

Ticket Scheduling is a feature in myUHN Patient Portal that allows you to book, reschedule, and cancel your appointments online. This feature is currently available in select clinics.


Book an Appointment

1. You will receive a 'ticket' through myUHN when your appointment is ready to be booked. You will receive an email notification when your 'ticket' is available in myUHN along with reminders to complete this task.
2. Sign in to www.myUHN.ca with your username and password. If you do not have a myUHN Portal, create an account by selecting **Sign up Now**.

Sign in

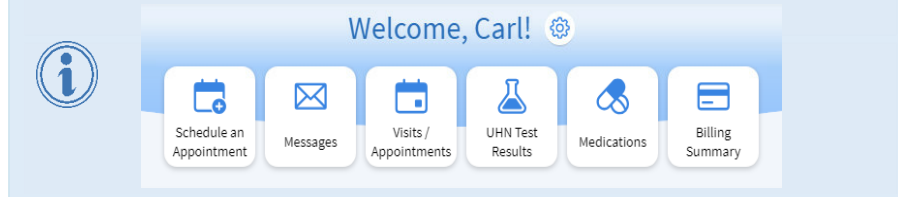
Sign up now

3. You will see any appointments that need scheduling on your health feed once you log into your myUHN account. To look at the offer click **Schedule Now**.


Schedule an appointment for your FOLLOW UP (IN PERSON).

Schedule now
Decline

You can also find **Schedule an Appointment** in the menu and add this to your shortcut bar. Click [here](#) to learn how you can customize your




4. Review the appointment information and begin by clicking **Schedule**. If you choose to **Decline** the offer, you must select a reason before you can decline - if you decline an appointment, you will not be able to schedule this appointment via myUHN. Review the available dates and times and select one that works best for you. Click on the time listed under the date of your preference.

Your Menu
myUHN

Schedule an Appointment

Here's what you're scheduling


FOLLOW UP (IN PERSON)

- With TG Generic Provider
- TG-Toronto Centre For Liver Disease - Francis Family Liver Clinic
- Oct 1, 2024 or after
- Requested Sep 26, 2024

Schedule
Decline

Menu
myUHN
MyChart by Epic
Liv

Tuesday 3 September 2024

Jordan Feld

Toronto General Hospital
200 Elizabeth Street, Norman Urquhart Wing, 13th Floor - Room 1301 Toronto ON M5G 2C4

8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM
9:15 AM	9:30 AM	9:45 AM	10:00 AM	10:15 AM
10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM
11:45 AM	12:00 PM	12:15 PM	12:30 PM	12:45 PM

Hint: You can use filters to help narrow your search to a specific day or time.

5. Once you've made your selection, review your personal information and confirm it is correct. If it is, select **This information is correct**. If it is not correct, edit your information by clicking on **Edit**. Make sure to click **Save Changes**.

This time slot is reserved for you until 1:28 PM. Please complete scheduling by then.

Verify your personal information

Contact Information

123 Sunshine Ave
Toronto ON M5T 0B6

Home phone not entered

Going somewhere for a while? [Add a temporary address](#)

416-998-9776 (preferred)

Work phone not entered

leigh.gibson@uhn.ca

Edit

Details About Me

Preferred First Name Not entered

Legal Sex Female

Gender Identity Bigender

Sex assigned at Birth Not entered

Sexual Orientation Not entered

Marital Status Not entered

Language Dutch

Edit

This information is correct

7. Review the appointment details. If everything looks correct, click **Schedule it**.

You're almost done...

This time slot is reserved for you until 1:57 PM. Please complete scheduling by then.

FOLLOW UP (IN PERSON) with Morven Cunningham

Friday 7 March 2025
Arrive by 8:45 AM
Starts at 9:00 AM (15 minutes)

Edit

TG-Toronto Centre For Liver Disease - Francis Family Liver Clinic
200 Elizabeth Street, Norman Urquhart Wing, 13th Floor - Room 1301
Toronto ON M5G 2C4
416-340-4868

What is the most important thing you want addressed during this visit?

Comments

Visit Instructions

This is an **IN PERSON** appointment. Please bring with you any current medications, coverage or insurance documents and any medical documents that may be useful for your consultation. Note that waiting room space is limited; **ONLY** check-in 15 minutes before your appointment. Please understand that clinic is unpredictable and that wait times can reach about 2 hours.

If everything looks correct, click the button below to schedule.

Schedule it

Note: You will have 10 minutes from the time you begin the scheduling process to complete scheduling

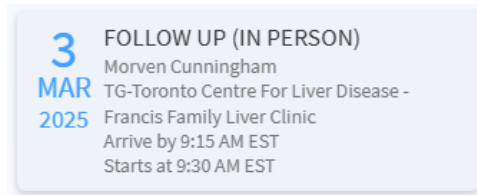


Patient proxies with full or communication-only access will have the ability to schedule an appointment on behalf of the patient.

Reschedule or Cancel an Appointment

You can reschedule or cancel appointments up to **7 days** before the appointment date.

1. Select **Visits/Appointments** from your shortcut bar, or search in the main menu.
2. Under **Upcoming Visits**, find the appointment you want to reschedule. Click the visit tile to open.



3. This will open the **Appointment Details**. From here, select either **Reschedule appointment** or **Cancel appointment**.

A screenshot of the 'Appointment Details' page. The title 'Appointment Details' is at the top left, and a printer icon is at the top right. The main content area is divided into two columns. The left column features a purple circular icon with a person silhouette, followed by the text 'FOLLOW UP (IN PERSON) with Morven Cunningham'. Below this, it shows the date 'Monday 03 March 2025', arrival time 'Arrive by 9:15 AM EST', and start time 'Starts at 9:30 AM EST (15 minutes)', with an 'Add to calendar' link. The right column is titled 'Visit Instructions' and contains text about bringing medications and documents, and a note about waiting times. At the bottom, there are two buttons: 'Reschedule appointment' (highlighted with a green box) and 'Cancel appointment' (highlighted with a red box).

4. If you click **Reschedule appointment**, new dates and times will appear for you to choose from.
5. After you select a new time, you must select a reason for rescheduling before you can click **Schedule it**.

A form titled 'Why do you want to reschedule this appointment?'. It contains several buttons for reasons: 'Weather', 'Appointment No Longer Required', 'Rescheduled to Earlier Appointment', 'Change in Medical Status', 'Other', 'Received Care Elsewhere', 'Family Emergency', and 'No Transportation' (which is highlighted with a red box). Below these is a 'Comments' text field. At the bottom, a green button with a checkmark and the text 'Schedule it' is highlighted with a red box.

The new appointment time will be visible on the **Visits/Appointments** page.

6. If you click **Cancel appointment** a window will open with the appointment you are cancelling with reasons for cancellation. You must select a reason for cancellation before you can click **Confirm cancellation**.

Confirm Cancellation

3
MAR
2025

FOLLOW UP (IN PERSON)
Morven Cunningham
TG-Toronto Centre For Liver Disease -
Francis Family Liver Clinic
Arrive by 9:15 AM EST
Starts at 9:30 AM EST

Select a reason for cancellation:

Weather

Appointment No Longer Required

Rescheduled to Earlier Appointment

Change in Medical Status

Other

Received Care Elsewhere

Family Emergency

No Transportation

Comments:

Confirm cancellation

Back

Note: When you cancel an appointment, the 'ticket' will re-appear on your health feed where you can schedule or dismiss.