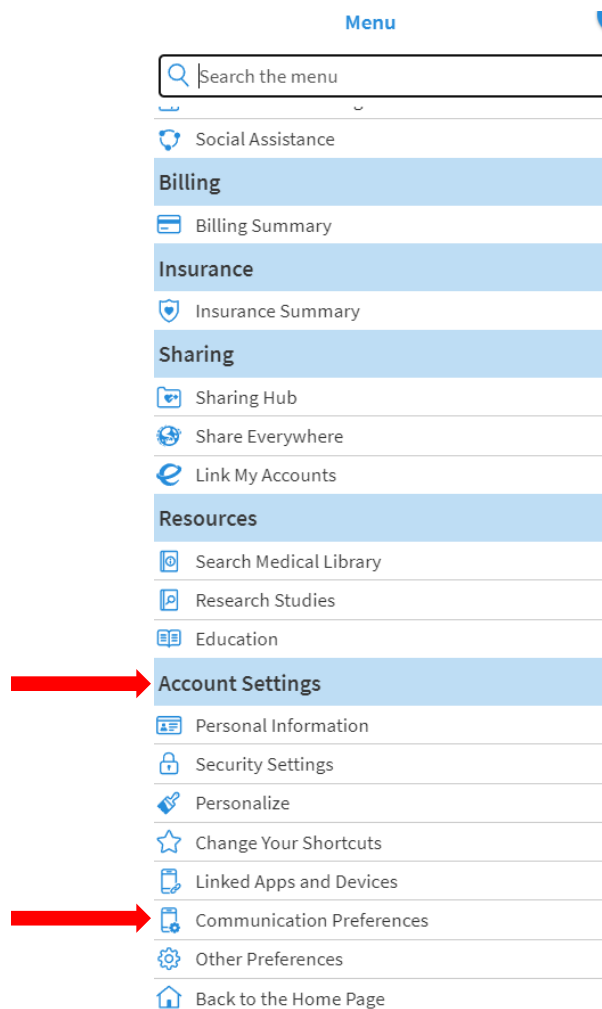
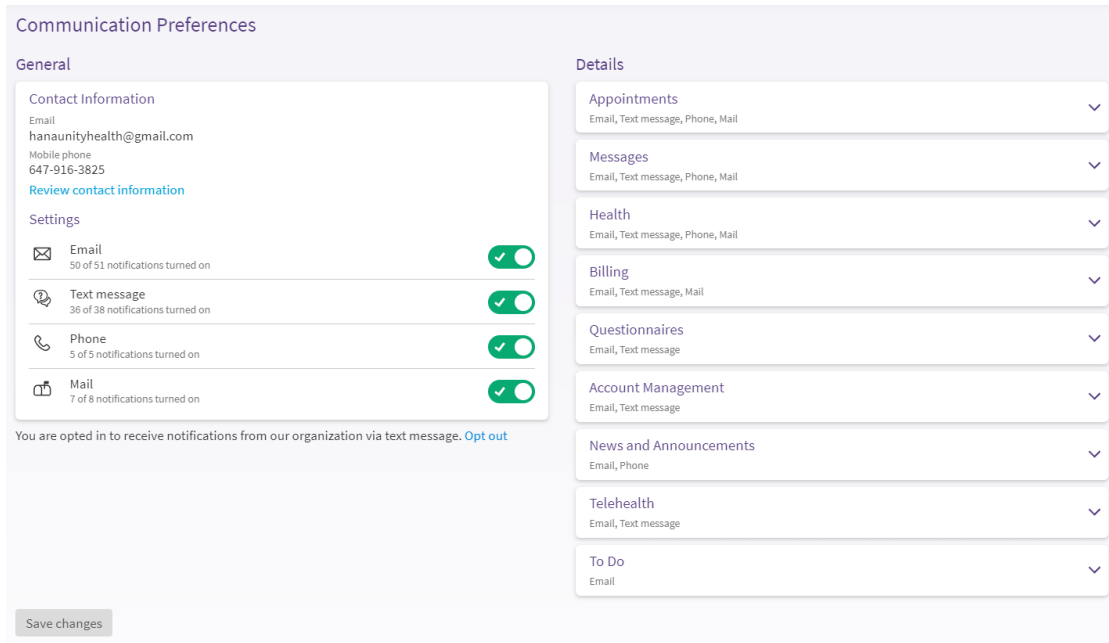


Epic automatically sends you communications, including appointment reminders and instructions on how to sign up for MyChart. You can set your **Communication Preferences** in MyChart and choose what types of communication you want and how (email, text message or paper). You can do this on your own or ask your health care team.

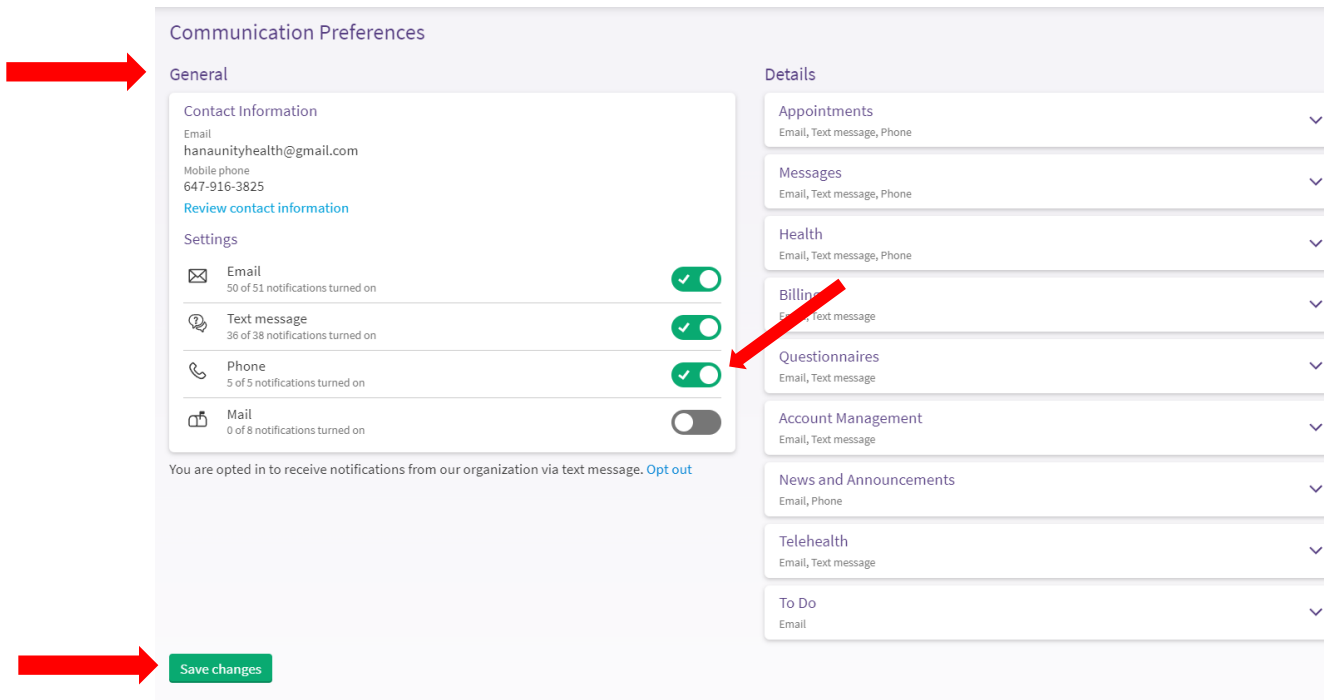
Under the Account Settings, click on **Communication Preferences** from the drop-down list



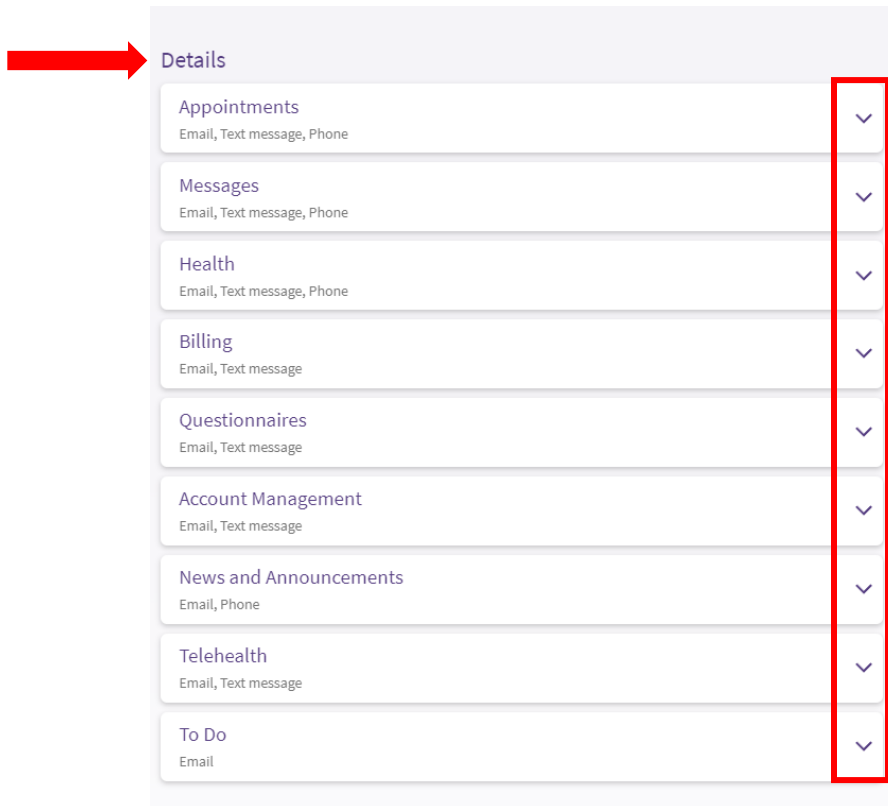
You will see this screen:



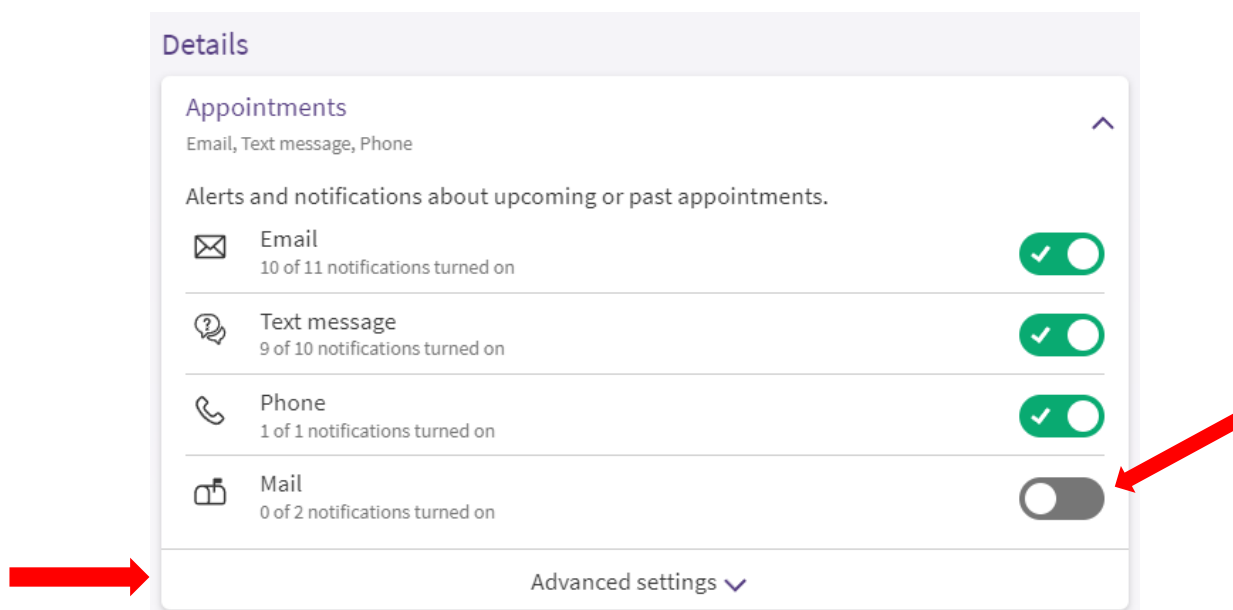
Under **General Communication Preferences**, you have Email, Phone and Mail settings. You can turn those on and off. When the setting is green with a check mark, it's turned on. When it's grey, it's off. Click **Save changes** when done. When changes are saved, the button turns grey.



Under **Details**, you can set preferences for each type of communication. Click on the arrow for the type you want to change.



You can turn off email, text message, phone, or mail notifications for all **Appointments** by clicking the white checkmark or circle. Click on **Advanced settings** at the bottom of the page.



<p><b>Reminders</b></p> <p>Receive alerts about upcoming scheduled appointments.</p> <p><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Text message <input checked="" type="checkbox"/></p> <p>Choose how long before your appointment you would like to receive a reminder: 2 hours</p> <p><b>Scheduling Ticket</b></p> <p>Receive a notification when a new scheduling ticket is available.</p> <p><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Text message <input checked="" type="checkbox"/></p> <p><b>Status Updates</b></p> <p><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Text message <input checked="" type="checkbox"/></p> <p>Receive reminders when your appointment has been:</p> <p><input checked="" type="checkbox"/> Scheduled <input checked="" type="checkbox"/> Changed <input checked="" type="checkbox"/> Canceled <input checked="" type="checkbox"/> Missed</p> <p><b>Surgery Notifications</b></p> <p><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Text message <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> Mail <input type="checkbox"/></p> <p><b>Wait List Offer</b></p> <p>Receive a notification when an earlier appointment time opens up.</p> <p><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Text message <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Automatically sign up my appointments for earlier offers</p>	<p><b>Advanced settings</b> ^</p> <p><b>After Visit Summary</b></p> <p><input type="checkbox"/> Email <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> Text message <input checked="" type="checkbox"/></p> <p><b>Appointment Confirmation</b></p> <p>Indicate how the automated system should notify you to confirm your appointment.</p> <p><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Text message <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/></p> <p><b>Appointment Information</b></p> <p><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> Text message <input type="checkbox"/></p> <p><b>Appointment Letter</b></p> <p><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> Mail <input type="checkbox"/></p> <p><b>Clinic Announcements</b></p> <p>Receive on-the-fly messages from clinic staff about appointment updates.</p> <p><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Text message <input checked="" type="checkbox"/></p> <p><b>Hospital Stay Notification</b></p> <p>Receive a notification when new features are available related to a hospital stay.</p> <p><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Text message <input checked="" type="checkbox"/></p>
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Click on **Save changes** at the bottom of the page after you are done.

## Contact us

You can also ask a member of the health care team to update your **Communication Preferences** or contact the Unity Health MyChart Support team.

Email: [mychartsupport@unityhealth.to](mailto:mychartsupport@unityhealth.to)

Phone: 416-864-5494