

How to get ready before an appointment and arrive using Hello Patient

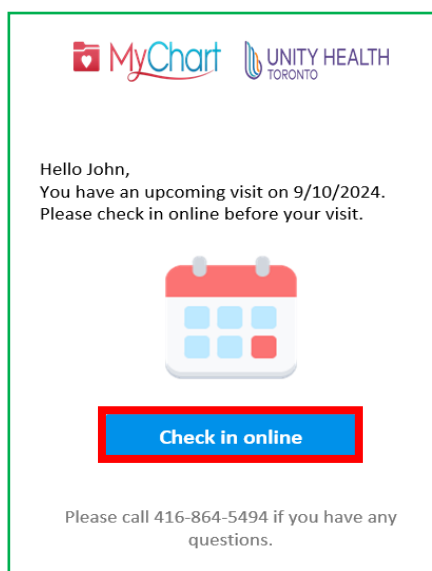
Get ready for your visit allows patients to complete registration activities before their visits. You can update your address, contact information, health card, and insurance details all from your phone, tablet, or computer. Registration steps can be completed before your visit, and clinical steps (such as reviewing medications) can be done on your personal device after you've checked in at the clinic.

Anyone can use **Get ready for your visit**, even if you don't have a MyChart account. It becomes available 7 days before your scheduled appointment. If you haven't completed it yet, you'll still have access up to 1 day before your visit. Look out for an email or text message with your personalized link!

Hello, Patient allows patients to let the clinic know they've arrived for their appointment. No need to line up at the front desk. You'll receive a notification on your phone 30 minutes before your scheduled appointment time, reminding you to check in. You can also check in at any time by logging into your MyChart account.

What if I do not have a MyChart account?

No problem! We'll send you an email or text message with a secure link to get ready for your visit. Just click the link and follow the steps; login is required. Below is an example of what that message looks like.



How do I get ready using MyChart?

On your MyChart home page, find your upcoming appointment and click the **Get ready** button.

Follow Up Appointment

Wed
25
Feb

🕒 Arrive by 9:45 AM EST

📍 St. Joseph's Health Centre - Neurology Clinic (Ambulatory Care Centre - Gilgan Family Wing - Ground Floor)

👤 With Dr. Physician Family Medicine, MD

Get ready

View details

Appointment Details

Follow Up Appointment with Dr. Physician Family Medicine, MD

🕒 Wednesday 25 February 2026
Arrive by 9:45 AM EST
Starts at 10:00 AM EST (15 minutes)
[Add to calendar](#)

📍 St. Joseph's Health Centre - Neurology Clinic (Ambulatory Care Centre - Gilgan Family Wing - Ground Floor)
30 The Queensway
Toronto M6R 1B5
[416-530-6043](tel:416-530-6043)

Canceling this appointment may lead to delays in rebooking. We will do our best to reschedule your appointment, however this depends on clinic capacity and availability of care providers. If you have concerns, you are encouraged to contact the clinic before canceling.
[Cancel appointment](#)

Get ready for your visit!

Confirm | **Get ready**

Let staff know you don't need a reminder call. | Provide information before you arrive to speed up check-in.

You will be notified if an earlier visit becomes available. [Opt out of notifications](#)

Visit Instructions

1. Arrive 15 minutes early.
2. Bring copy of list of current medications and valid healthcard.
3. Please allow up to 2 hours for your appointment.

You'll be guided through a series of simple steps. Each section only takes a few minutes to complete. Here's what to expect:

Step 1: You'll be asked to confirm your primary care physician (PCP) this is your family doctor or main healthcare provider. Simply review the information shown and confirm if it's correct, or update it if needed.


← Visit Details

Get ready for your visit

PCP Insurance Payments Questionnaires Medications Pharmacies Allergies

Verify Primary Care Provider

Is this still your Primary Care Provider?

 **Dr. Rishie Seth, MD**
Internal Medicine
Primary Care Provider

[Provider details](#) ▾

Step 2: Review and update your insurance information. This helps us make sure we have the most up-to-date coverage details on file for your visit.

← Visit Details

Get ready for your visit

PCP Insurance Payments Questionnaires Medications Pharmacies Allergies

* Indicates a required field.


Responsibility for Payment

Mychart, Amber
30 BOND ST
TORONTO TORONTO M5B 1W8
416-864-6060

* We have this person on file to pay for costs not covered by insurance. Is this information correct?

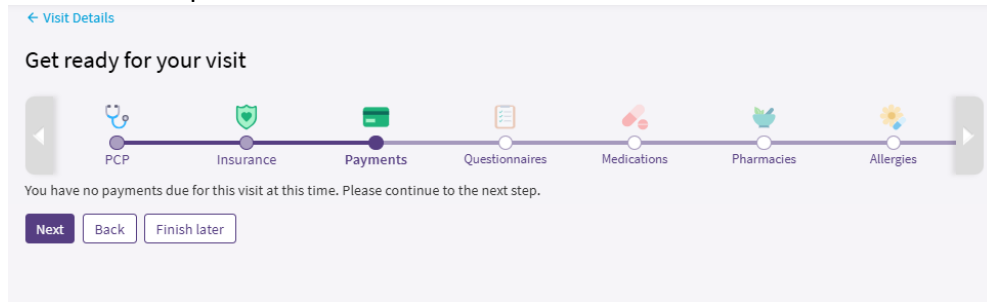
Insurance on file

OHIP / OHIP
Subscriber legal name
Amber MyChart
Subscriber number
999999999
Group number
43

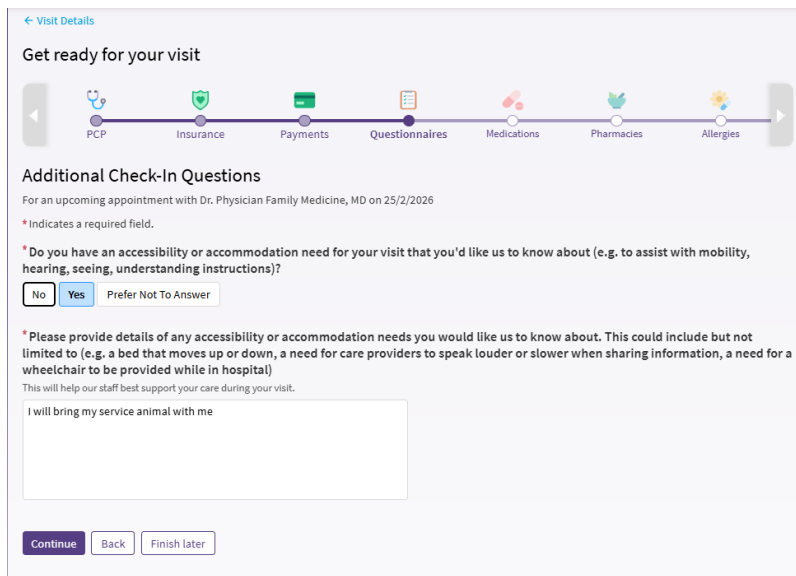
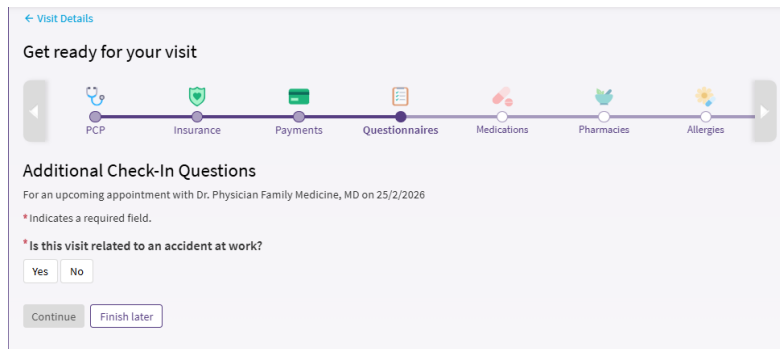


[+ Add a coverage](#)

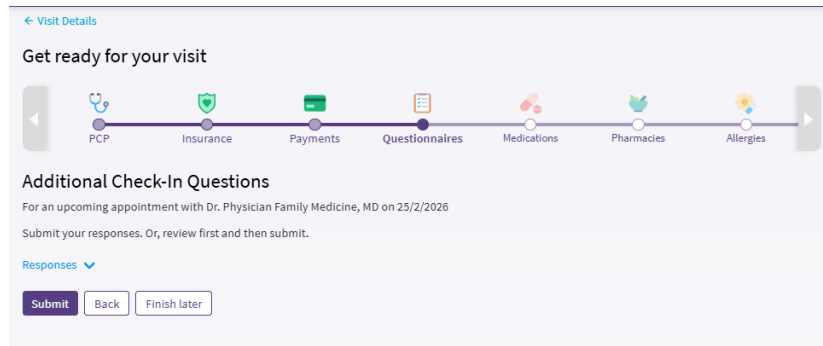
Step 3: If you have no outstanding balance, just click **Next** to continue. If a payment is owed, you'll be prompted to settle it at this step.



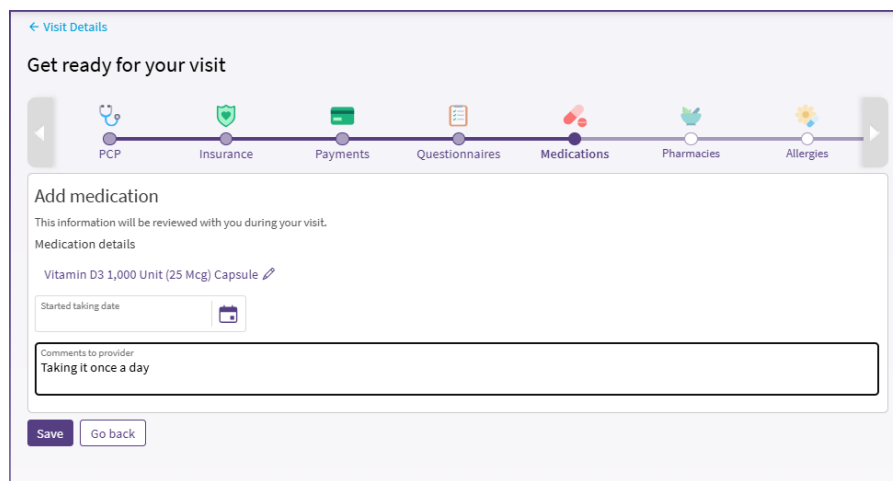
Step 4: Answer a few short questions to help your care team prepare for your visit



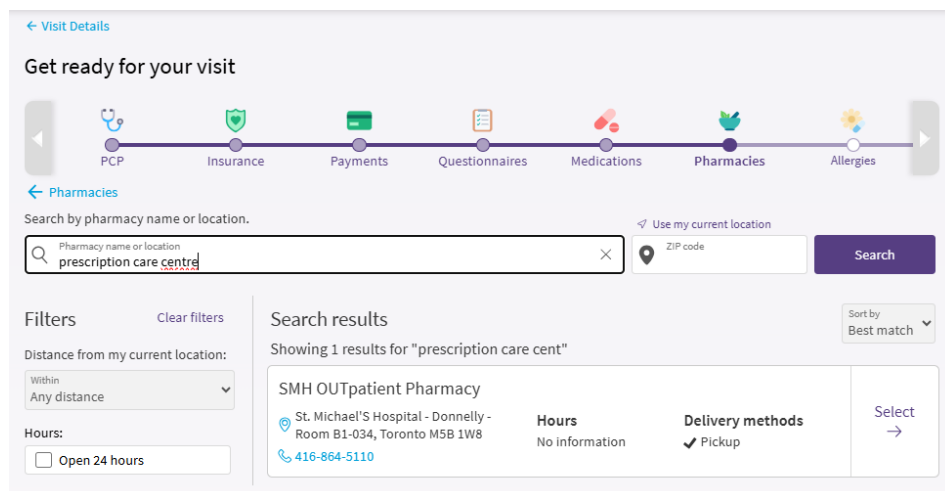
You can click **Submit** after answering the questions and come back to complete the remaining steps closer to your appointment.



Step 5: Review your current medications. Add any new ones, confirm existing ones, and click **Save** when you're done. Keeping this list current helps your care team provide the safest care possible.



Step 6: Add or update your preferred pharmacy. Search by name or location to find your pharmacy and set it as your default.



Select your preferred pharmacy from the list of results and confirm your choice.

← Visit Details

Get ready for your visit

PCP Insurance Payments Questionnaires Medications **Pharmacies** Allergies

Which pharmacy would you like to use for this visit?
Select from the list below or find a new pharmacy. Medications prescribed during this visit will be sent to the pharmacy you select.

SMH Outpatient Pharmacy
St. Michael's Hospital - Donnelly - Room B1-034, Toronto M5B 1W8
Hours
No information
Saved pharmacy Remove

Find a pharmacy

Use selected pharmacy Skip Back

Step 7: Review your health conditions. You can confirm existing ones, request the removal of any that no longer apply, or add new ones. This helps your care team have an accurate picture of your health history.

← Visit Details

Get ready for your visit

Insurance Payments Questionnaires Medications Pharmacies Allergies **Health Issues**

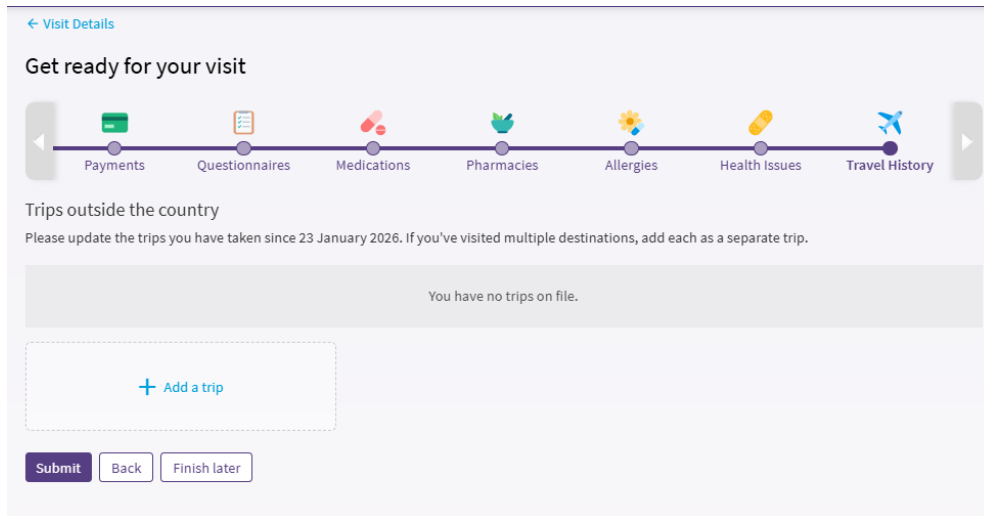
Have your health issues changed?

Migraine
Started 23/2/2026
 Request removal

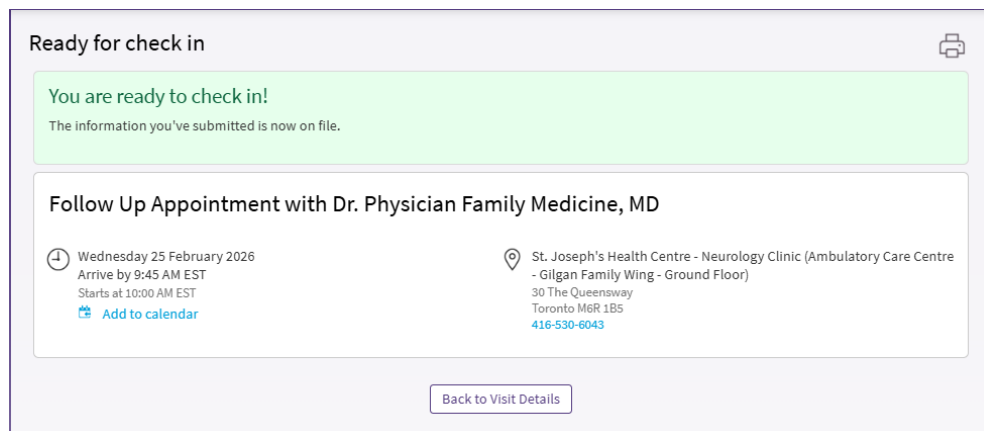
+ Add a health issue

Confirm Skip Back

Step 8: If you've recently travelled internationally, let us know by adding your trip details. When you're finished with all the steps, click **Submit**.



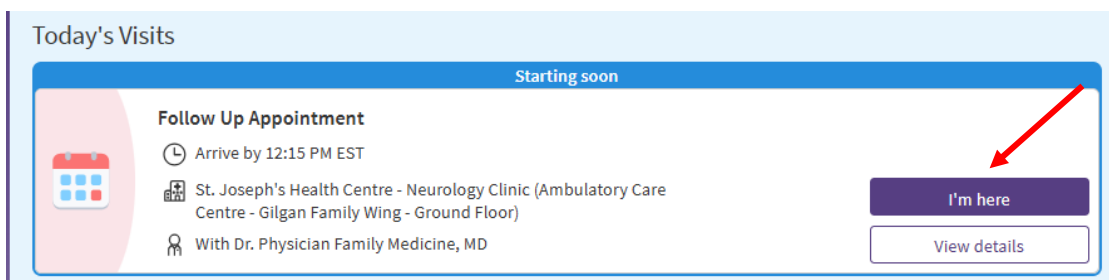
You're all done! Once you've completed, you'll see a confirmation screen like the one below. You're now ready for your visit.

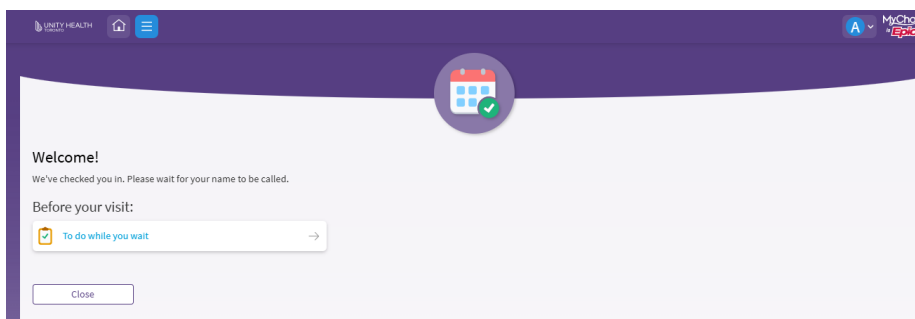
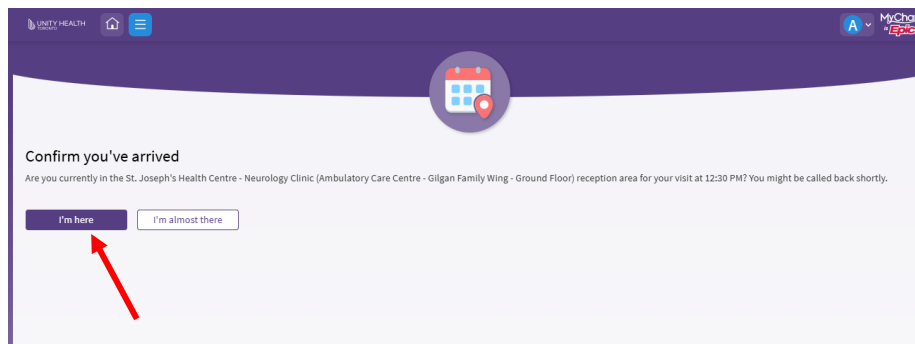
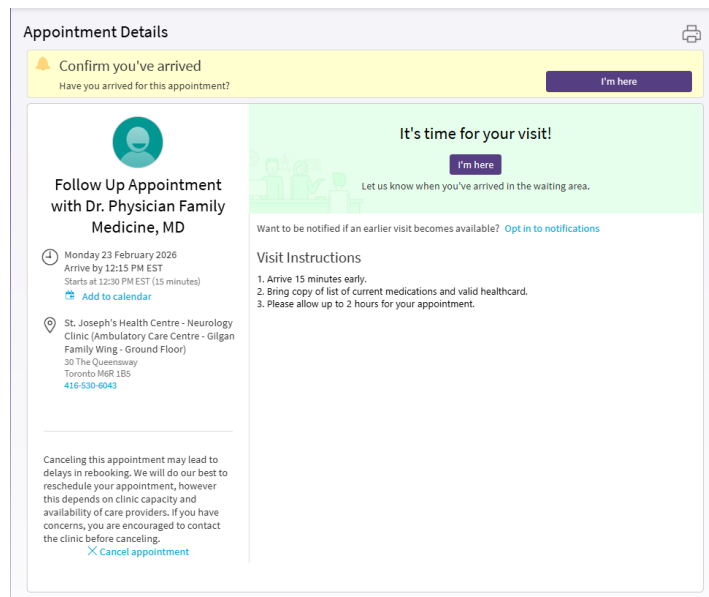


Any personal information you update (such as your address or contact details) will be visible to patient-facing staff at Unity Health right away. Medical information you update (such as your medications or health conditions) will be reviewed by your provider, who will confirm and update your chart accordingly.

How to use Hello Patient

When you arrive at the clinic, open MyChart and tap **I'm here** on the main page. This notifies the clinic that you've arrived so staff can prepare for your appointment.





Please note: In some cases, a staff member may still ask you to stop by the front desk to provide additional information or complete any steps that couldn't be done digitally.

Contact us

Have questions? We're happy to help. Reach out to the Unity Health MyChart Support team and we'll walk you through it.

Email: mychartsupport@unityhealth.to

Phone 416-864-5928