

MyHealth – Managing Appointments (Adult Cystic Fibrosis Patients)



Quick Reference Guide

Applies to:	Island Health adult cystic fibrosis patients who have an active MyHealth account.
Purpose:	To learn how to manage your cystic fibrosis clinic appointments using your MyHealth account.

The MyHealth Patient Portal allows you to view, schedule and manage your upcoming cystic fibrosis clinic appointments through your MyHealth account.

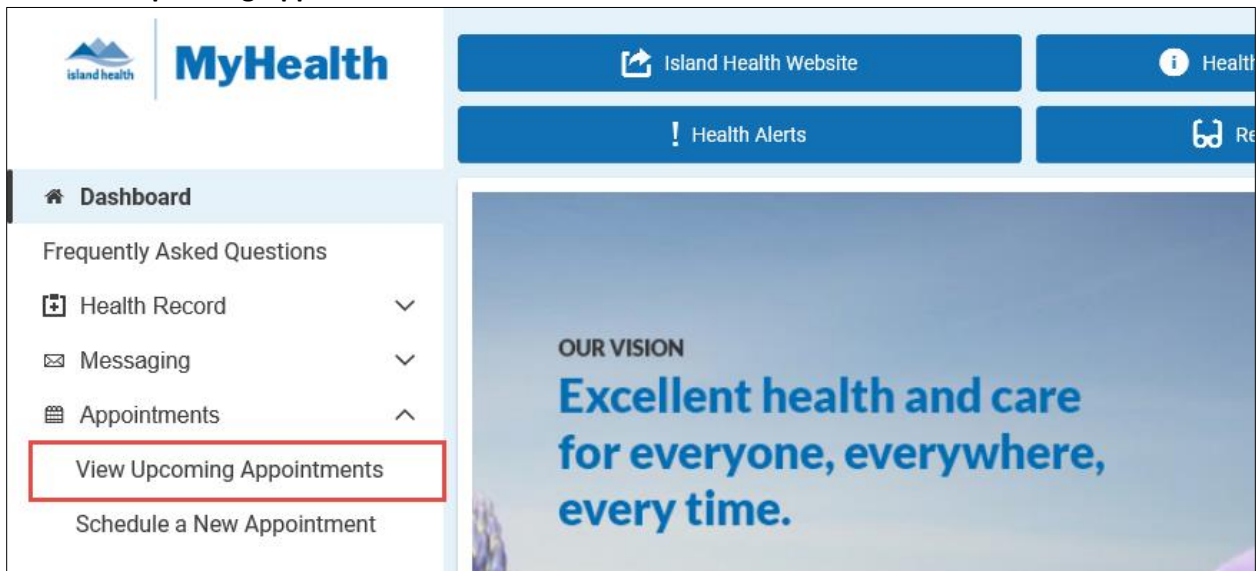
Functions include:

- Viewing scheduled appointments
- Printing appointment information
- Appointment options; add to calendar, view details and cancel appointments
- Schedule new appointments
- Modify/reschedule appointments

Viewing Scheduled Appointments

To view your upcoming cystic fibrosis clinic appointments:

1. On the MyHealth **Dashboard** menu, click **Appointments**.
2. Click **View Upcoming Appointments**.



- All of your scheduled appointments appear in a new window.
- This is where you will see:
 - Your appointment date, time and type
 - Your name
 - Your healthcare provider’s name
 - The appointment location/address
 - Contact information for the location of your appointment

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Appointment Options

You can click the **Options** button (in the appointment box) to:

- Add an appointment to your personal electronic calendar
- See more details about your upcoming appointment
- Cancel an appointment

The screenshot shows an appointment card for 'Cystic Fibrosis Clinic Visit' on Wednesday, Nov 06, 2019, at 08:15 AM PST. The appointment is for 'MALEONE TESTPATIENTPORTAL' with the 'RJH Adult Cystic Fibrosis Clinic Team' at the 'Royal Jubilee Hospital Adult Cystic Fibrosis Clinic'. The phone number is 250-370-8111 ext 13395. A red box highlights the 'Options' button, which has a dropdown menu containing 'Add to calendar', 'View details', and 'Cancel appointment'.

To add an appointment to your personal electronic calendar:

1. Click the **Options** button and, from the list that appears, select **Add to calendar** (Add this appointment to your personal calendar).
2. Follow the necessary steps according to your personal calendar.

To see more details about an upcoming appointment:

1. Click the **Options** button and, from the list that appears, select **View details** (View more details about your appointment).
 - A new screen appears, showing all of the information about the appointment you selected.
 - To get back to your list of appointments (the **Appointments** screen) click the back arrow.

To cancel an appointment:

Things to know before you try to cancel an appointment:

- If you want to cancel an appointment through your MyHealth account, you must do so at least 48 hours in advance.
- Not all appointments can be cancelled through your MyHealth account.
- If you need to cancel an appointment less than 48 hours in advance, or if you are not able to cancel the appointment through your MyHealth account, please call the clinic directly.

1. Click the **Options** button and, from the list that appears, select **Cancel appointment**.
2. From the drop-down menu, select a reason why you need to cancel the appointment.

Note: This field is mandatory; you must select a reason before you can click **Submit**.

3. Click **Submit** to send your cancellation.
 - Your appointment will show as cancelled in your MyHealth account within 48 hours.

Printing Appointment Information

To print all of your scheduled appointments:

1. Click the **Print** button (on the top right corner of the **Appointment** screen).

To print details about a specific appointment:

1. Click the **Options** button (in the **Appointment** box).
2. Select **View Details**.
 - Specific appointment details appear.
3. Click **Print details** (in the grey box to the right of the specific appointment details box).

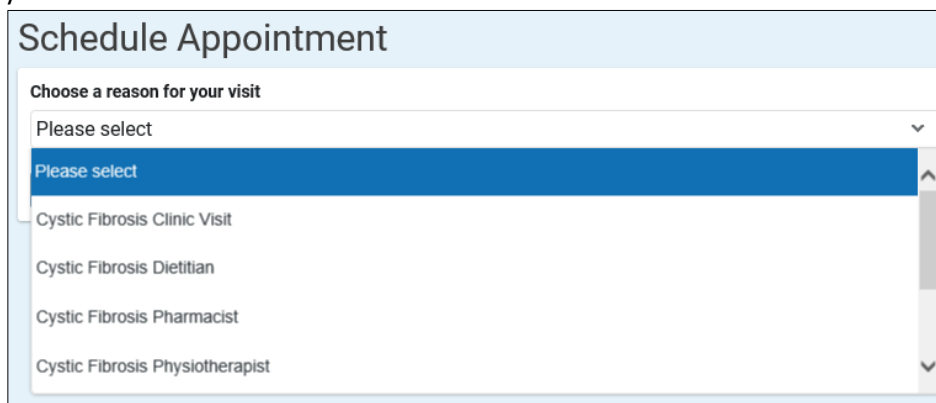
Scheduling a New Appointment

Things to know before you try to schedule a new appointment:

- You can only schedule new cystic fibrosis clinic appointments through your MyHealth account.
- You must make your appointment at least 24 hours before the appointment time you want.

To schedule a new appointment through your MyHealth account:

1. Go the MyHealth **Dashboard** menu and click **Appointments**.
2. Select **Schedule a New Appointment** from the drop-down menu and then select a reason for your visit.



The screenshot shows a web form titled "Schedule Appointment". Below the title is a section labeled "Choose a reason for your visit" which contains a dropdown menu. The dropdown menu is currently open, showing a list of options: "Please select" (highlighted in blue), "Cystic Fibrosis Clinic Visit", "Cystic Fibrosis Dietitian", "Cystic Fibrosis Pharmacist", and "Cystic Fibrosis Physiotherapist".


3. Click the **Search** button.
4. Click the drop-down arrow and select the location for your appointment.
5. Click **Next**.
6. The next available appointments appear.

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< Select a Time

Start Date  Need a specific provider?

Enter date in YYYY-MM-DD format.

Wednesday, Nov 06, 2019

11:15 AM PST
RJH Adult Cystic Fibrosis Clinic Team
[View all availability](#)

01:15 PM PST
RJH Adult Cystic Fibrosis Clinic Team
[View all availability](#)

- You can use the **Calendar Icon** to select a specific start date for available appointments.
- If you want to search for an appointment on a specific day of the week, click on **Advanced filters**. Put a checkmark in the box for the days you want and click **Apply**.

Advanced Filters

Preferred days

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

7. Click **Select** to choose your desired appointment time.

Note: If you do not see a time that you want, click **Load more appointment times** at the bottom of the screen.

8. In the **Provide any additional details, including any symptoms, to explain why we are seeing you for this visit** field, type the reason for your visit.
9. Complete information in the box **Describe any specific requests or special needs you want us to consider in preparation for your visit**, as appropriate.

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10. In the **If follow-up is needed regarding this appointment, how should we contact you?** field, select one of the mandatory options.
 - If you select **By phone**, type your contact phone number.
 - To get an email confirmation, select **Send me an email with my appointment details**.
 - The red asterisk * indicates that this field is mandatory (it must be filled in).
11. Click **Confirm your appointment**.

Note: The status bar to the right of the appointment booking window shows you your progress in booking your appointment. You can click **Edit** to return to the previous screen to change your appointment request any time before you get to the screen to **Confirm your appointment**.

Not sure about the location of your appointment?

At any time while you are in your MyHealth account, click the address highlighted in blue to use Google Maps to view the location of your appointment.

Modifying/Rescheduling a Scheduled Appointment

To modify or reschedule a scheduled appointment:

1. Follow the steps in **To cancel an appointment**, above.
2. Complete the steps in **Scheduling a New Appointment**, above.