

General FAQs

Q: Why is MyChart online scheduling only offered for medical appointments?

A: Other service lines may have intake or evaluation requirements that make it more complicated to build the online scheduling feature. We will measure the success of MyChart online scheduling for medical and determine next steps.

Q: How will this feature be communicated to new and existing patients?

A: The “request an appointment” feature on our website will give eligible patients the option to continue to MyChart online scheduling. Patients who choose not to schedule online may continue with submitting their request for an appointment.

We have a detailed communications plan including emails and MyChart messaging to inform patients of the online scheduling capability once we complete the functionality’s soft launch.

Q: How many appointments do we anticipate will be scheduled online?

A: Based on our existing volume of online appointment requests, we estimate about 25-30 requests per week to start. We anticipate usage will start out slowly and pick-up as we begin to promote this feature and capture repeat users.

Q: Can MyChart online scheduling be used for same-day appointments?

A: No. Patients needing same-day appointments will need to call to schedule.

Q: What if the patient selects the wrong visit type or makes other errors?

A. Front desk/registration team members will review appointments scheduled through MyChart daily to ensure correct scheduling and contact patients to make any needed changes.

Q. Will patients scheduling online get the same reminders as other patients?

A: Yes. Once the appointment is scheduled in MyChart, appointment reminders and other workflows continue as usual.