

Some UHN outpatient clinics use an automated wait list feature called **Fast Pass**. This gives patients the choice to opt-in to receive notifications and accept offers when an earlier appointment becomes available. Patients on the wait list who have an active myUHN Patient Portal account and have opted-in to receive **Fast Pass** offers will be notified when there is an open appointment available.

Note: Choosing to be on the wait list does not guarantee you will be seen sooner

You can be added to a clinic wait list in one of two ways:

1. Added by clinic staff at the time your appointment is booked
2. Adding yourself to an available wait list through myUHN

Accept a wait list offer

1. You will receive a wait list offer by email or text message when a new appointment is available to you in myUHN.

Note: wait list offers are sent at 6:00 pm and expire at 7:30 am the next morning

2. Log 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**.
3. You will see available offers that can be accepted on your health feed once you log into your myUHN account. Select either **Accept new time** or **Keep existing time**.

New appointment offer for Microsoft Teams Video Visit
This offer is available until **tomorrow at 7:30 AM** or until another patient accepts it.

New Time	Existing Time
Fri 8:15 AM EST	Fri 9:00 AM EDT
7 UC-Cancer Physiatry Clinic	25 UC-Cancer Physiatry Clinic
Mar With Eugene Chang	Apr With Eugene Chang
Accept new time	Keep existing time

Note: You can also see your wait list offers on the Visits/Appointments page

4. Review the new appointment information and either **Accept new time** or **Keep existing time**.
5. Success! When you see a green check mark you have successfully accepted the offer. The new appointment time will be visible on the **Visits/Appointments** page.

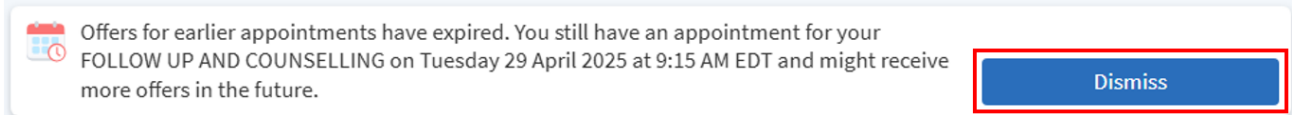
Success
This appointment has been scheduled.

Any required **pre-appointment tests** (such as imaging and/or bloodwork) must be completed before the offered date.

If an **interpreter** has been booked for your original appointment, contact interpretationservices@uhn.ca to confirm your new appointment date.

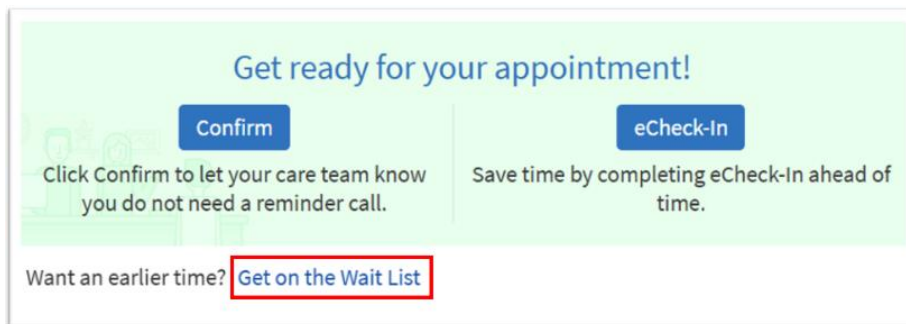
Wait list offer expiry

If the wait list offer expires or another patient accepts the offer, you will see the following message on your health feed. You will remain on the wait list and may receive a future offer. You can dismiss this message.



Adding yourself to a wait list

If you have an upcoming appointment and would like to be seen sooner, go to the **Visits/Appointments** page. Click **View details** on the upcoming appointment and click **Get on the Wait List**.



Note: when you are on a wait list, you can also remove yourself by clicking 'Get off the Wait List'

Set Communication Preferences

To opt-in to receive notifications when a wait list offer is available

1. Click **Menu > Communication Preferences > Appointments > Advanced settings**
2. Under **Wait List Offer**, you can decide **how** you would like to be contacted for wait list offers.

