

ONLINE APPOINTMENT BOOKING

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I am pleased to offer you more convenience & flexibility with online appointment booking. Kindly review the Health Myself email that will be sent out to you in the near future inviting you to register for this portal. Registration is *optional* & *free of charge* to you. By accepting this invitation, you give consent to communicate in this manner.

FAQS:

What does the Health Myself portal provide?

Access allows you to:

- Book and manage certain appointment types online
- Continue to receive reminder emails of upcoming appointments
- Securely message office staff with matters currently discussed by phone for non-urgent/sensitive matters. Results, advice &/or recommendations will be relayed in person by appointment. This service will not replace direct communication with you.

What types of appointments may I book online?

Only certain appointments may be booked online as those of an urgent matter require direct staff triage & attention. A drop down menu will be provided on the sign in page to book:

- Well baby checks (2, 4, 6, 9, 13, 15, 18 months)
- Follow up and/or regular appointments
- Well child/adolescent check ups (ages 2 thru 18 yrs.)
- Adult check ups (19-35 yrs. every 2 yrs. 36-74 yrs. every 18 mos.).

What happens after I book online?

- Receive immediate email confirmation & 24 hr. reminder notice of appointment
- If desired, turn off email notifications, by clicking "my preferences" (top right corner of page)
- Note that current office policies for appointment cancellation are still in effect as outlined @ www.drswyers.ca

What is secure messaging?

- This form of messaging is a means of communicating with office staff online, ensuring security and confidentiality of your personal health information.

How quickly can I expect a response?

- Inquiries will be responded to in medical priority in the same manner as those taken by phone.

Types of messages appropriate from patients:

- Any communication that would normally have occurred by phone with staff.
- Requests for physician medical advice, review of results & assessments are not appropriate & you will be advised to book an appointment. All current office policies regarding results & visits are still in effect which may be reviewed @ www.drswyers.ca.

Types of messages appropriate from the office:

- Nonspecific messaging to ask you to call the office regarding a result or for a follow up appointment. As per our current telephone communication policies, there will be no results relayed to you by email.
- Educational information, certain requisitions or results that have been reviewed with you in person by appointment (sent with your knowledge & consent given at the time of your appointment)