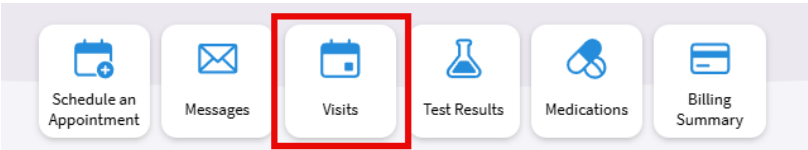


How to cancel an upcoming visit

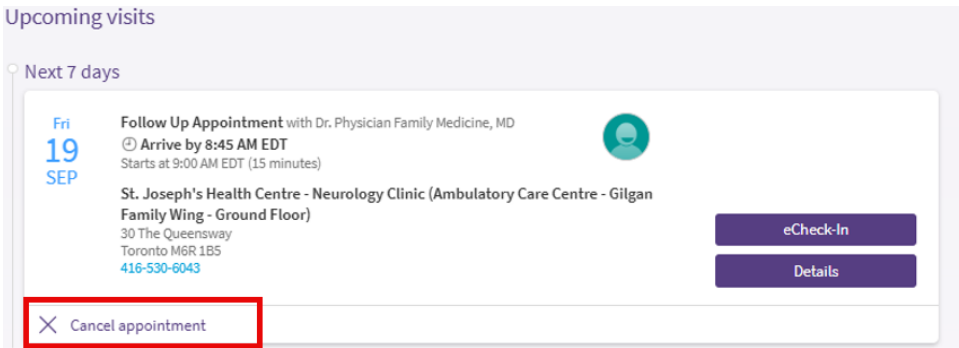
Some clinics at Unity Health allow patients to cancel their appointments directly without calling them. Patients can use their MyChart account to cancel the appointment from the Visits activity. Patients without a MyChart account can use the eCheck-In notification to cancel the appointment.

Direct Appointment Cancellation

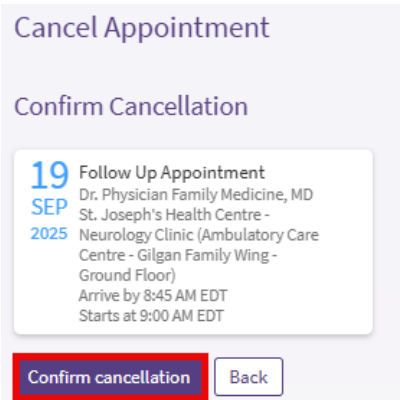
Go to the **Visits** in the main toolbar on the MyChart account homepage.



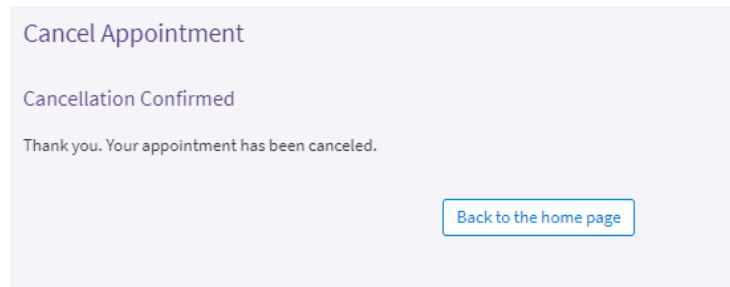
Find the appointment you want to cancel under the Upcoming Visits list and click **Cancel appointment**.



Click on **Confirm cancellation**.



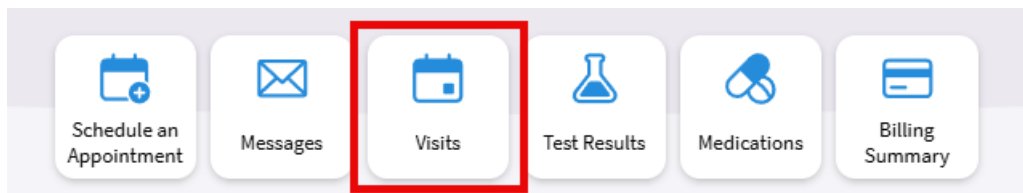
The appointment will be cancelled and will disappear from the Upcoming Visits list.



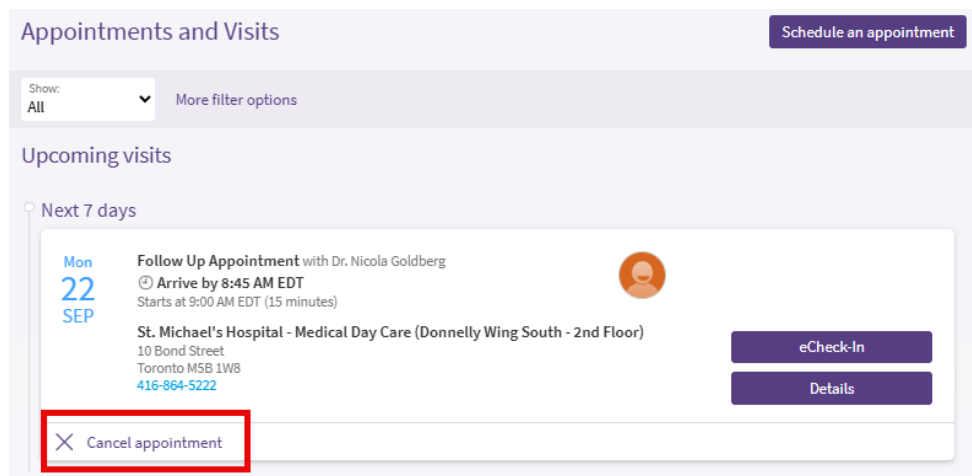
Appointment Cancellation Request

Some clinics only allow submitting appointment cancellation requests.

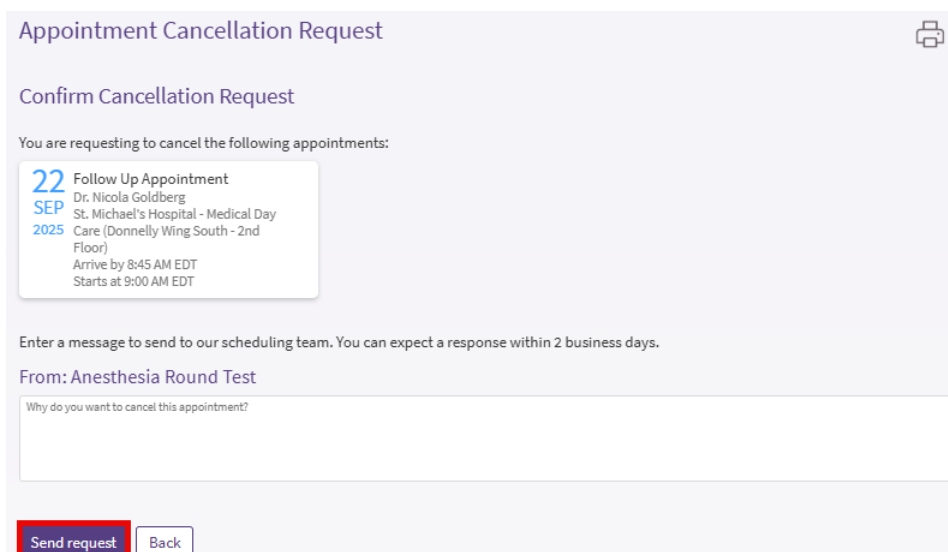
To submit an appointment cancellation request, go to **Visits** on the main toolbar on the MyChart account home page.



Find the appointment you want to cancel under the Upcoming Visits list and click **Cancel appointment**.

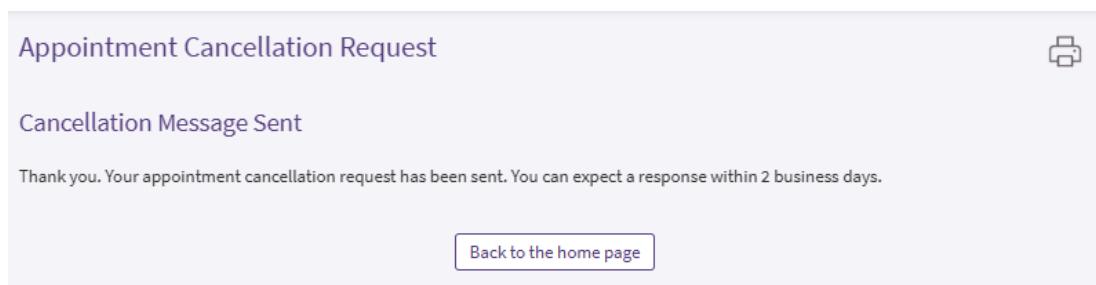


Enter the reason for requesting the appointment cancellation. Click on **Send request**.



The screenshot shows a web form titled "Appointment Cancellation Request" with a printer icon in the top right. Below the title is the section "Confirm Cancellation Request". A message states: "You are requesting to cancel the following appointments:". Below this is a box containing appointment details: "22 SEP 2025 Follow Up Appointment", "Dr. Nicola Goldberg", "St. Michael's Hospital - Medical Day Care (Donnelly Wing South - 2nd Floor)", "Arrive by 8:45 AM EDT", and "Starts at 9:00 AM EDT". Another message says: "Enter a message to send to our scheduling team. You can expect a response within 2 business days." Below this is a "From:" field with the value "Anesthesia Round Test" and a text area with the placeholder "Why do you want to cancel this appointment?". At the bottom are two buttons: "Send request" (highlighted in red) and "Back".

The appointment cancellation request will be sent to the clinic team for review and action.



The screenshot shows a confirmation page titled "Appointment Cancellation Request" with a printer icon in the top right. Below the title is the section "Cancellation Message Sent". A message states: "Thank you. Your appointment cancellation request has been sent. You can expect a response within 2 business days." At the bottom is a button labeled "Back to the home page".

The appointment will still appear in your Upcoming Visits tab until the clinic cancels it on their end.

Note - Please allow **2** business days for the clinic team to work on your cancellation request.

Contact us

If you have questions about how to cancel an appointment in MyChart, please contact the Unity Health MyChart Support team.

Email: mychartsupport@unityhealth.to

Phone: 416-864-5494