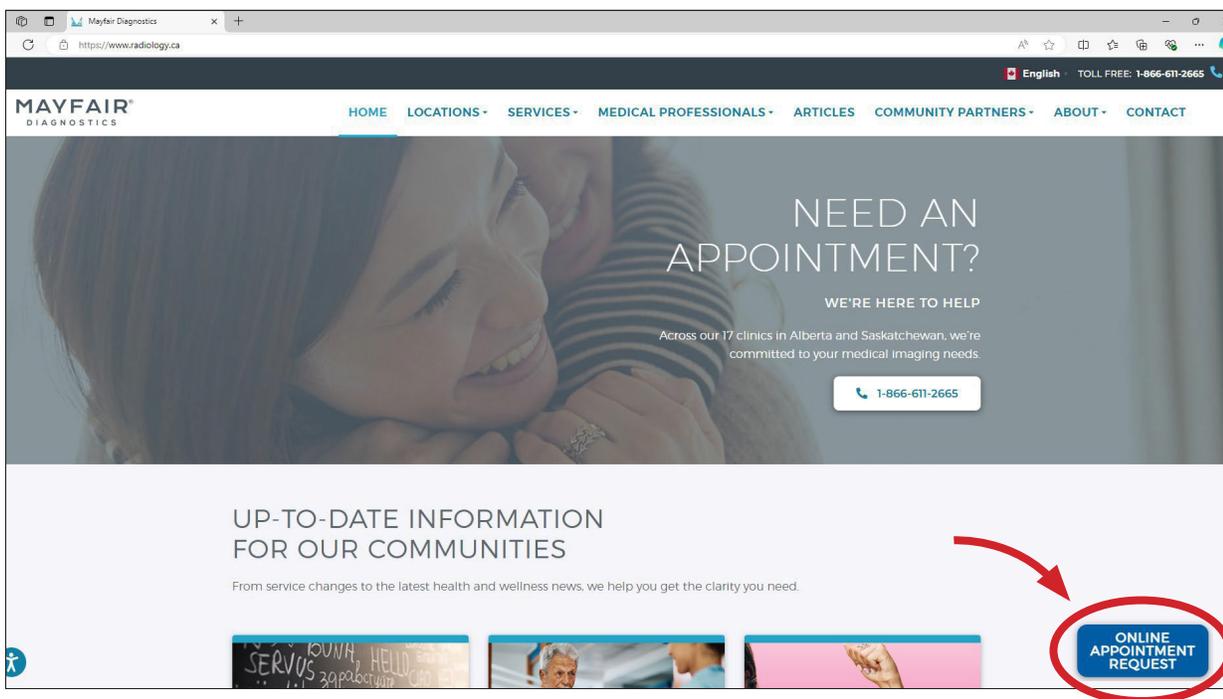


# HOW TO MAKE AN ONLINE REQUEST FOR AN APPOINTMENT THROUGH **PATIENT CONNECTION**

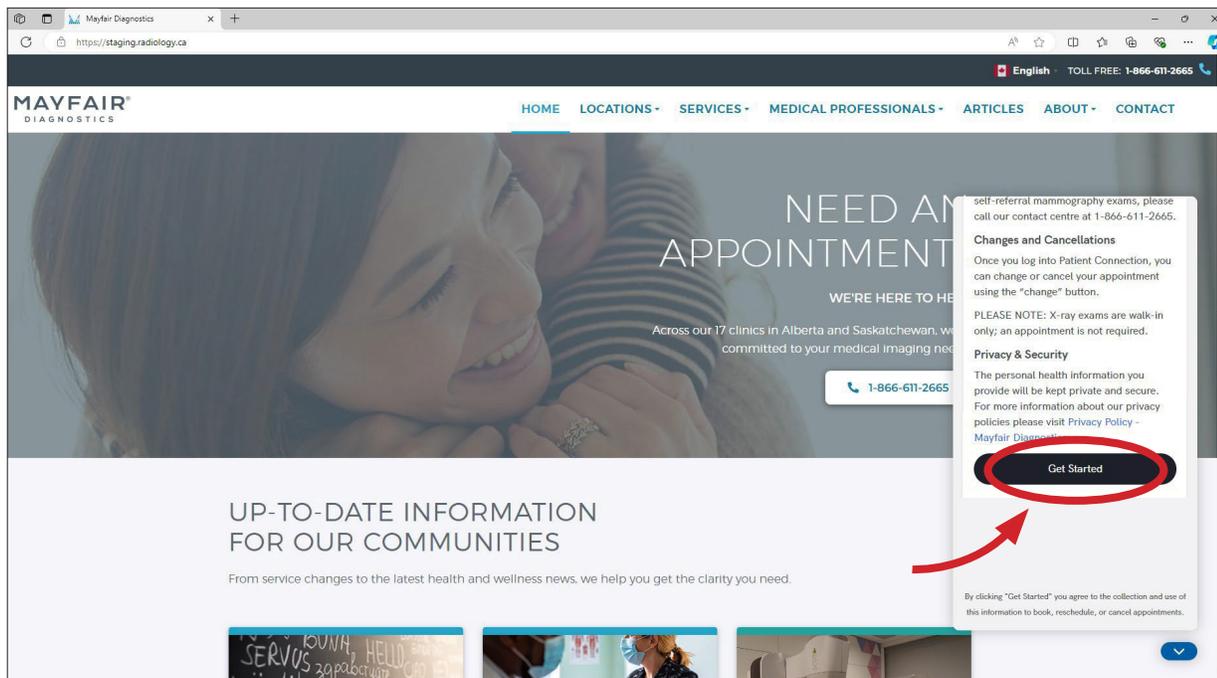
You can now schedule your appointment with Mayfair by submitting an online request. We will review your submission and send you a link to select the date, time, and location that works best for you. **Let's get started!**

- 1 From <https://www.radiology.ca> click on the, **"ONLINE APPOINTMENT REQUEST"** in the bottom right corner.

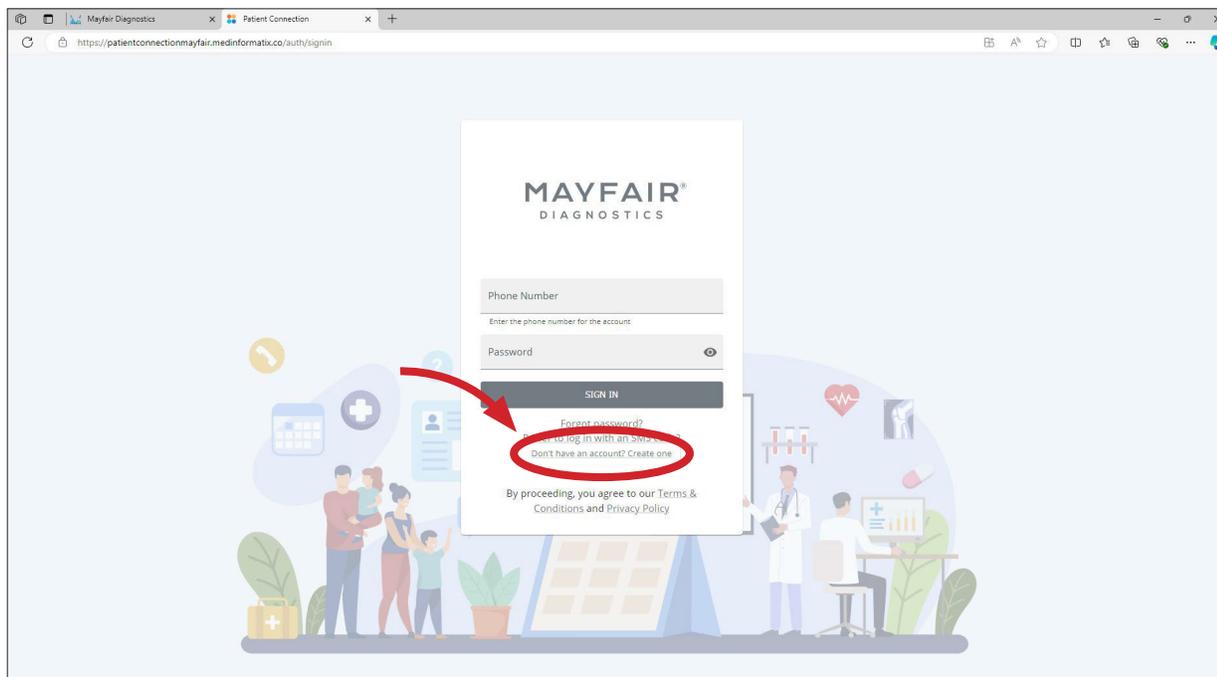


- 2 A pop-up window will appear, with information for online bookings. Review the information by scrolling down the screen. Click, **"GET STARTED"** at the bottom of the pop-up.
- 3 If you are a new patient to Mayfair and would like to sign up for **Patient Connection**, please call our Contact Centre at **1-866-611-2665** for assistance.

4 If you are an existing Mayfair patient, click the, “**GET STARTED**” button.

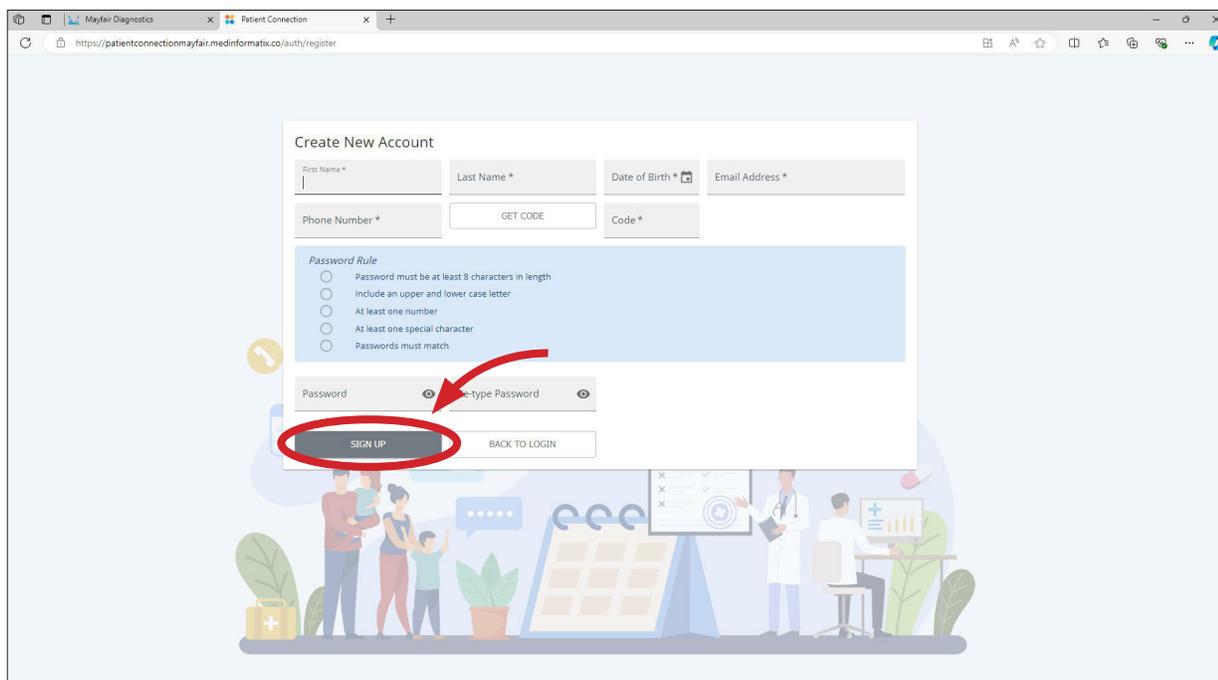


5 If you are an existing patient and are using **Patient Connection** for the first time, click on, “**Don't have an account? Create one**”.

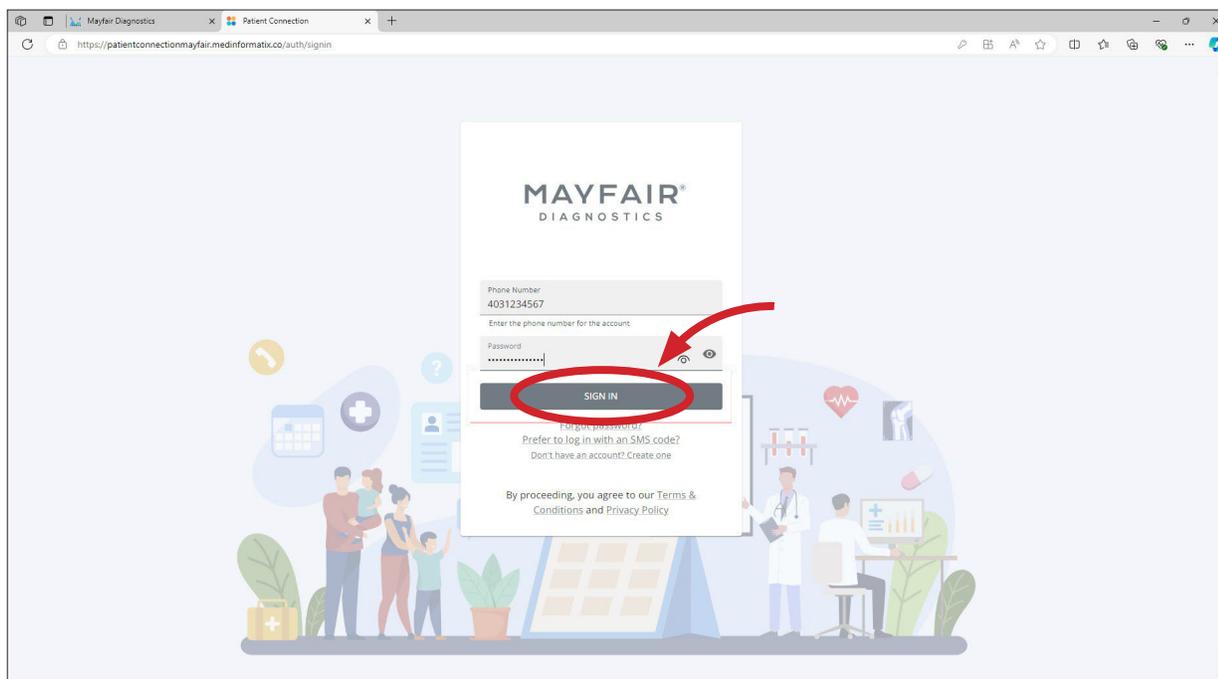


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6 Enter your information and click, **“SIGN UP”** to create your account.

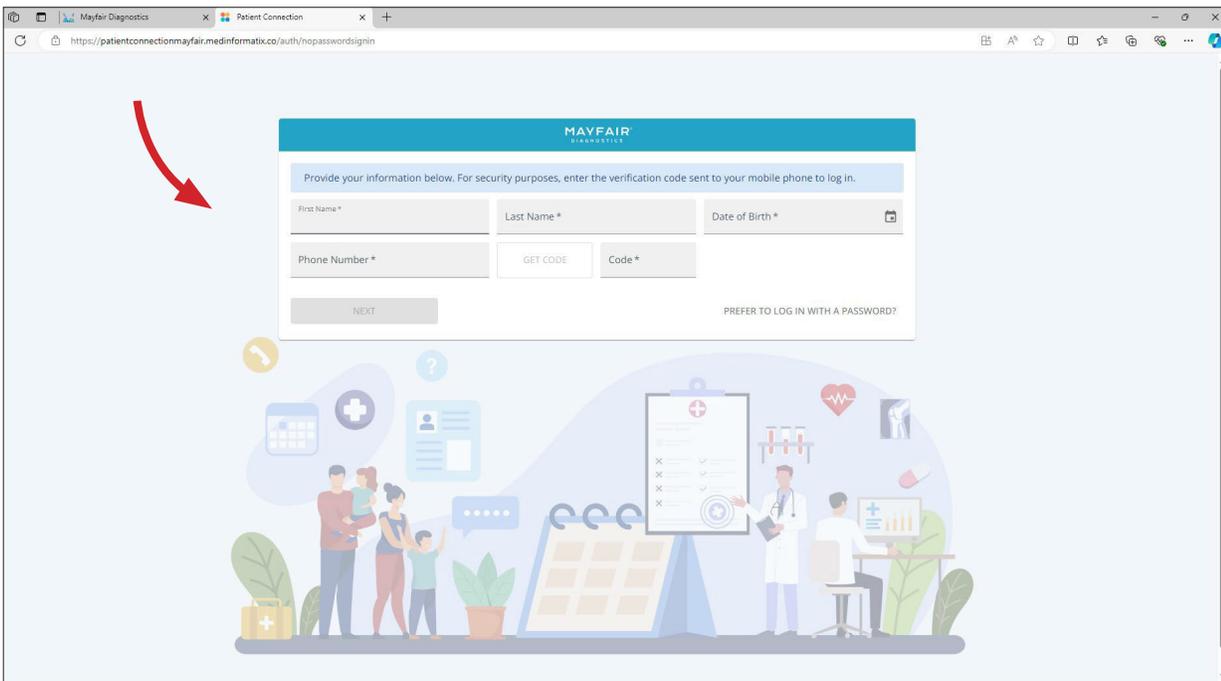
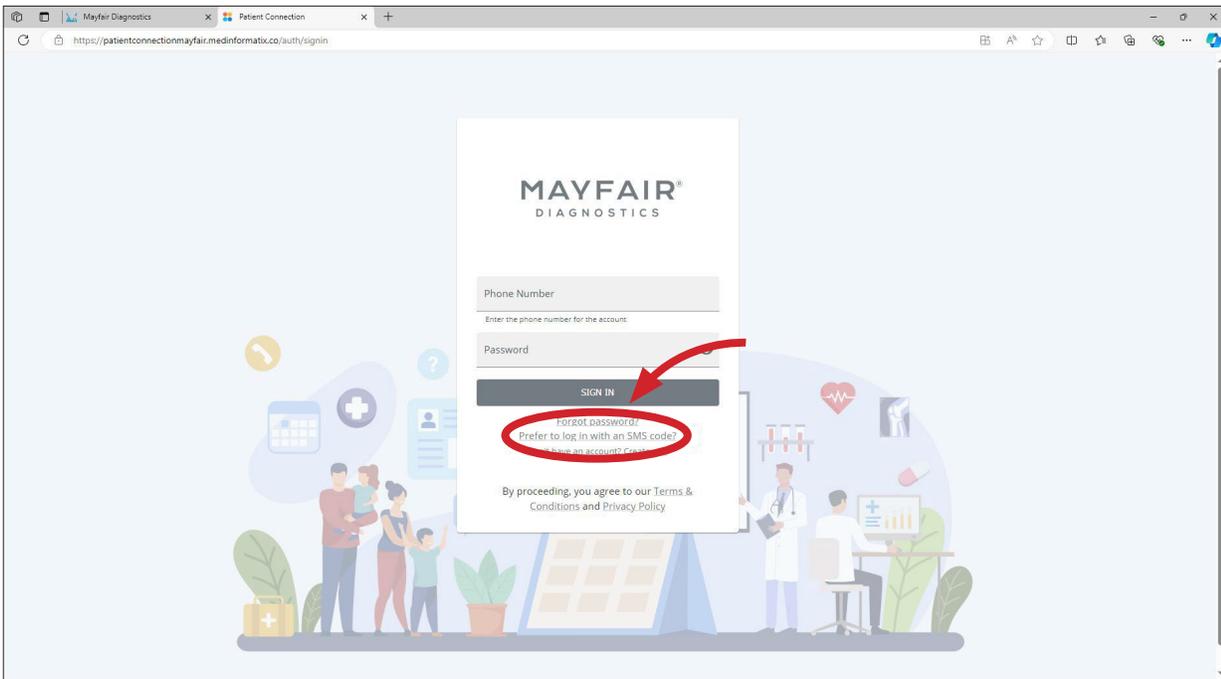


7 Once your account has been created, you will be able to log into **Patient Connection** using the phone number and password you used to set up your account.



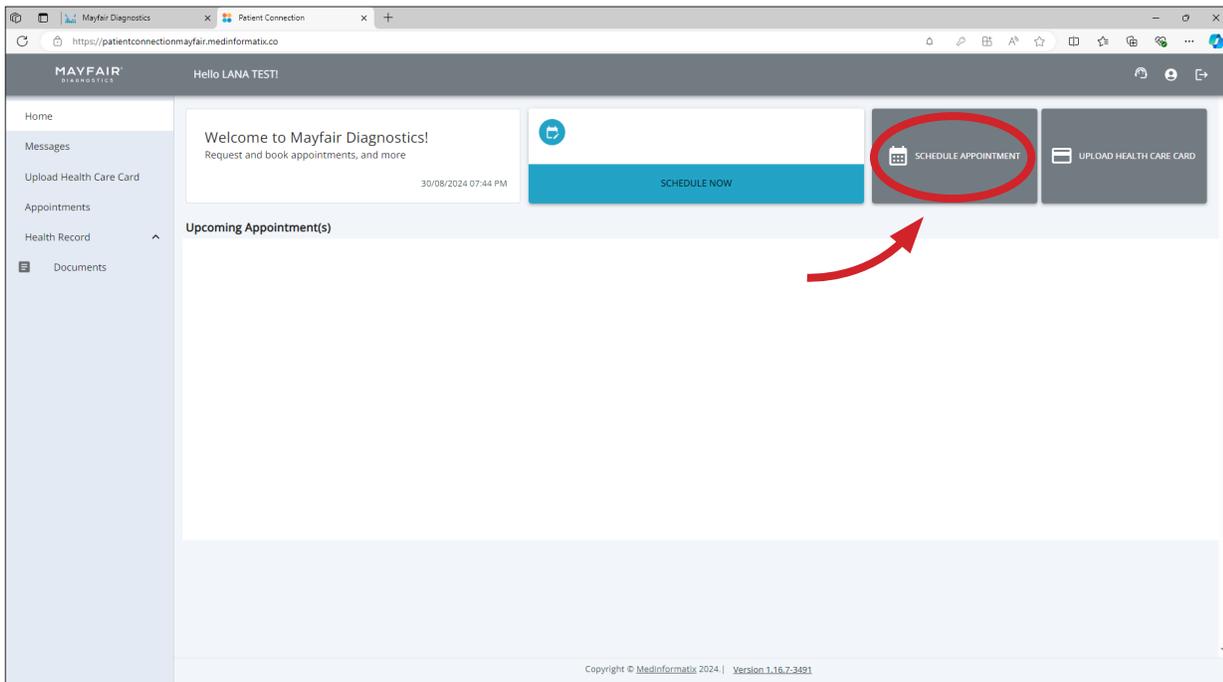
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8 Alternatively, you can choose to log in with an **SMS code**.

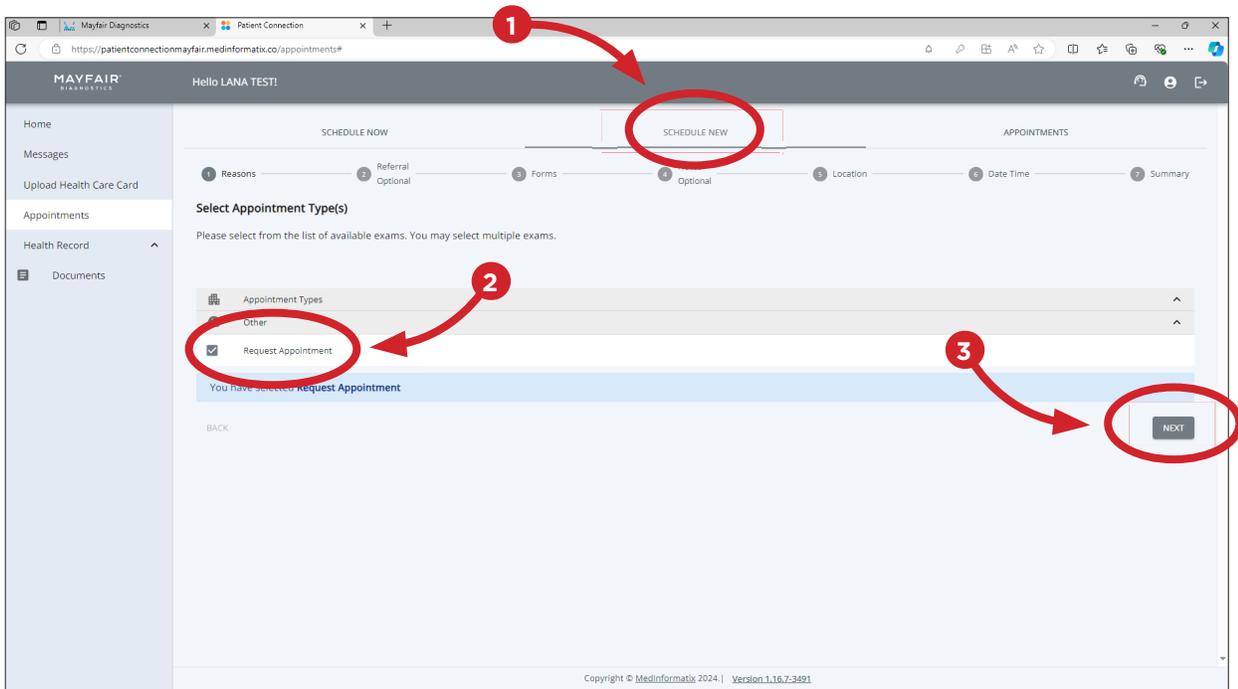


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9 Once logged in, click, “**SCHEDULE APPOINTMENT**”

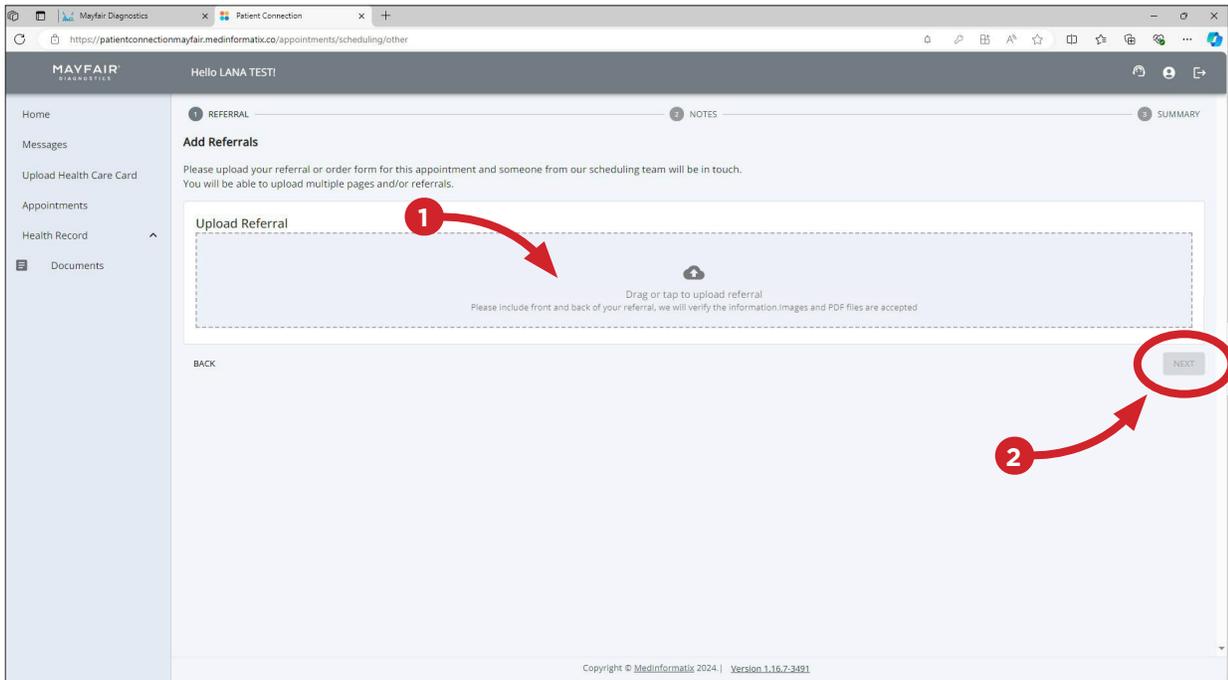


10 Click on “**SCHEDULE NEW**”. Now check the box beside, “**Request Appointment**” and click “**NEXT**”.

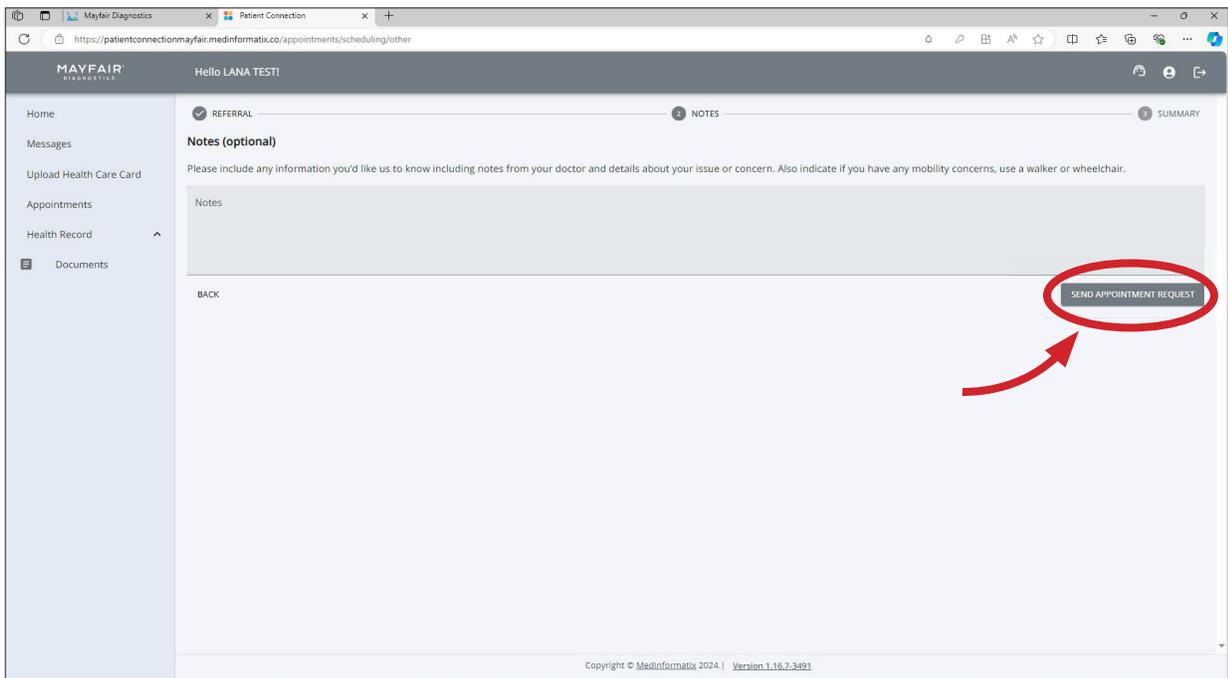


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**11** Upload your requisition photo or scan, and click **“NEXT”**.

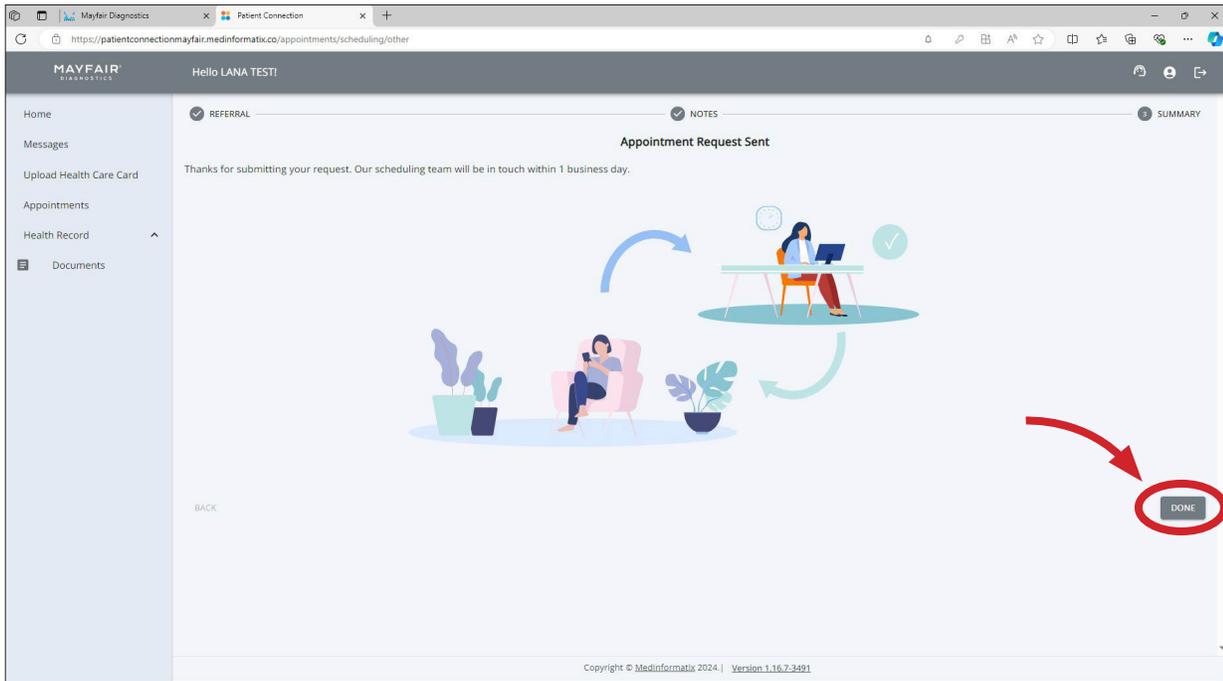


**12** Add any notes if needed, and click **“SEND APPOINTMENT REQUEST”**.



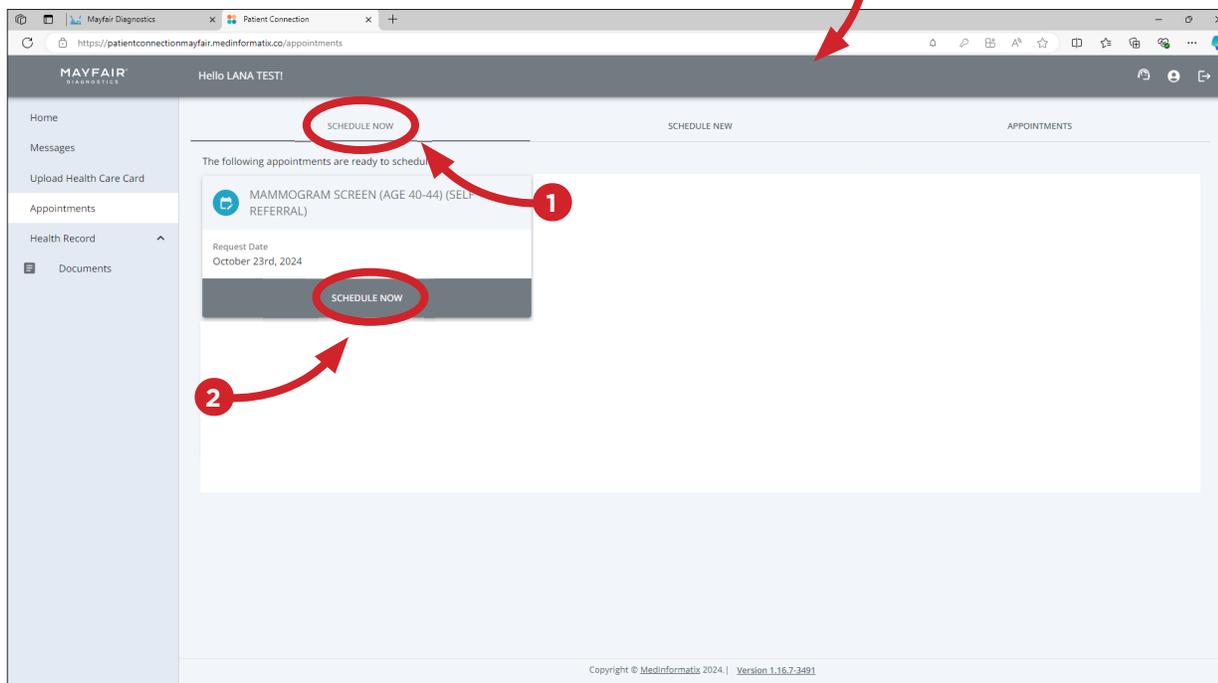
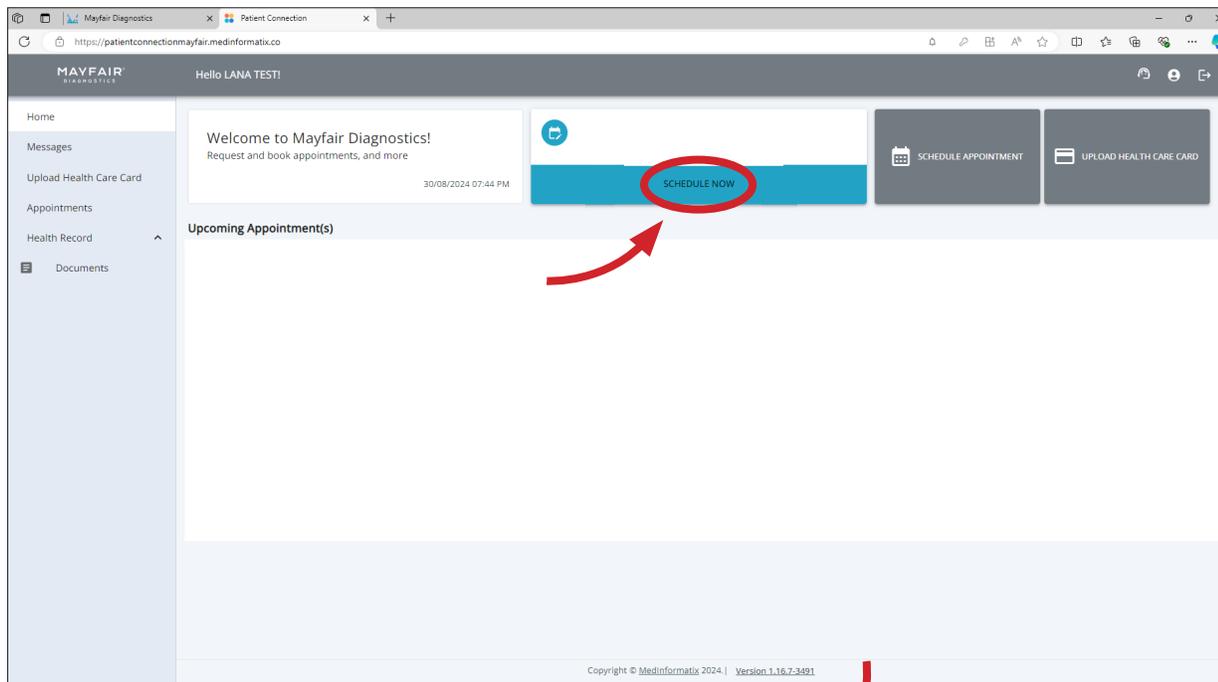
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- 13 You can now click the, “**DONE**” button. Based on your preference (email or text message), you will receive a message back from our scheduling team within one business day.



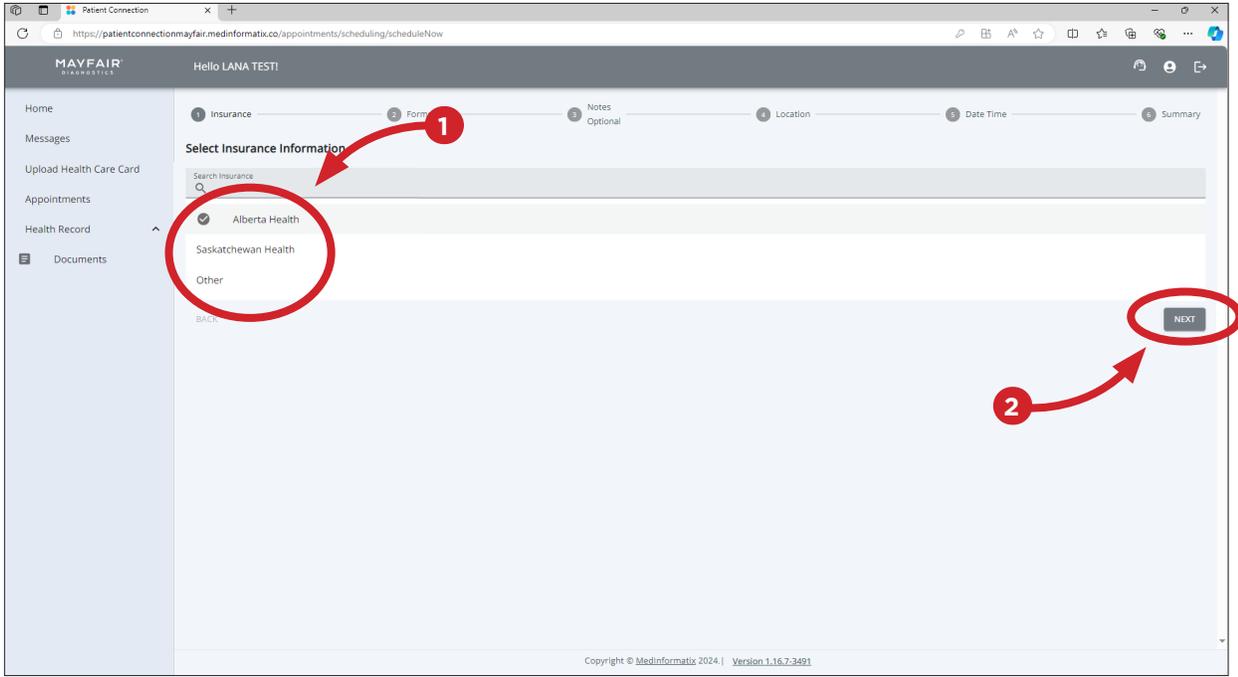
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- 14 Once you receive a message back from our scheduling team either via email or text, click on the link provided in the message to continue booking your appointment. You can now log into **Patient Connection** and click on the, “**SCHEDULE NOW**” button.

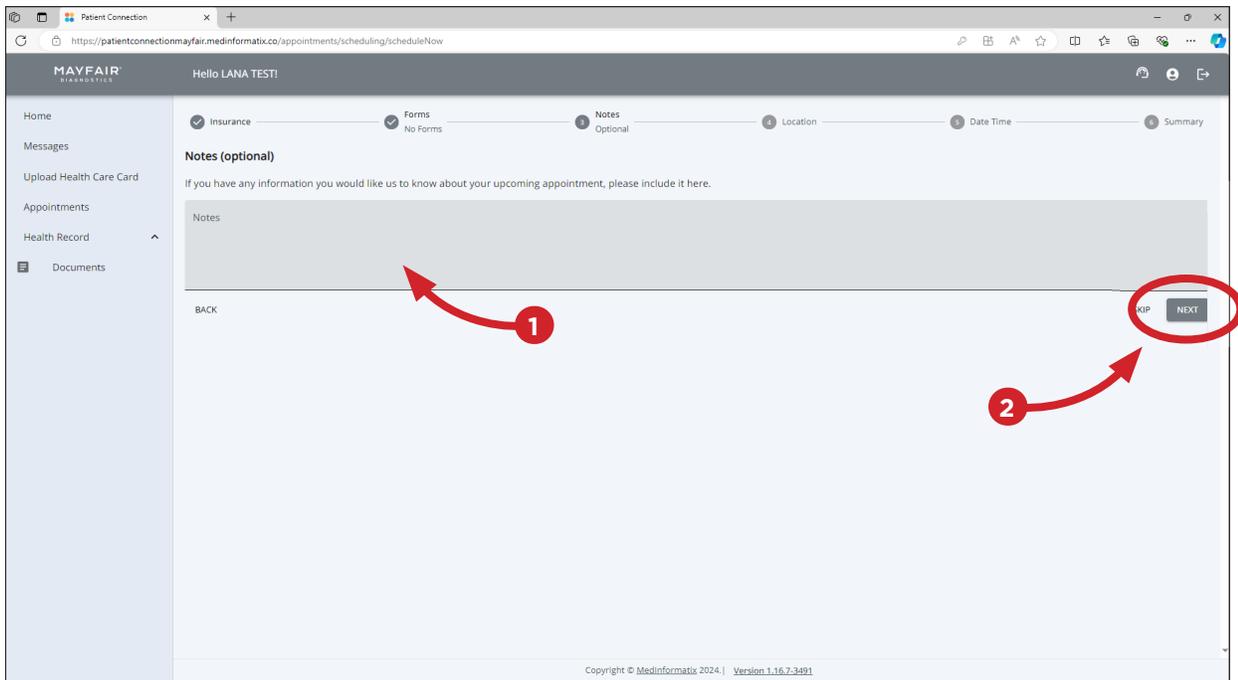


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**15** Next you will select the appropriate Insurance Health Care option and click, “**NEXT**”. Typically, your insurance will be either **Alberta Health** or **Saskatchewan Health** if you are a permanent resident of either of these two provinces. Otherwise, Other may be the appropriate choice for you.

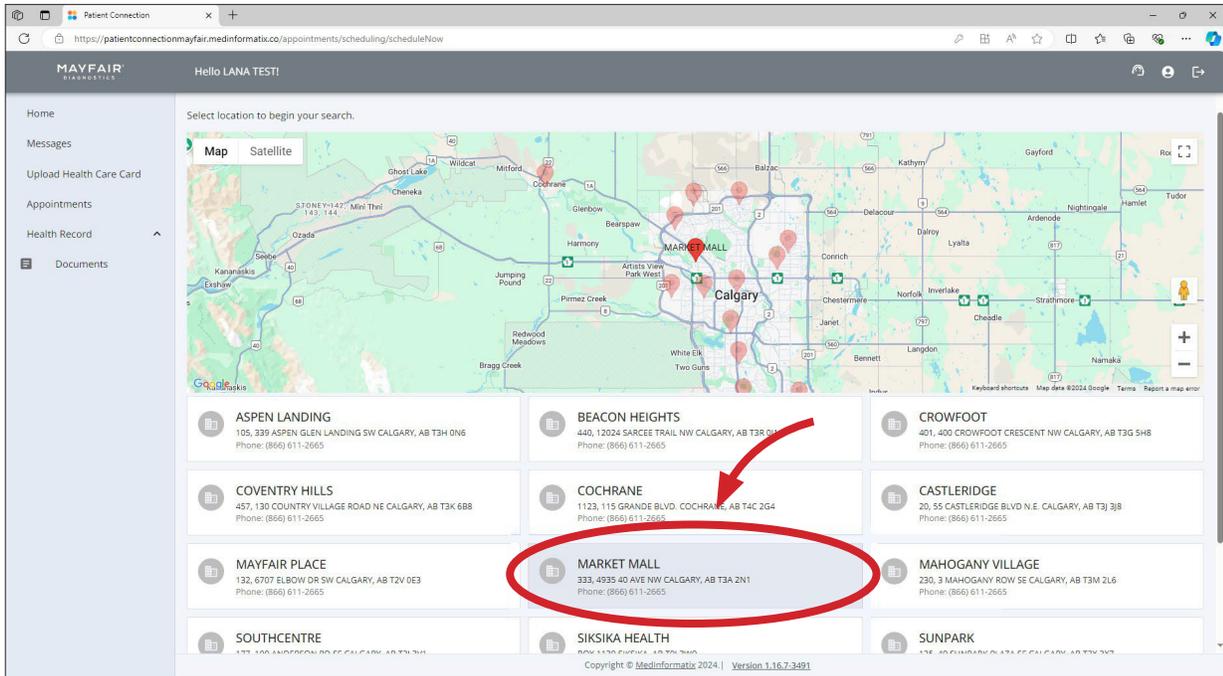


**16** You can now add **notes** if needed and click on the, “**NEXT**” button. If you do not have any notes to add, click on the, “**SKIP**” button.

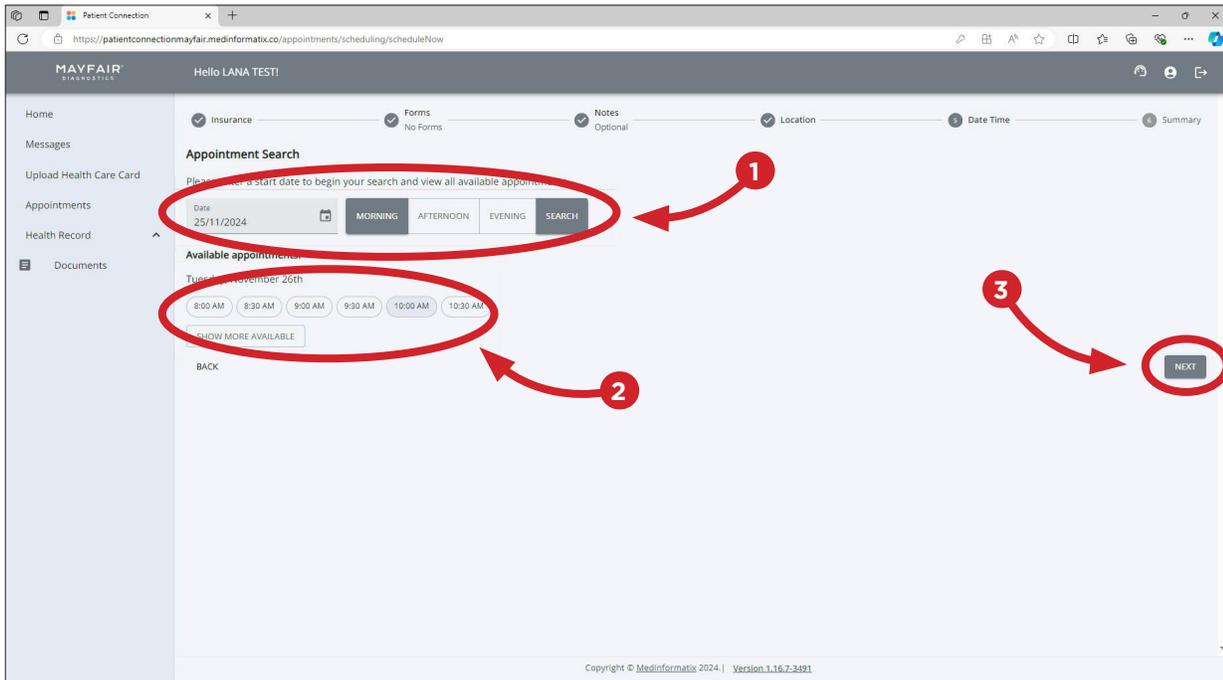


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17 You will now be presented with a list of the Mayfair clinics. Select the clinic location you would like for your appointment. Once selected, scroll down the screen and click on, “NEXT” in the bottom right-hand corner of your screen.

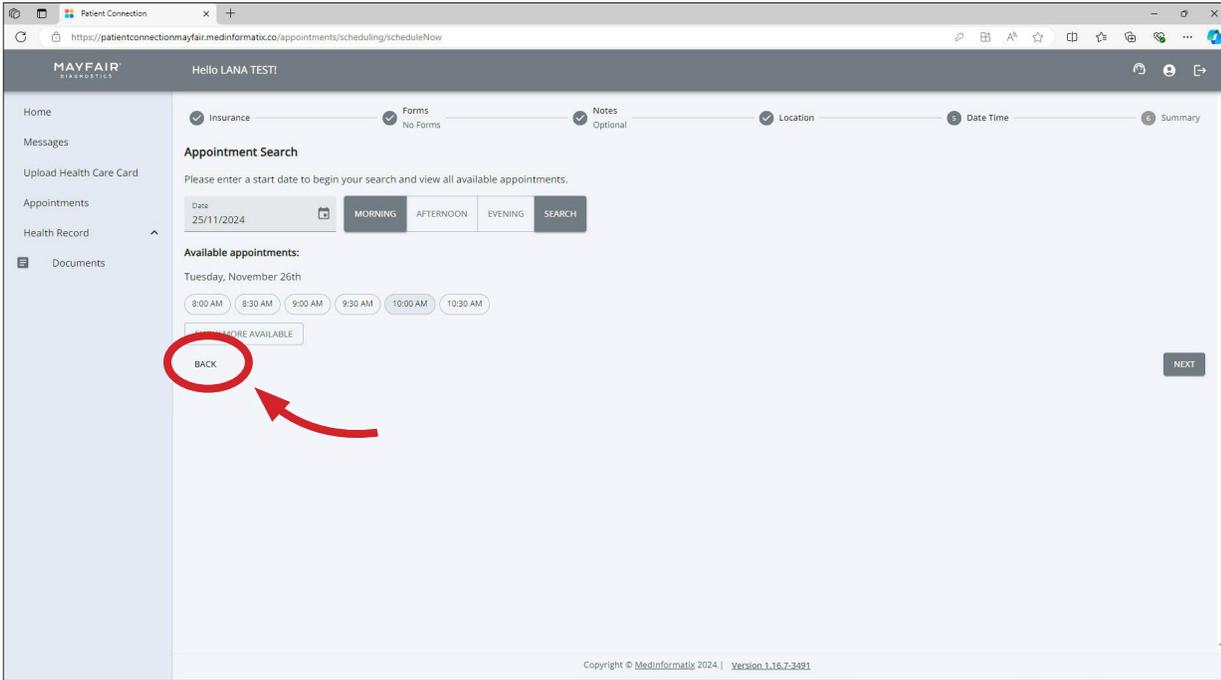


18 Next you can select the preferred date and time of day for your appointment and then click on the, “SEARCH” button.

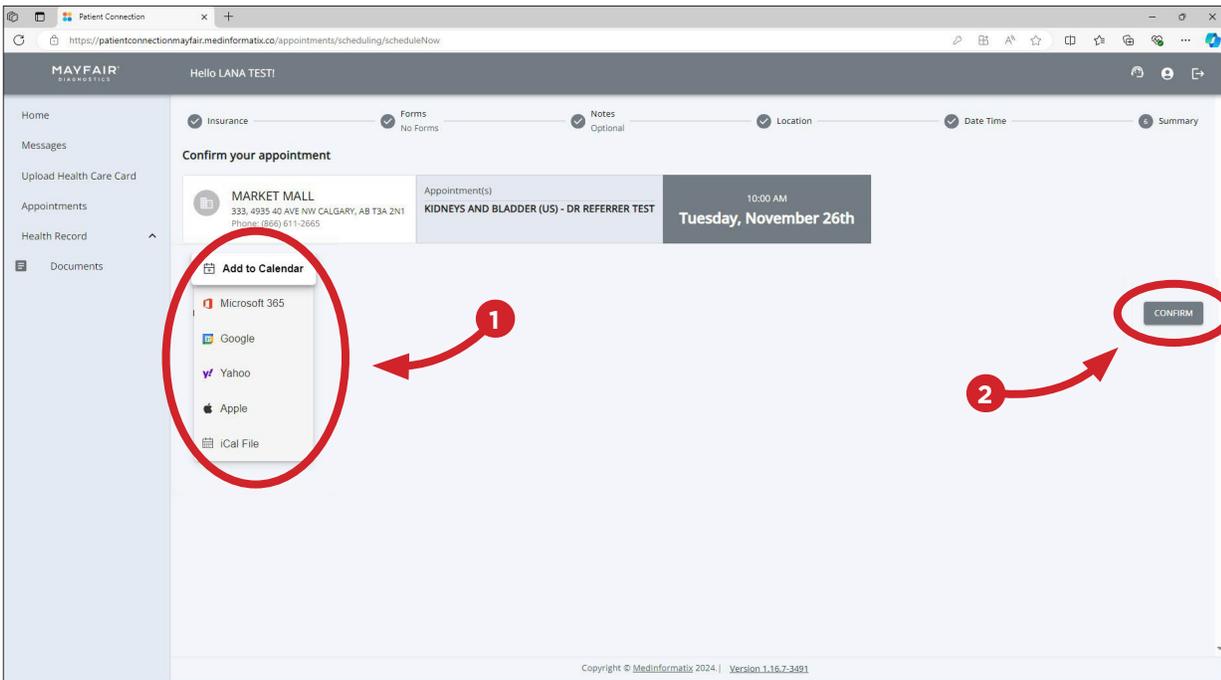


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19 If you would like to see the availability at another Mayfair clinic location, click on the, “**BACK**” button indicated on the screen and select another clinic location.

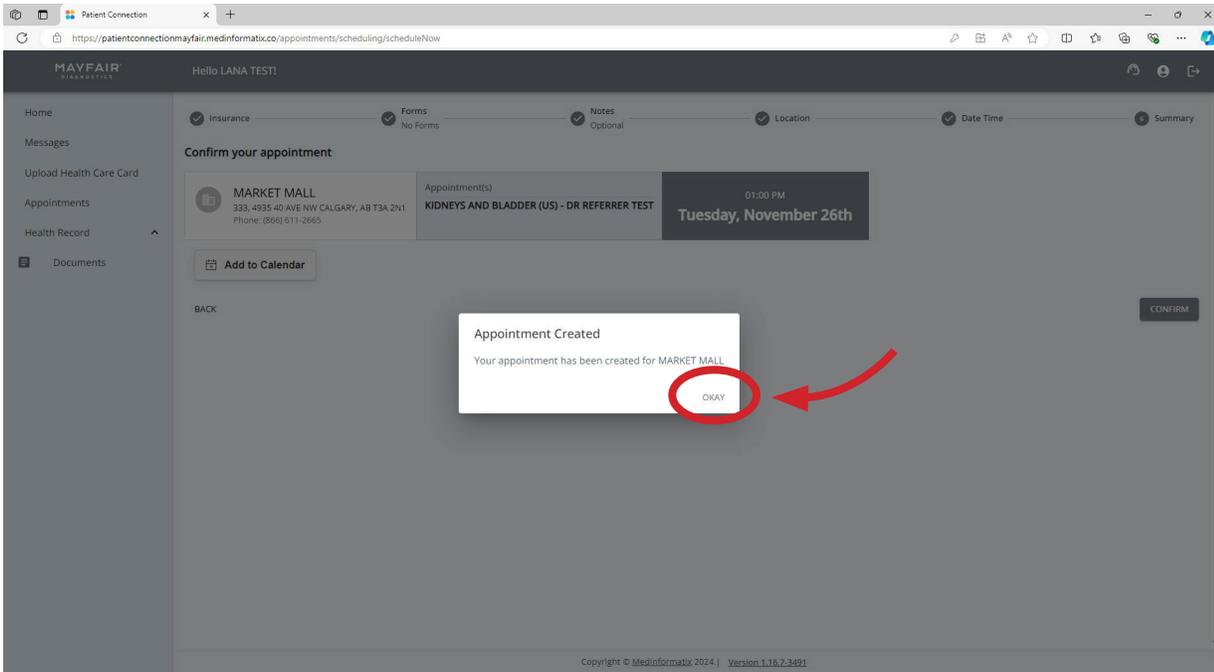


20 Once you have chosen a clinic location, date and time, add the appointment to your calendar and click on the, “**CONFIRM**” button.

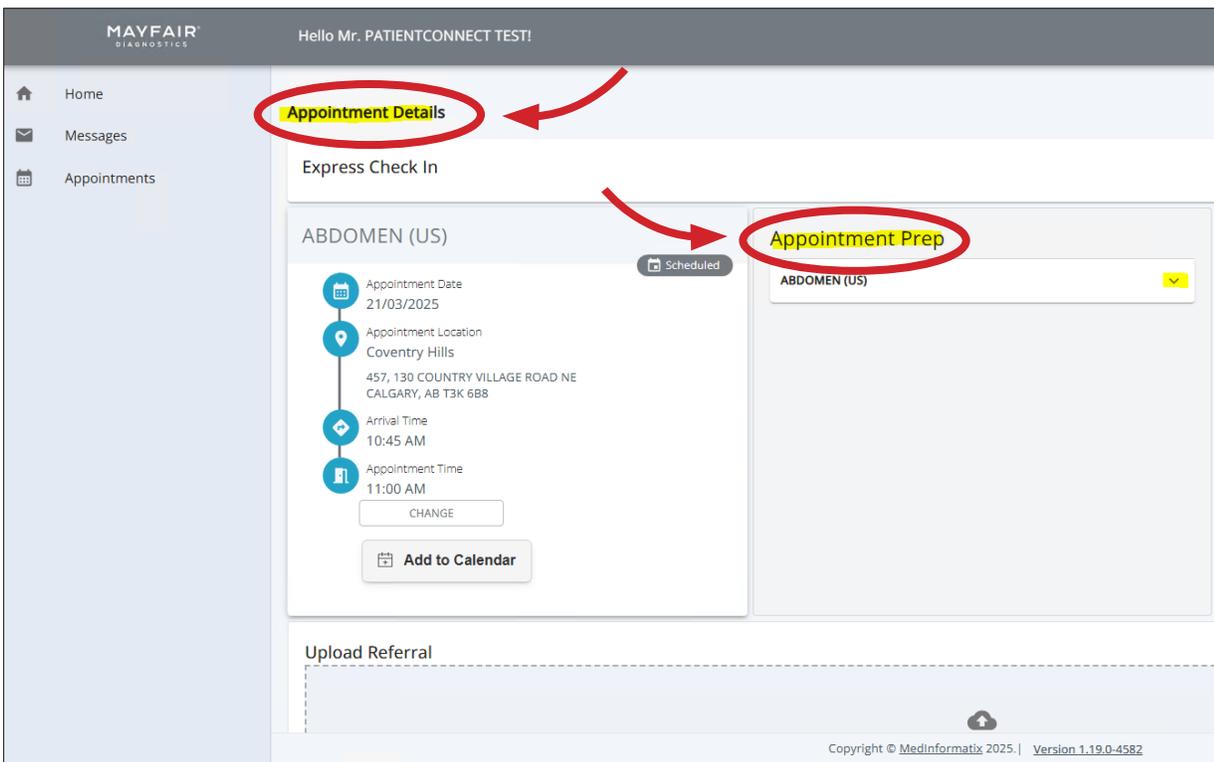


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21 Your appointment has been created and you can click “OKAY”.

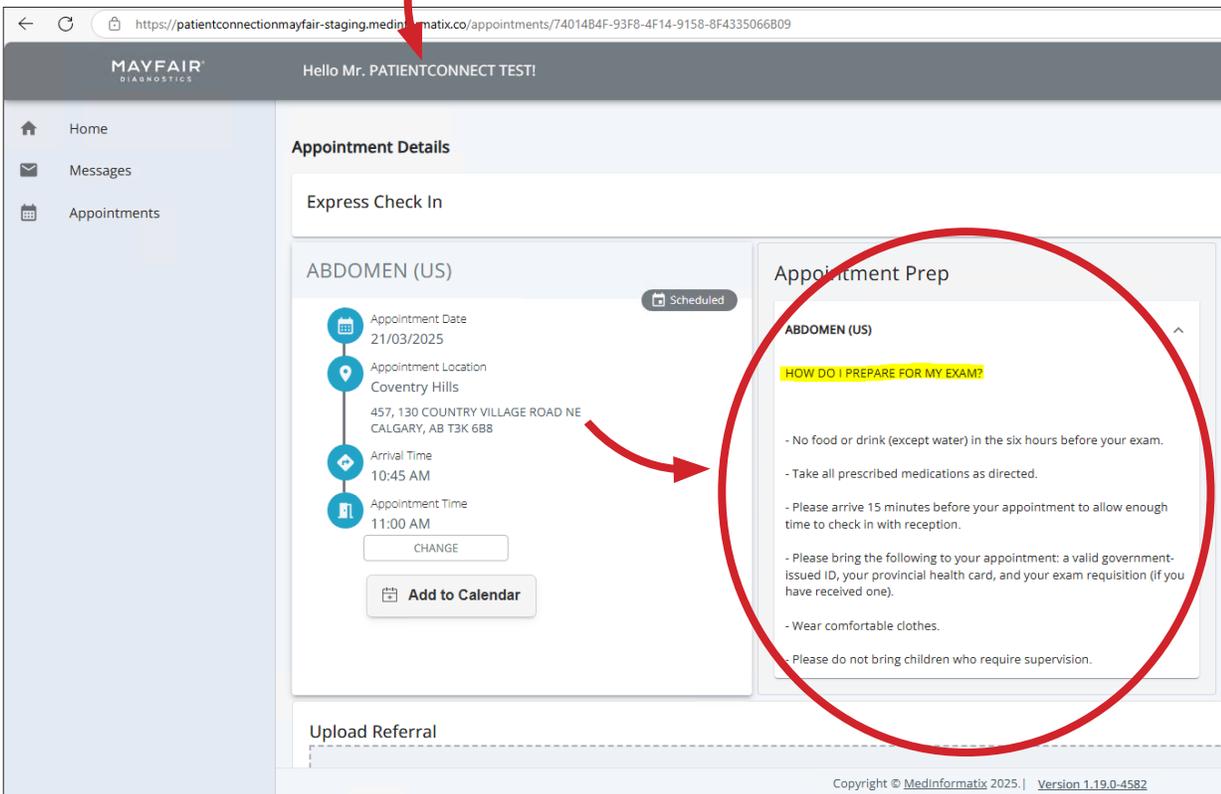
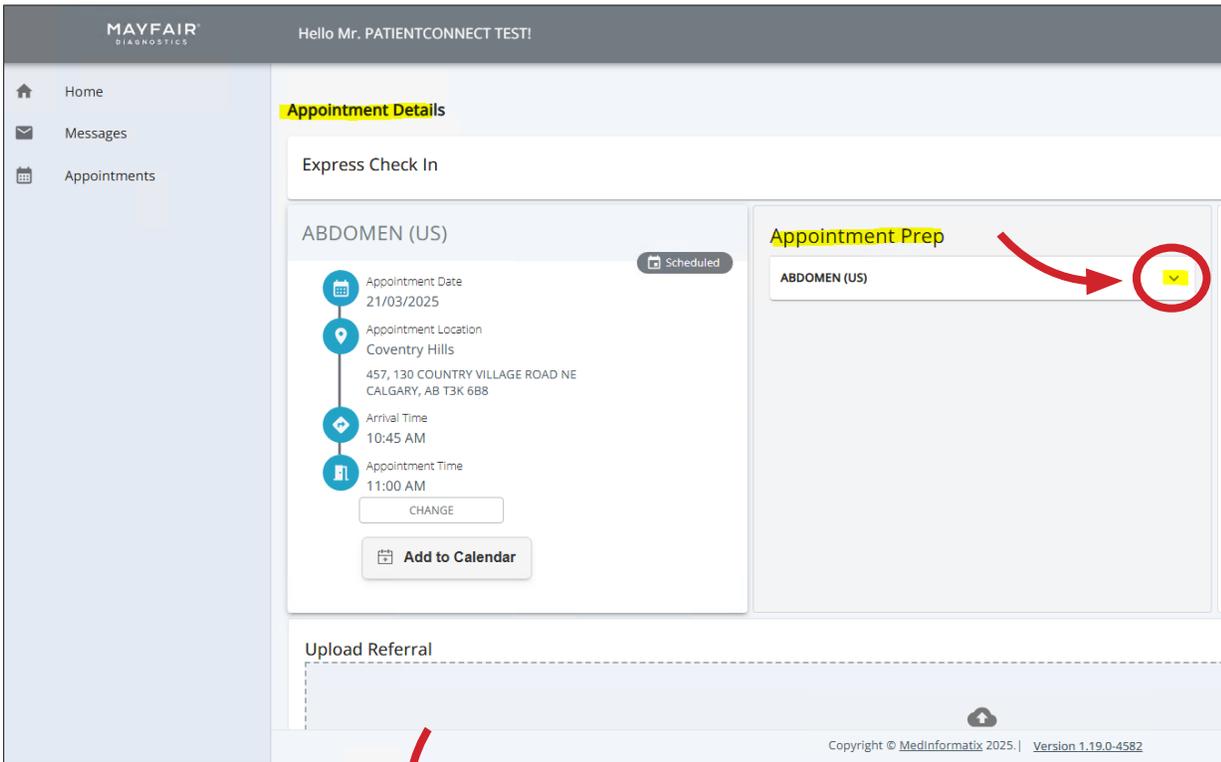


22 After clicking, “OKAY”, you will receive a confirmation email or text message. You can then log into **Patient Connection** to view your **appointment details** and **exam preparation instructions**. It is important to review your exam preparation instructions.



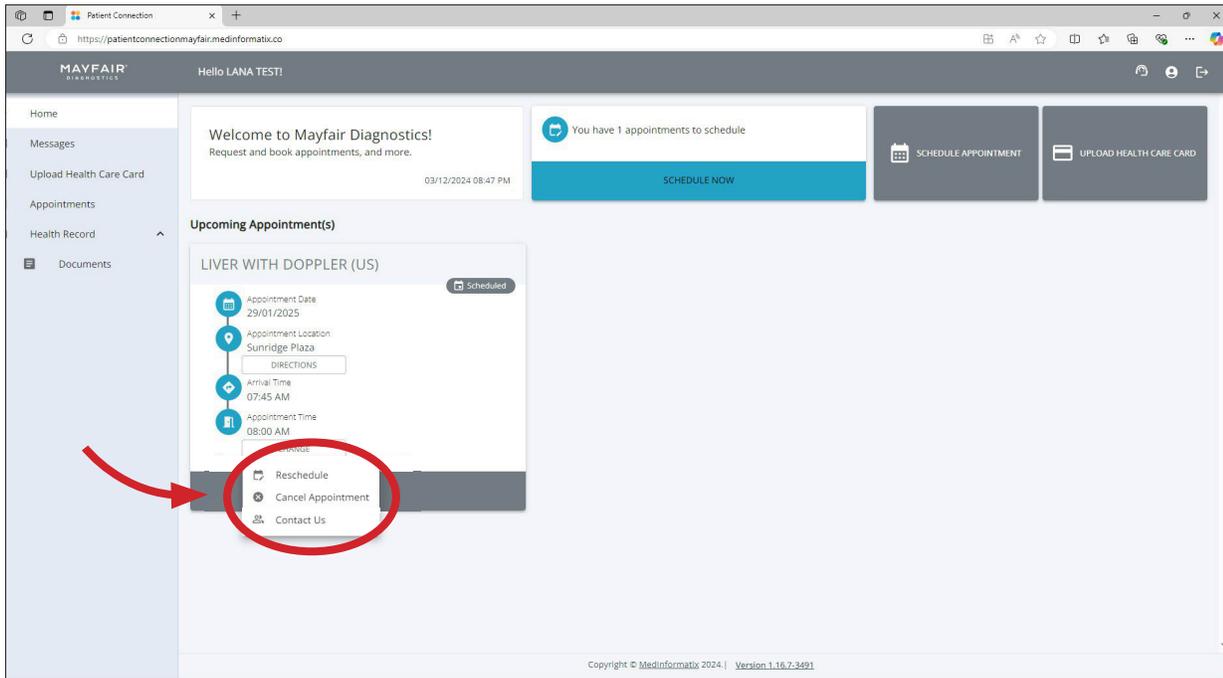
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**23** To view your exam preparation instructions, click on the, “**DOWN ARROW**” to expand the section and view the preparation instructions.



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**24** You can also easily reschedule or cancel an appointment by clicking on, “**CHANGE**” in the Upcoming Appointments tab.



**25** If you have any questions or concerns, please call our Contact Centre at 1-866- 611-2665.

**Thank you for choosing Mayfair Diagnostics.**