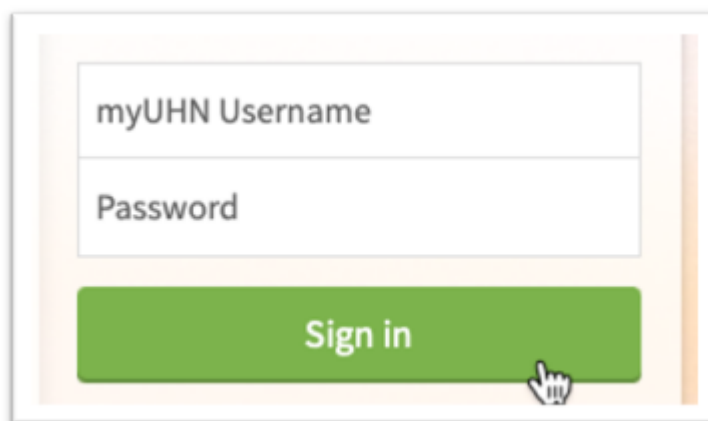


Contact Princess Margaret Care Team

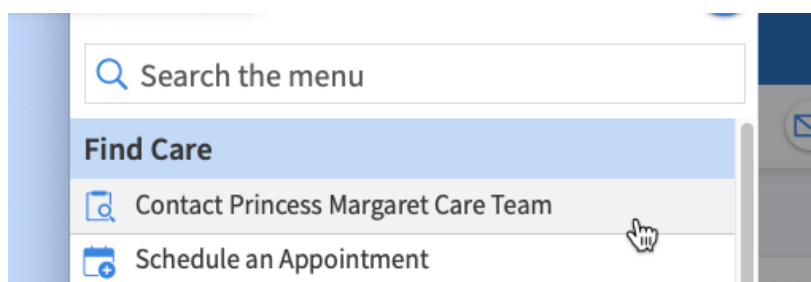
Patient Tip Sheet

Follow these steps to contact your Princess Margaret care team.

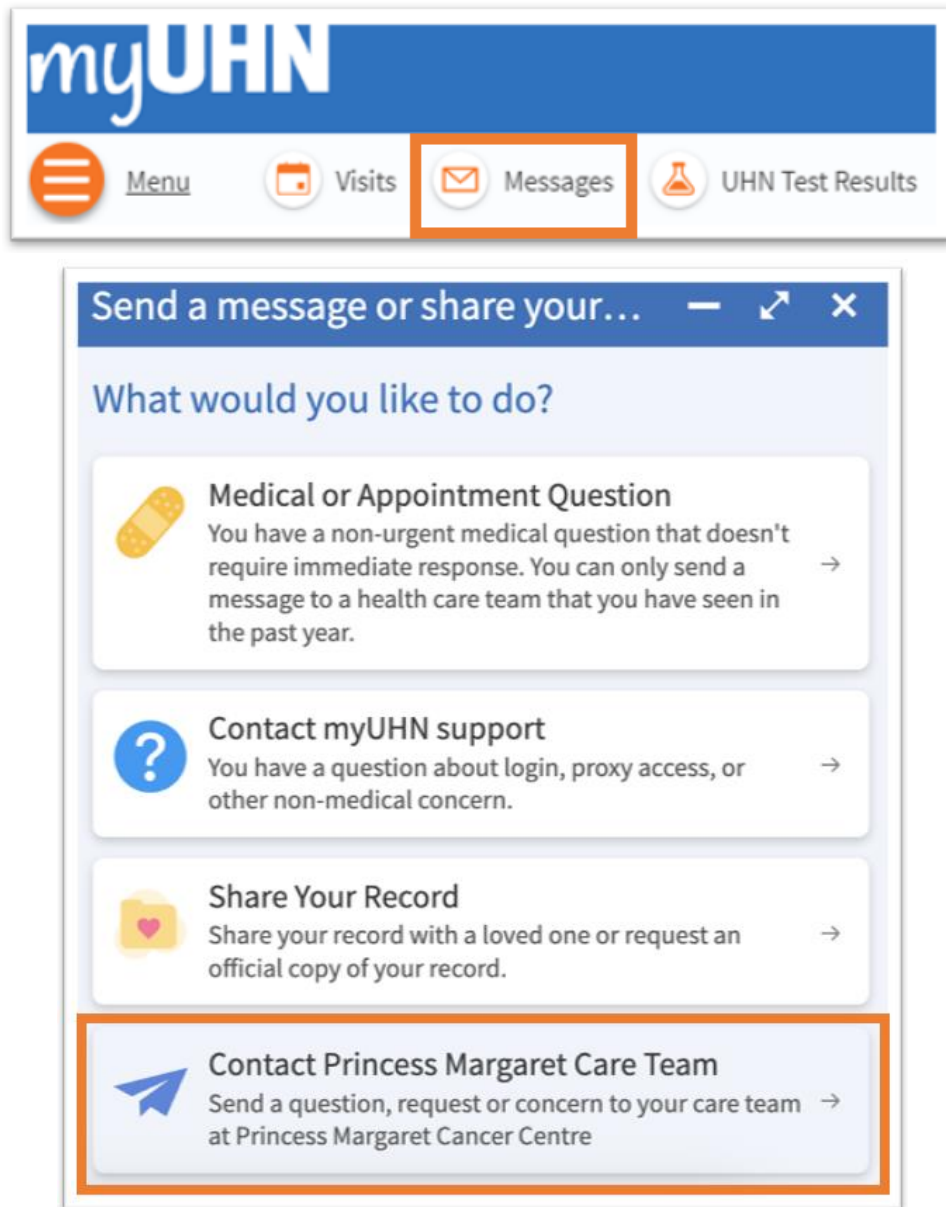
1. Sign in to www.myUHN.ca.

A screenshot of the myUHN sign-in form. It features two input fields: 'myUHN Username' and 'Password'. Below these fields is a green 'Sign in' button. A mouse cursor is shown clicking on the button.

2. Click **Contact Princess Margaret Care Team** in the menu.




Note: you can also use this feature by going to **Messages** and choosing **Contact Princess Margaret Care Team**.



3. To start, click the box below that matches your request or issue. Add your information on the next screen.


PM Request


Select one of the options below to get started. The information you enter will help direct your request to the right person.

Symptoms and Side Effects Tell us if you are feeling unwell or have any medical issues → 	Appointments Request a new appointment or change to an existing appointment at Princess Margaret →
Treatment Plan Tell us if you are feeling unwell after treatment, ask about medications, or ask for more information about your treatment plan. →	Other Questions, Requests or Concerns Prescriptions, Help taking your medications, Results, Forms, Letters, etc. →

Medical requests (for example, you are not feeling well) can only be sent when the clinic is open, Monday to Friday, 9:00 am – 4:00 pm.

4. Click **Continue**

PM Request 

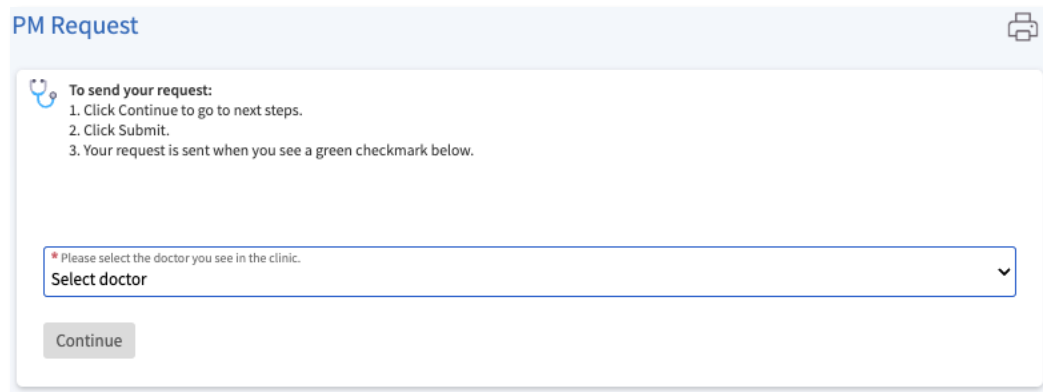
 **To send your request:**

1. Click Continue to go to next steps.
2. Click Submit.
3. Your request is sent when you see a green checkmark below.

Continue

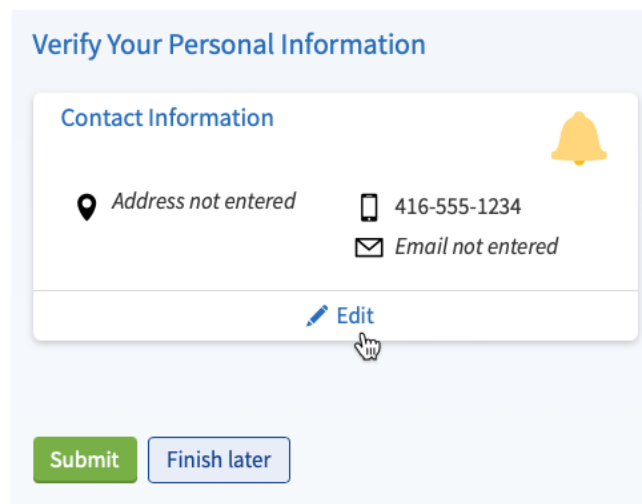
[Back to PM Request](#)

5. Choose your doctor's name from the dropdown list. Click **Continue**.



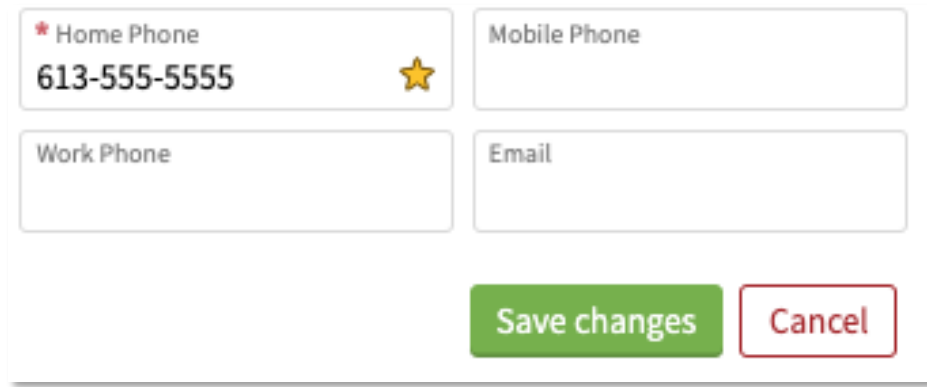
The image shows a web form titled "PM Request" with a printer icon in the top right corner. Below the title, there is a section with a stethoscope icon and the text "To send your request:" followed by three numbered steps: 1. Click Continue to go to next steps. 2. Click Submit. 3. Your request is sent when you see a green checkmark below. Below this section is a dropdown menu with the text "Please select the doctor you see in the clinic." and "Select doctor" as the selected option. At the bottom of the form is a "Continue" button.

6. Make sure the primary phone number listed is right. Click **Edit** to make any changes.



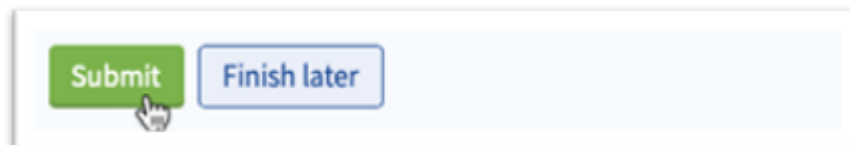
The image shows a web form titled "Verify Your Personal Information". Below the title is a section titled "Contact Information" with a yellow bell icon in the top right corner. Inside this section, there are three fields: "Address not entered" with a location pin icon, "416-555-1234" with a phone icon, and "Email not entered" with an envelope icon. Below these fields is an "Edit" link with a pencil icon. At the bottom of the form are two buttons: "Submit" and "Finish later".

Your primary phone number will have a star. If you edit the number, click **Save Changes**.



A form for updating contact information. It contains four input fields: 'Home Phone' (with a red star icon and a yellow star icon, containing the number '613-555-5555'), 'Mobile Phone', 'Work Phone', and 'Email'. At the bottom right, there are two buttons: a green 'Save changes' button and a red-outlined 'Cancel' button.

7. Click **Submit** to send your request. You will get a phone call in response. Please answer if you are waiting for a call from your care team.

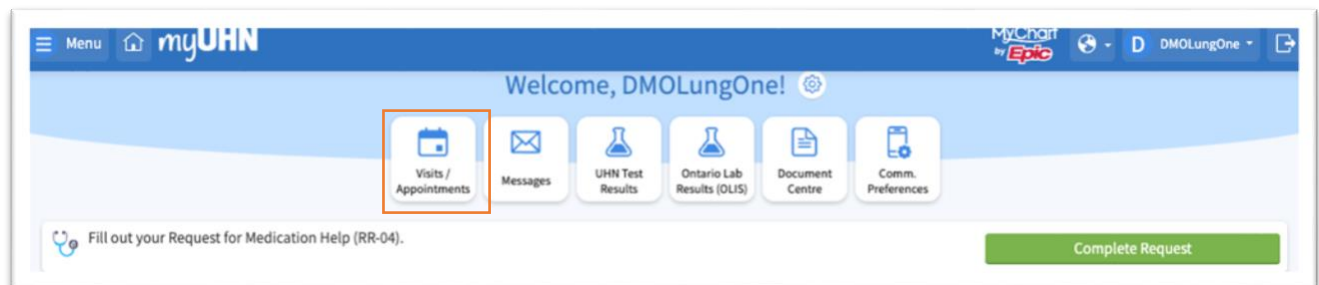


A horizontal bar containing two buttons: a green 'Submit' button and a blue-outlined 'Finish later' button. A mouse cursor is pointing at the 'Submit' button.

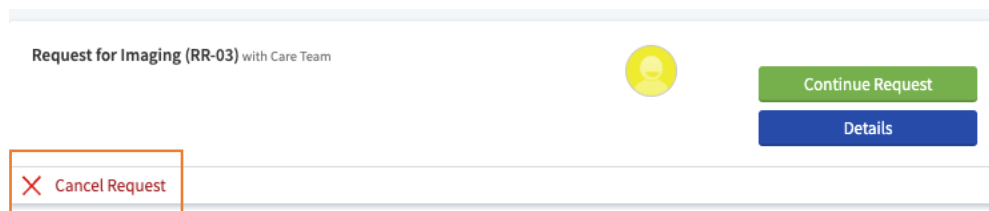
Follow these steps to cancel a request that you have started but do not want to send to your care team.

Note: These steps are only for in-progress requests. Requests that have been sent cannot be cancelled.

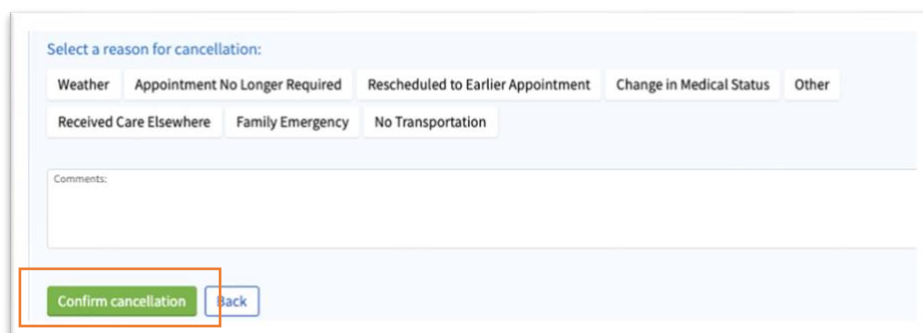
1. From the homepage, choose Visits/Appointments.

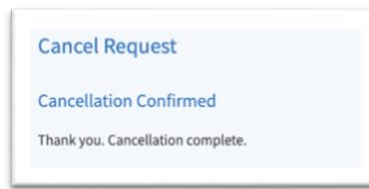


2. Choose Cancel Request.



3. Choose Confirm Cancellation. You have the option to choose a reason for cancellation.





Your request will not be sent to your care team.

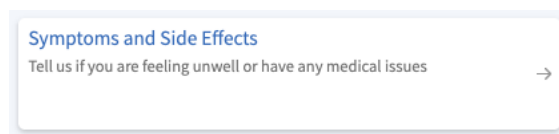
If you notice an In Progress notification on the Contact Princess Margaret Care Team page after you have cancelled an in-progress request, **log out** of myUHN. When you start a new session, this notification will disappear.



Follow these steps to upload a photo (optional).

*In some cases, a photo(s) may help your care team better understand your concern. For example, if you have a rash, or your PICC site looks red. **Photo(s) will be saved in your medical record.** Please focus the photo(s) on your area of concern. Avoid showing your face and private areas if possible.*

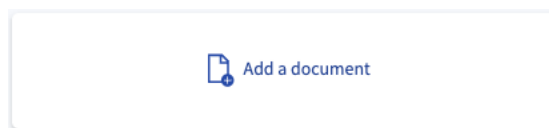
1. Choose **Symptoms and Side Effects** from the Contact Princess Margaret Care Team page.



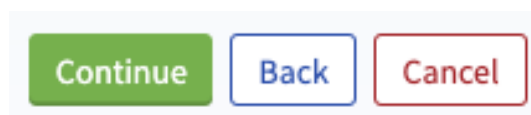
2. Describe your request using the space provided.

A light blue rectangular area. At the top, it says '* Please give us details about how you are feeling.' in blue. Below this is a large, empty rectangular box with a red border. At the bottom left of the box, there is a red exclamation mark icon followed by the text 'This is required' in red.

3. Choose **Add a document**. When the file browser opens, choose the photo file(s) you would like to send and then choose **Open**.




4. Choose **Continue**.






5. Follow the prompts to add your information, then choose **Submit** when you are ready to send the request. Your care team will receive your request, including the photo(s).


Verify Your Personal Information

Contact Information

 610 University Ave
Toronto ON M5G 2C4

 555-555-5555 (preferred)
 Email not entered



 Edit

Submit

Save or Cancel

Note

Working hours are **Monday to Friday, 9:00am – 4:00pm.**

Please allow 4 working hours for medical requests and 3 business days for administrative requests.

If you require support outside of working hours, call CAREpath at **1-877-681-3057** or go online to CareChart at carechatathome.ca.

Call 911 in an emergency.