024' and a 'Refine Search' section with AM/PM options for each day of the week.

5. Click on the date and time that works for your schedule.
6. You will be asked to verify information that we have about you, for example your contact information and details. You can edit the information as needed by clicking on the 'Edit' pencil icon. If all the information is correct, click 'this information is correct'.
7. You will get a summary of the appointment that you selected. If all looks correct, click on the 'Schedule it' button.
8. You will then see a confirmation of your scheduled appointment



9. If you want to verify that this appointment is scheduled, you can view it via 'Visits tab' in your MyChart menu at the top.

Is there a waitlist I can join if I want an earlier appointment?

- When you schedule your appointment, you are automatically added to a waitlist. This means that when someone cancels, you will get a notification that an earlier appointment is available to schedule.

- If you do not wish to get notifications about earlier appointments, click on “Get off the Wait List” in your appointment details

Visits Messages Test Results Questionnaires

Appointment Details

Appointment Scheduled
You're all set! You can review details of your upcoming appointment below.

Follow Up with Antonio Cabral

🕒 Wednesday 24 July 2024
8:30 AM EDT (15 minutes)
[Add to calendar](#)

📍 The Ottawa Hospital
Riverside Campus -
Rheumatology
1967 Riverside Drive
Ottawa ON K1H 7W9
613-738-8400 x88270

Prepare for Your Visit
You will be notified if an earlier time becomes available. [Get off the Wait List](#)
Save time at the clinic by filling out the following questionnaire:
 Rheumatology History (Not Started)

Visit Instructions
Please note that this is an in-person appointment. Please present to the Riverside Hospital for your appointment.
Veillez noter qu'il s'agit d'un rendez-vous en personne. S.V.P. vous présenter à L'Hôpital Riverside pour votre rendez-vous.

How do I schedule the new appointment that was offered to me?


1. When someone cancels, you will get a notification that an earlier appointment is available.
2. Click on the notification to sign in to your MyCHart.
3. You will see the new appointment available to book as well as when the offer expires by:

New appointment offer for IMPAC Follow Up
This offer expires on Wednesday 10 April 2024 at 7:00 AM.


New Time	Existing Time
🕒 7:00 AM EDT	🕒 7:00 AM EDT
Wed 10 Apr	Tue 28 May
The Ottawa Hospital Riverside Campus - Internal Medicine 1967 Riverside Drive Ottawa ON K1H 7W9	The Ottawa Hospital Riverside Campus - Internal Medicine 1967 Riverside Drive Ottawa ON K1H 7W9
👤 With Heather Clark	👤 With Heather Clark
Accept new time	Keep existing time



- If you like the new date and time, click on the ‘accept new time.’ You will get a confirmation of the new appointment and your original will automatically be canceled for you. You do not need to do anything else.

Welcome!

 **Success**
This appointment has been moved to an earlier time.


New Time

 7:00 AM EDT


Wed 10 Apr The Ottawa Hospital Riverside Campus - Internal Medicine
 1967 Riverside Drive
Ottawa ON K1H 7W9
 With Heather Clark



[View details](#)

- If the new date and time does not work for you, click on the “keep existing time.” This keeps your original appointment. You do not need to do anything else.

 **New appointment offer for IMPAC Follow Up**
This offer expires on Wednesday 10 April 2024 at 7:00 AM.


New Time



 7:00 AM EDT

Wed 10 Apr The Ottawa Hospital Riverside Campus - Internal Medicine
 1967 Riverside Drive
Ottawa ON K1H 7W9
 With Heather Clark

[Accept new time](#)

Existing Time

 7:00 AM EDT

Tue 28 May The Ottawa Hospital Riverside Campus - Internal Medicine
 1967 Riverside Drive
Ottawa ON K1H 7W9
 With Heather Clark

[Keep existing time](#)

If you have any questions about scheduling an appointment yourself or need support on how to do it, you can:

1. Call MyChart support line at 613-798-5555 ext 77219
2. Email mychart@toh.ca
3. Visit MyChart page of the The Ottawa Hospital.

Follow the link below or scan the QR code and follow the link to open the MyChart page

<https://www.ottawahospital.on.ca/en/patients-visitors/mychart/>



If you are concerned about your condition or treatment, call your doctor, or go to your nearest emergency department if it is an emergency.