

## St. Michael's Hospital Academic Family Health Team Online Appointment Booking

We are pleased to offer online appointment booking for registered patients of the St. Michael's Hospital Academic Family Health Team.

Benefits of online appointment booking include convenient, 24/7, access to booking options, automated appointment confirmations and the ability to have others book on your behalf.

Online Appointment Booking is now available with your doctor. Please only book appointments with your own doctor. Have your Ontario health (OHIP) number ready before booking your online appointment (Patients who do not have an OHIP number are not able to use this system). Patients can book in-person or telephone appointments through this system, by choosing a date and time and receiving an automated appointment confirmation.

**Copy and Paste the link below into your browser to start your Online Appointment Booking request:**

<https://unityhealth.to/areas-of-care/programs-and-clinics/family-and-community-medicine/#st-michaels-hospital-get-medical-care-2>

Click or scan the QR code below:



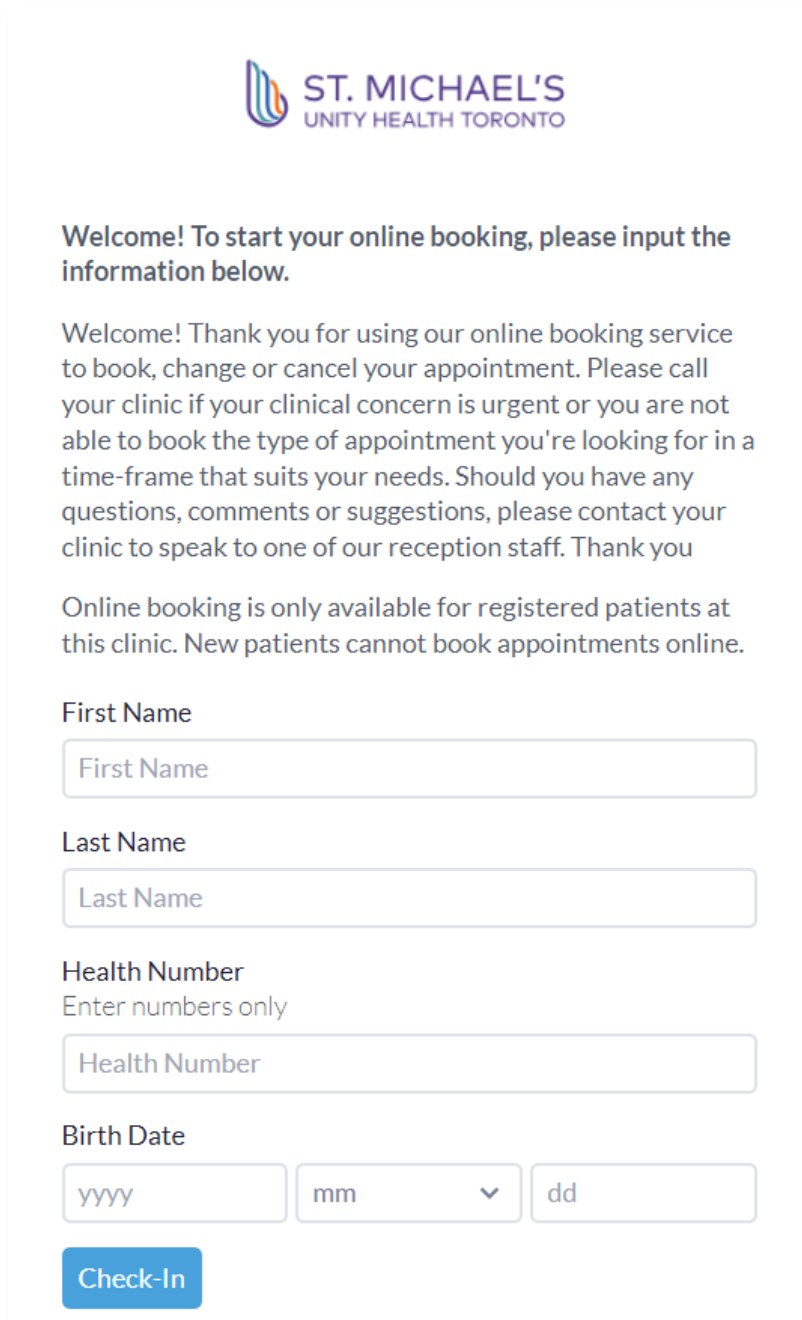
Information on how to navigate the online appointment booking tool can be found in the steps beginning on the next page.


If you have any questions or feedback regarding this service, please contact us at (416)864-3022.

Thank you,  
St. Michael's Hospital Academic Family Health Team

## Navigating the Online Appointment Booking System

1. The first window (see **Figure 1**) in the online appointment booking solution is an introduction to the service, where you'll be asked to provide information to start your request. Enter your first and last name (as indicated on your Ontario health card), your 10-digit OHIP number (no dashes or spaces) and your date of birth.





**Welcome! To start your online booking, please input the information below.**

Welcome! Thank you for using our online booking service to book, change or cancel your appointment. Please call your clinic if your clinical concern is urgent or you are not able to book the type of appointment you're looking for in a time-frame that suits your needs. Should you have any questions, comments or suggestions, please contact your clinic to speak to one of our reception staff. Thank you

Online booking is only available for registered patients at this clinic. New patients cannot book appointments online.

**First Name**

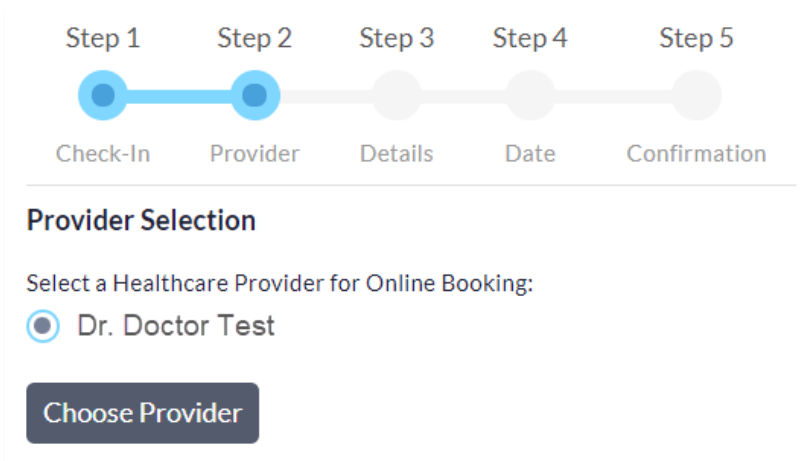
**Last Name**

**Health Number**  
Enter numbers only

**Birth Date**

**Figure 1.**

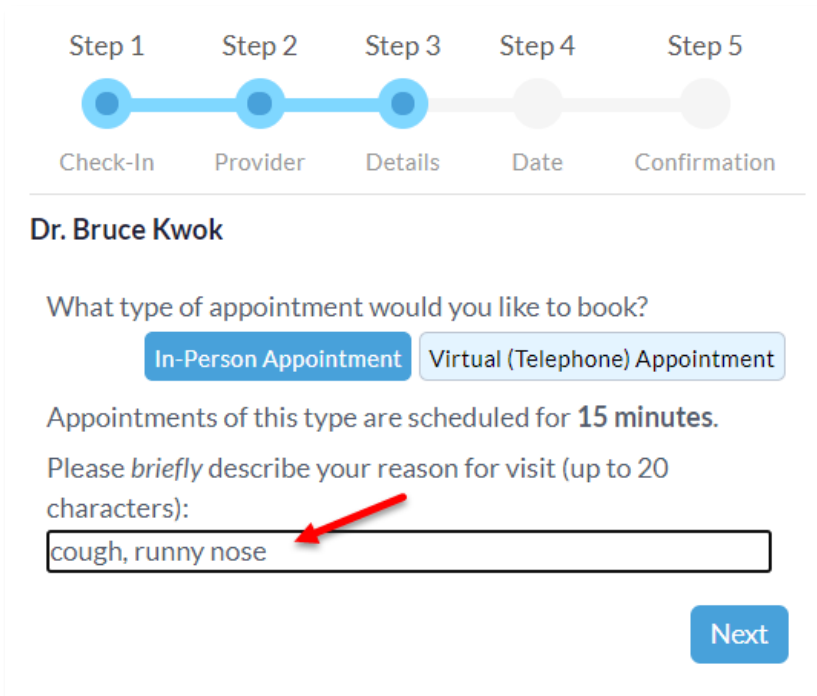
2. Once you've entered your information, click the blue **Check-In** button to move to the next page.
3. Next, select the name of your provider and click **Choose Provider** (see **Figure 2**).  
**Note:** if the name of your provider is not listed in this window, it means they are not registered for online appointment booking.



The screenshot shows a progress bar with five steps: Step 1 (Check-In), Step 2 (Provider), Step 3 (Details), Step 4 (Date), and Step 5 (Confirmation). Step 2 is currently active. Below the progress bar, the heading is "Provider Selection". The text reads "Select a Healthcare Provider for Online Booking:". There is a radio button selected next to "Dr. Doctor Test". A dark blue button labeled "Choose Provider" is at the bottom.

**Figure 2.**

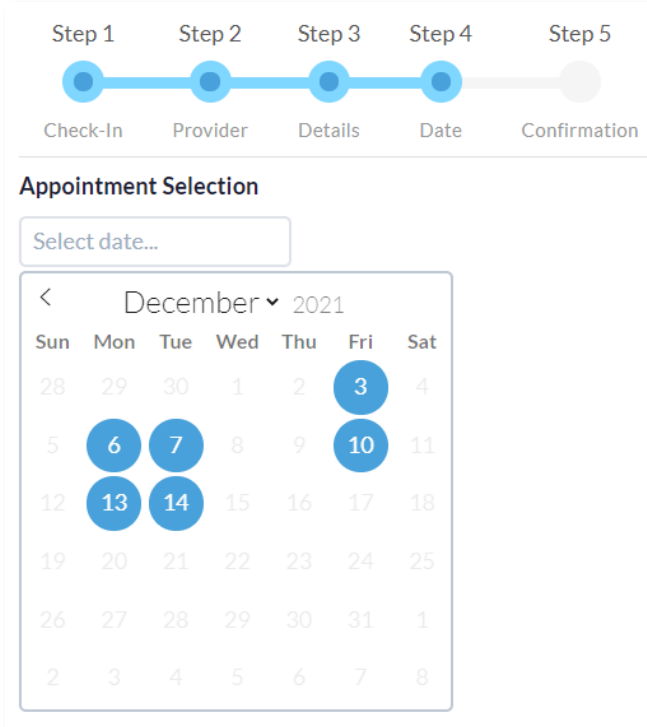
4. In the next window (see **Figure 3**), select **In-Person Appointment** or **Virtual (Telephone) Appointment** and briefly describe the reason for your visit by typing in the text area. Select blue **Next** button to proceed to next window.
5. **Note:** depending on your provider's booking preferences, they may or may not offer in-person or telephone appointments. If you would like to request an appointment that is not available in the booking window, please contact your clinic to request an appointment by phone.



The screenshot shows the "Details" step of the booking process. The progress bar indicates that Step 3 (Details) is active. The heading is "Dr. Bruce Kwok". The question is "What type of appointment would you like to book?". Two buttons are shown: "In-Person Appointment" (highlighted in blue) and "Virtual (Telephone) Appointment". Below this, it says "Appointments of this type are scheduled for 15 minutes." and "Please briefly describe your reason for visit (up to 20 characters):". A text input field contains the text "cough, runny nose" with a red arrow pointing to it. A blue "Next" button is at the bottom right.

**Figure 3.**

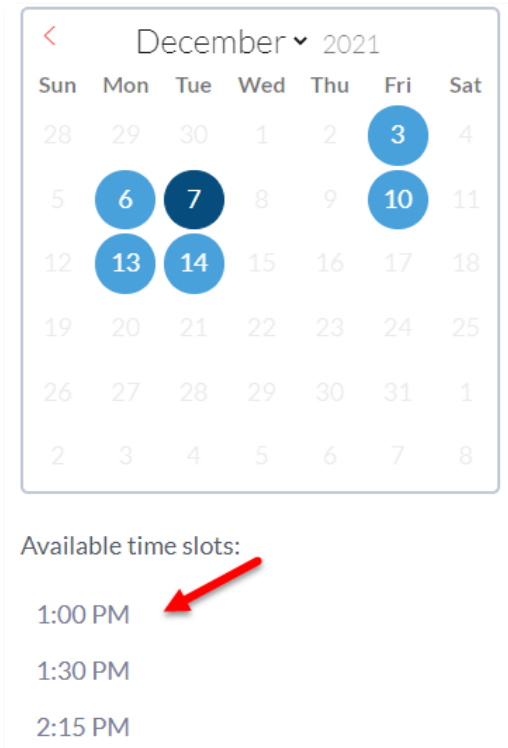
6. The **Appointment Selection** window (see **Figure 4**) will display available dates for online appointment booking. Days outlined in a blue dot are available to choose from.



The screenshot shows a five-step progress bar at the top: Step 1 (Check-In), Step 2 (Provider), Step 3 (Details), Step 4 (Date), and Step 5 (Confirmation). Step 4 is the active step. Below the progress bar is the "Appointment Selection" section, which includes a "Select date..." input field and a calendar for December 2021. The calendar shows dates from 28 to 8. Several dates are highlighted with blue circles: 3, 6, 7, 10, 13, and 14.

**Figure 4.**

7. Click on your preferred date and a list of available times will appear below the calendar (see **Figure 5**)



The screenshot shows the same calendar as in Figure 4, but with date 7 selected. Below the calendar, the text "Available time slots:" is displayed. A list of three time slots is shown: 1:00 PM, 1:30 PM, and 2:15 PM. A red arrow points to the 1:00 PM slot.

**Figure 5.**

- After choosing your preferred time, you will see the appointment details including the name of the requested provider, date and time below the times (see **Figure 6**).

Available time slots:

1:00 PM


1:30 PM

2:15 PM

You are requesting an appointment on **December 7, 2021** at **1:00 PM** with **Dr. Doctor Test**

To receive an appointment confirmation by email, please provide your email address below:

**Book Appointment**



**Figure 6.**

- To receive an appointment confirmation for your appointment, enter your email address in the email field. Click **Book Appointment** to save your preferences and book your appointment.
- The final window displays the details of your appointment and provides a couple of options to print or save to your calendar (see **Figure 7**). At this point, your appointment is booked. Optionally, you can provide additional information for the reason for your visit in the text box under **Visit Preparation**.
- Choose the blue **Next** button to view the final window that contains most of the information from the previous window such as appointment details and options for printing and adding to your calendar. You can also provide feedback on the online booking experience. You may now close and exit your browser.

Step 1 Step 2 Step 3 Step 4 Step 5

Check-In Provider Details Date Confirmation

**Appointment Booked**

Your appointment is scheduled for:

**Tuesday, December 7, 2021 - 1:00 PM** with **Dr. Doctor Test**

Health Centre at 80 Bond - St. Michael's Hospital Academic Family Health Team  
80 Bond St  
Toronto, ON M5B 1X2

416-864-3011  
[unityhealth.to/areas-of-care/programs-and-clinics/family-and-community-medicine/#location-tab-st-michaels-hospital-1](https://unityhealth.to/areas-of-care/programs-and-clinics/family-and-community-medicine/#location-tab-st-michaels-hospital-1)

**Print Confirmation** **Add to Google Calendar**

**Download ICS**

**Visit Preparation**

Please consider including more information about this visit to help us prepare:

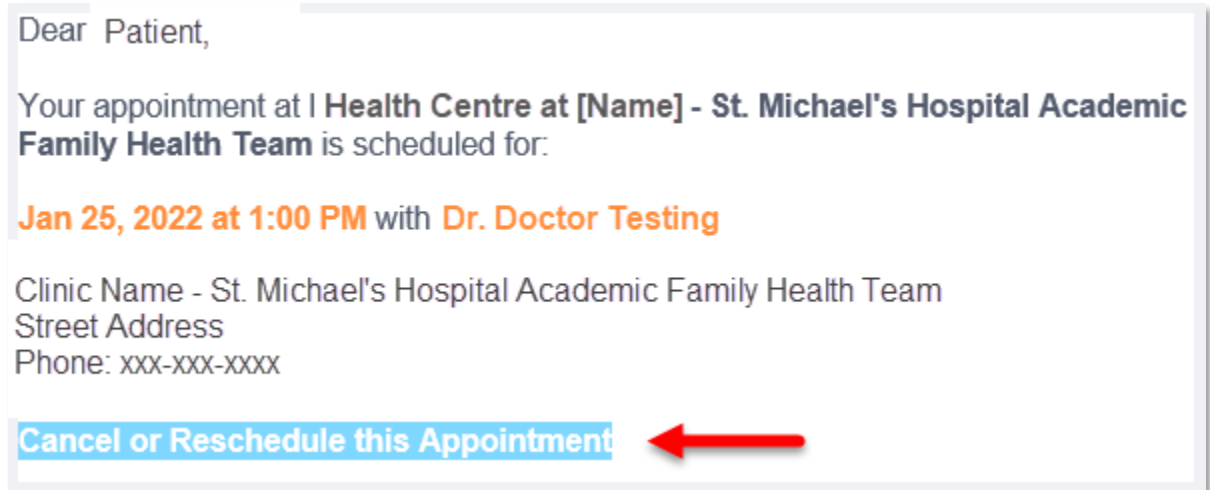
Please call us (24+ hours in advance) if you need to cancel or reschedule.

**Next**

**Figure 7.**

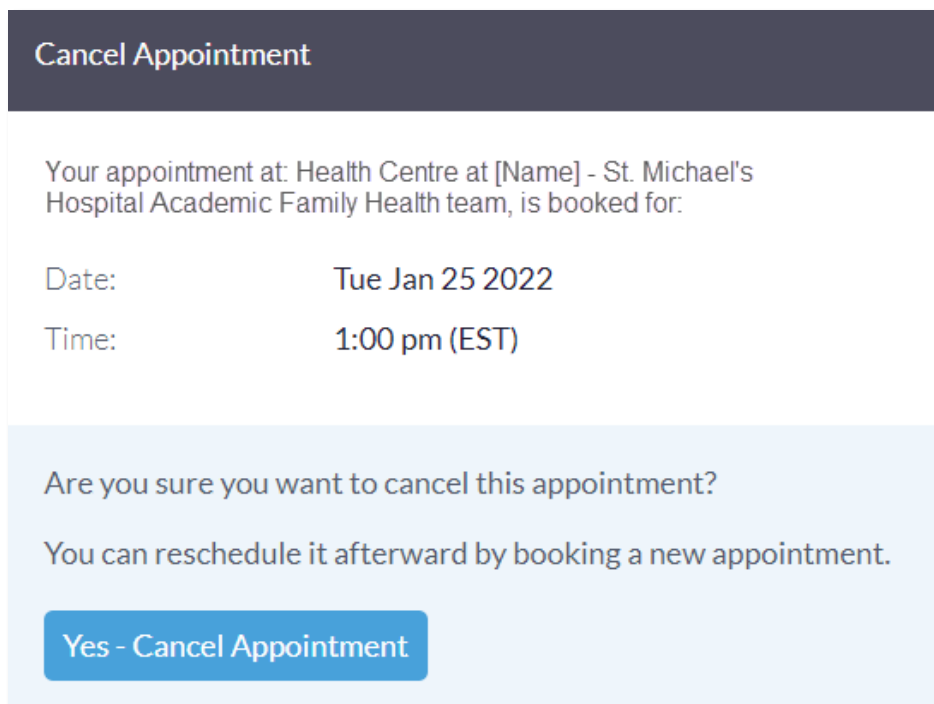
### Cancelling or Rescheduling Your Online Appointment Booking

1. To cancel or reschedule your online appointment booking, click the **Cancel or Reschedule this Appointment** button in your appointment confirmation email (see **Figure 8**)



**Figure 8.**

2. Click the blue **Yes – Cancel Appointment** button to cancel your appointment (see **Figure 9**)



**Figure 9.**

3. Your appointment will be cancelled immediately and you will see a confirmation message to confirm the cancellation was successful (see **Figure 10**).

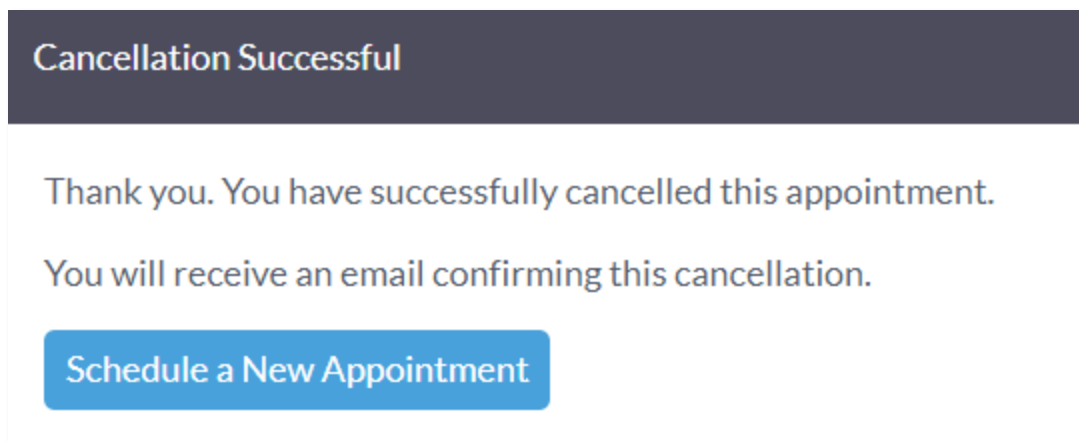


Figure 10.

4. You will also receive an email confirming your appointment has been cancelled (see **Figure 11**).

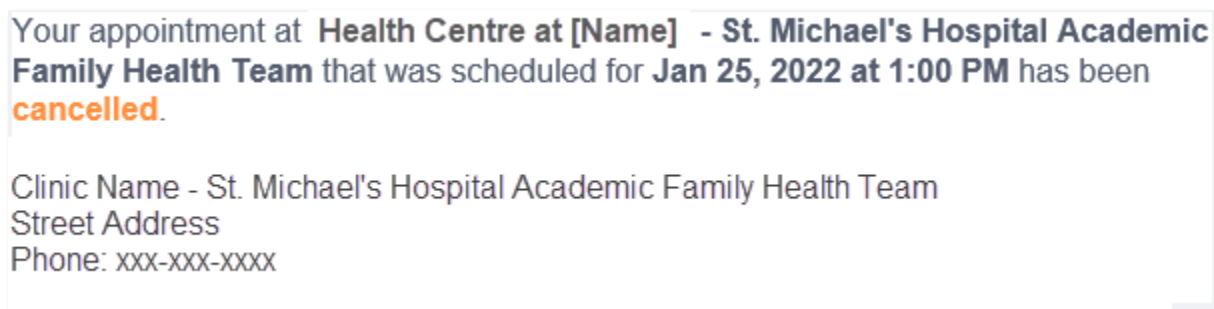


Figure 11.

5. From **Cancellation Successful** window (see **Figure 10**), you can choose to **Schedule a New Appointment** or close your browser.
6. If you choose to book a new appointment, you will be brought back to the main online appointment booking window where you'll be asked to re-enter your information and start the booking process all over again.

If you have any questions or feedback regarding the online appointment booking service, please email [smhafhtquality@smh.ca](mailto:smhafhtquality@smh.ca).