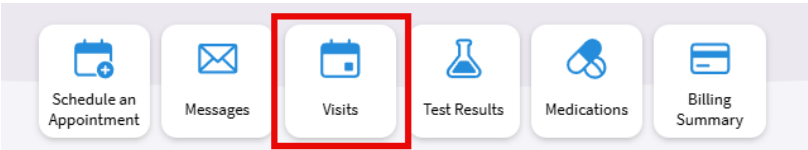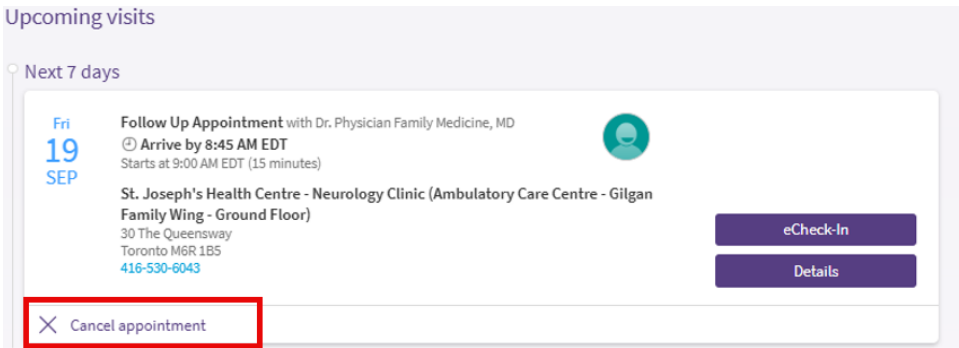## How to cancel an upcoming visit

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.

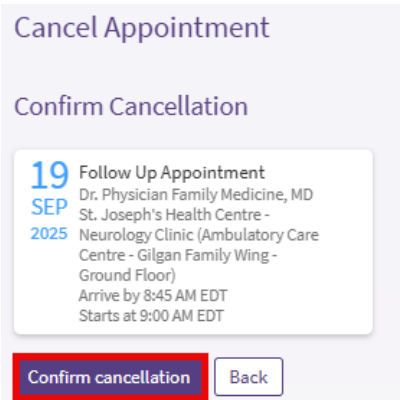**Direct Appointment Cancellation**

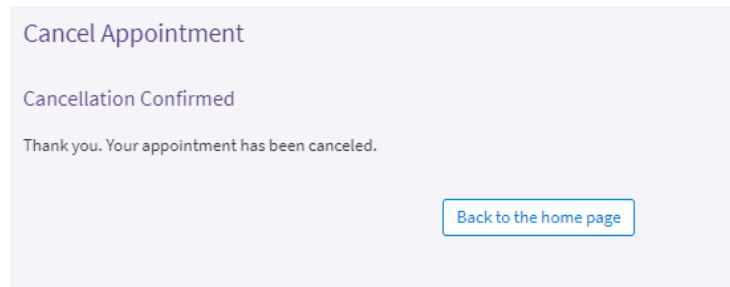Go to the **Visits** in the main toolbar on the MyChart account homepage.

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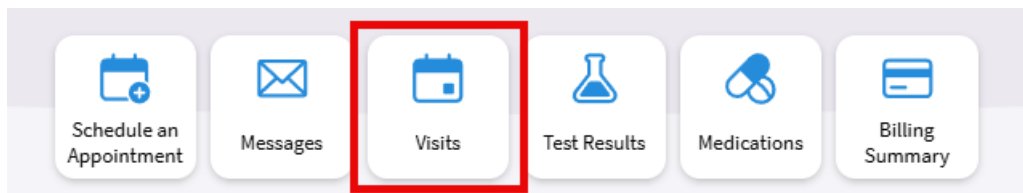

Click on **Confirm cancellation**.

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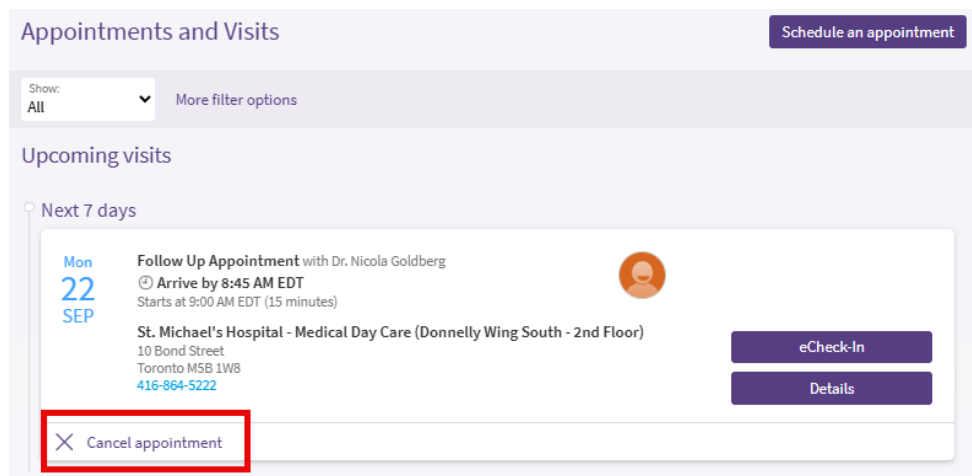

Appointment Cancellation Request

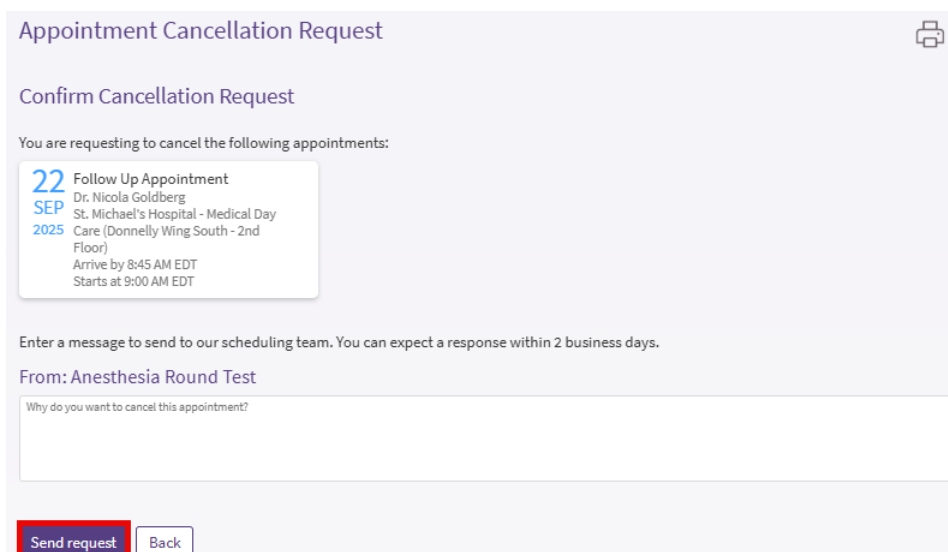Some clinics only allow submitting appointment cancellation requests.

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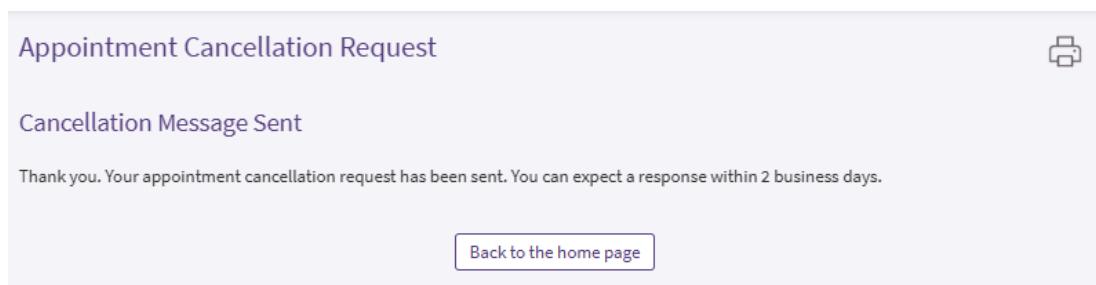
Enter the reason for requesting the appointment cancellation. Click on **Send request**.

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

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