

A Resource for Schedulers and Admins

Patient Initiated MS Teams Video Visit Appointment Cancellation

Patients can choose to cancel their scheduled MS Teams video visits from myUHN Patient Portal. This decision was made at the organizational level since it aligns with the [Patient Declaration of Values](#) and can help with clinic efficiency.

Patient initiated cancellation notifications are sent to **In Basket, Pt. Schedule** subfolder.

Patients will have an option to cancel MS Teams video visits if they are scheduled at least a week in advance.

If the patient does not have an active myUHN Patient Portal, eCheck-in gives them temporary access.

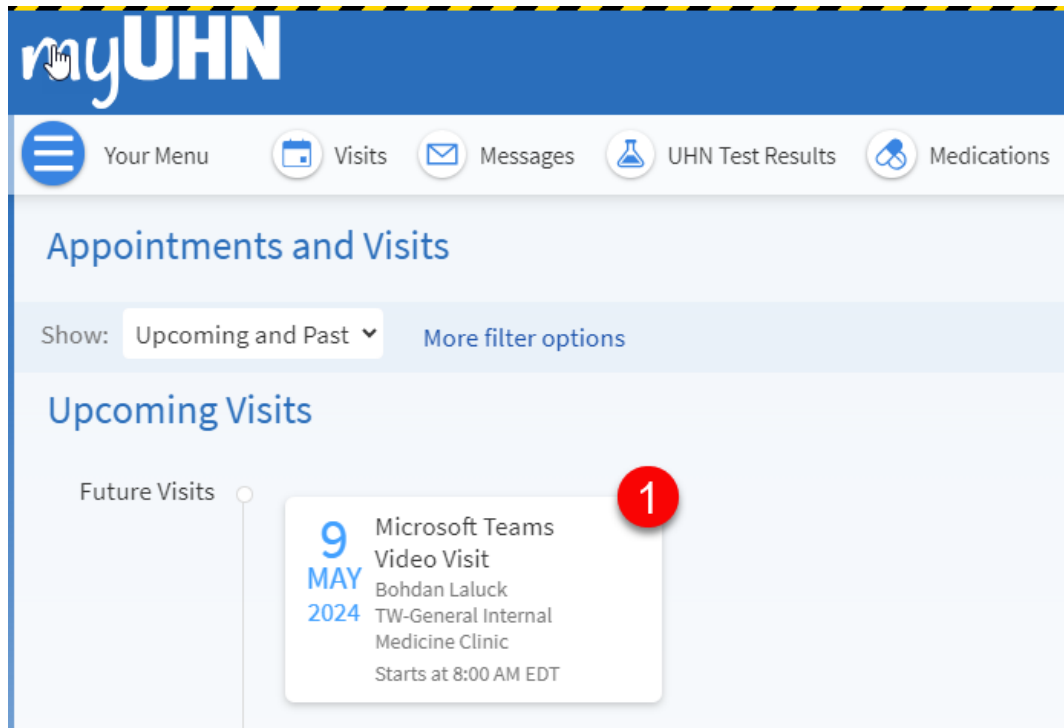
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1.0 Cancellation, Patient View

Patient cancels the appointment from their myUHN Patient Portal

1. The patient logs into myUHN Patient Portal, goes to **Upcoming visits** and clicks on the visit they wish to cancel:



2. The **Cancel appointment** option will appear a **week in advance** of the scheduled visit.

myUHN

Appointment Details

Microsoft Teams Video Visit with Bohdan Laluck

Thursday 09 May 2024
8:00 AM EDT (15 minutes)
[Add to calendar](#)

TW-General Internal Medicine Clinic
DO NOT COME TO THE HOSPITAL
Toronto ON M5V 3L9
416-603-5853

Prepare for Your Visit
All questionnaires for this appointment will be available Tuesday 07 May 2024.

Visit Instructions
You have an upcoming video appointment. **You do not come to** instead you will see your health care provider using Microsoft Teams or tablet.

Getting Ready for Your Video Appointment

1. You will get an email with the link to join your video appointment time.
2. When you are ready to talk to your health care provider, find strong internet connection.
3. Join your video appointment up to 15 minutes before the start or from myUHN.

[View full instructions](#)

Cancel appointment 2

If the MS Teams video visit will occur in **less than a week, or is a different visit type** (phone, in-person, OTN), **it cannot be cancelled.**

Microsoft Teams Video Visit

This is a video visit

Tuesday 30 April 2024
7:15 AM EDT (15 minutes)
[Add to calendar](#)

This appointment cannot be cancelled online.

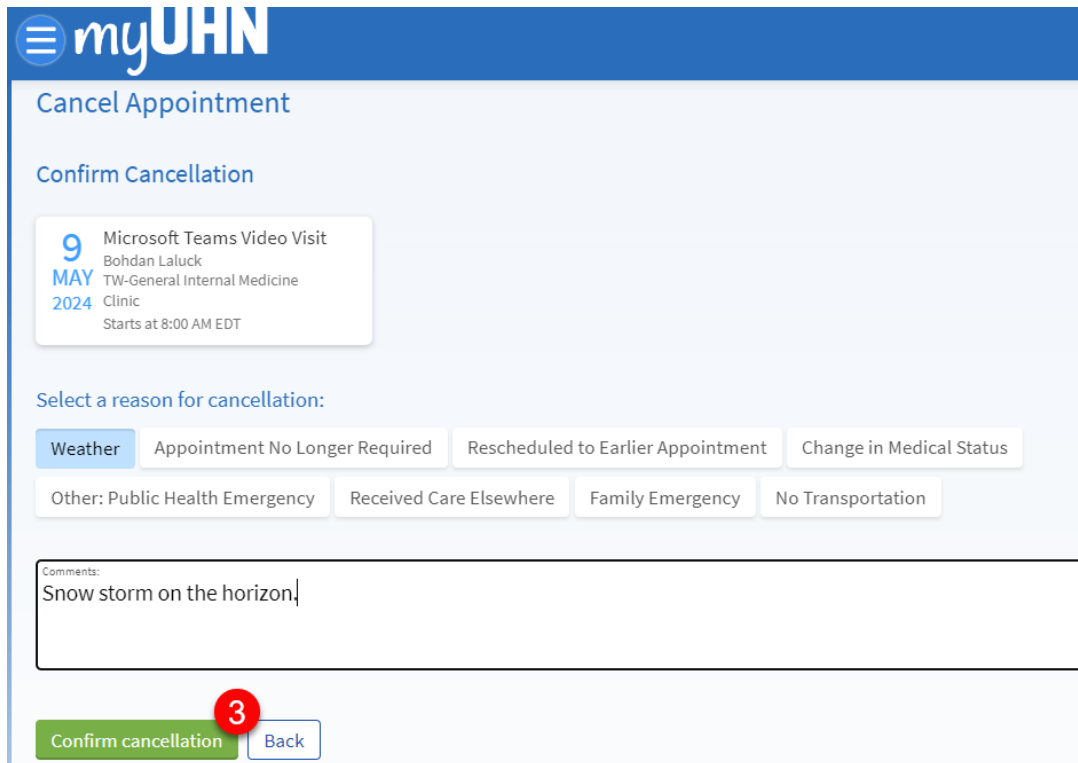
Get ready for your appointment

[Join Video Appointment](#) [Confirm](#)

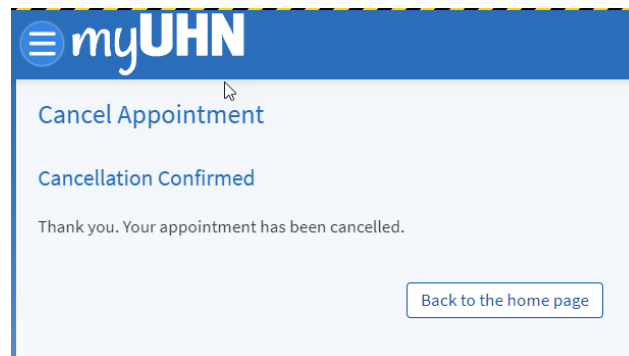
You cannot join the video appointment yet. You can join from this page up to 15 minutes before your scheduled appointment time.

Click Confirm to let your care team know you do not need a reminder call.

- The patient clicks on *Cancel appointment* and on the next screen can select a reason, enter comments and click **Confirm Cancellation**.



- Once cancelled, the patient will see the following confirmation screen. Depending on patient's communication preferences, they might also get an email, SMS or myUHN message confirming the cancellation.



2.0 Cancellation, Clinic View

- In Basket, Pt Schedule folder

Once the patient sends the cancellation, notification will come to **Pt Schedule** folder in **In Basket**.

The screenshot shows the 'In Basket' interface with a sidebar on the left containing various message categories. The 'Pt Schedule' category is highlighted with a red box and an arrow pointing to a message in the main pane. The message details are as follows:

Msg Date	Msg Time	Patient
29/04/2024	1:25 PM	Bee, Sky [2003983]

Message Details:

- Subject:** Appointment canceled
- Phone:** 416-555-5555
- Department:** Tw-General Internal Medicine
- Provider:** Laluck, Bohdan Julius Jr., MD
- Open?:** N
- Comment:**

Message Header:

- Appointment canceled**
- From:** Sky Bee
- MRN:** 2003983
- DOB:** 1/1/2000
- Sent:** Mon 29 April 2024 1:25 PM
- To:** P Tw-General Internal Medicine Admin
- Entered:** 416-555-5555

Message Body:

Appointment canceled for Sky Bee (<E13781>)
 Visit Type: MSTEAMS FOLLOW UP
 Date Time Length Provider Department
 9/5/2024 8:00 AM 15 mins. Bohdan Laluck TW-GENERAL INTERNAL MEDICINE
 Reason for Cancellation: Weather
 Patient Comments: Snow storm on the horizon.

NOTE:

If the Pt Schedule folder is not visible, please send a ticket to **SNRG-Synapse MyUHN Team** so that the user template can be reviewed.