



# How to book an appointment online

## From our website

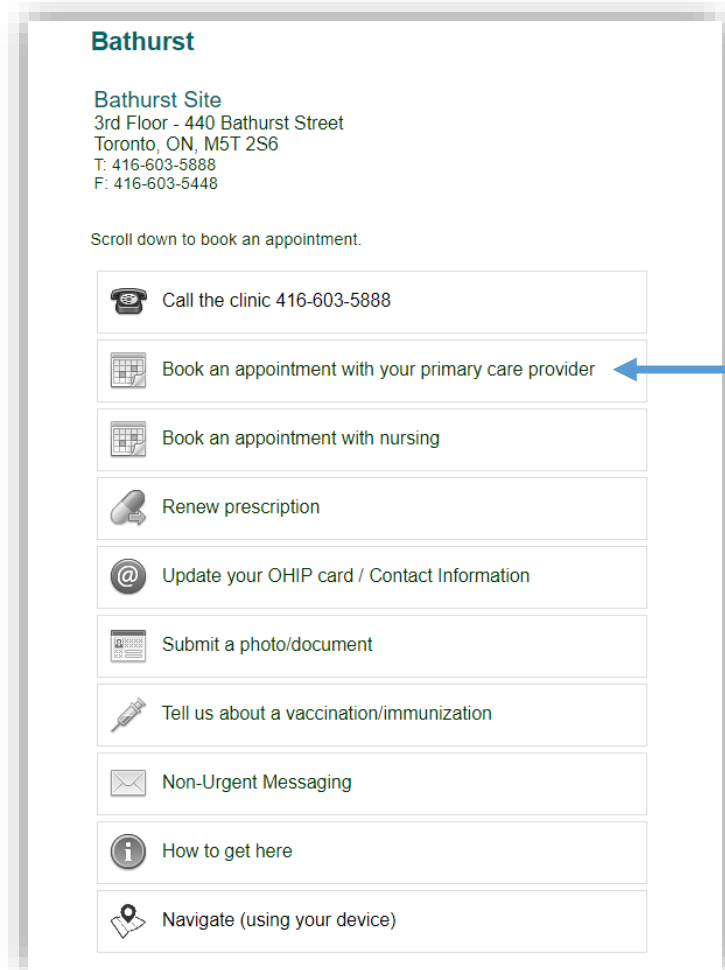
1. Go to our website: <http://www.twfht.ca>
2. On the top middle of your screen, look for your site tab: click on either BATHURST or GARRISON CREEK.



You may also scroll to the bottom of the webpage and click on “Book an Appointment now”



3. Click on ‘Book an appointment with your primary care provider’
  - Please note: appointments for physicals, well-baby visits, or procedures cannot be booked online



4. Read the information about online booking carefully, then click on 'Book an Appointment':

**Book an appointment with your primary care provider**

For online booking with your primary care provider, you may:

- Book a 15-minute appointment, in-clinic for new concerns
- Book a 15-minute appointment, in-clinic for follow-up visits
- Cancel or change your appointment online without needing to call the clinic

**\*\*We are not offering online booking for appointments such as physicals, well-baby visits or procedures. If you choose to book for this type of visit, the request will be cancelled which will delay the next available appointment for you.\*\***

To continue with a primary care provider booking please click below:

[Book an Appointment](#)

If you need an appointment for any of the following please, call the clinic at [416-603-5888](tel:416-603-5888)

- You need an appointment for an urgent issue in the next 2-3 days
- You need an appointment that is longer than 15 minutes (like physicals or a well-baby visits)
- You do not have an OHIP number
- You need an appointment with an allied health provider

5. This will take you to a new screen with the title "Ocean". Fill out all the information as it appears on your health card:

**Ocean**

Welcome! To start your online booking, please input the information below.

First Name

Last Name

Health Number

Birth Date

[Check-In](#)

- ✓ Fill out all the information as it appears on your health card:
  - First Name
  - Last Name
  - Health Number
  - Birth Date

6. Then follow Steps 1 to 5 below:

## STEP 1: Check-in

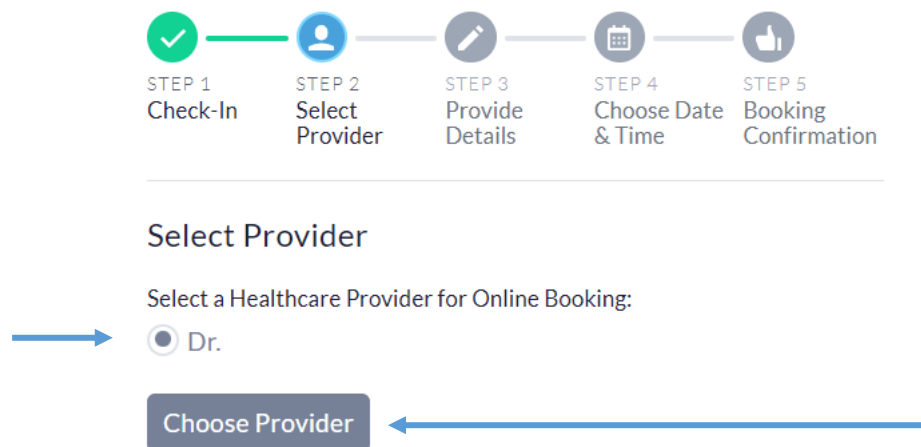
Click on the blue 'Check-In' button.

Check-In

- Please note:
  - Ocean will look to match the information you provide and match it with the information we have in our system.
  - If the information you entered is incorrect, you will not be able to book your appointment.
  - Check to make sure that the spelling of your name is correct, all numbers of your health number are correct and that you entered the correct date of birth.
  - If the information on your health card has changed, please update us so that you are able to book your appointment online.
  - If the information you entered is correct, the next screen that will appear is "Step 2: Select Provider".

## Step 2: Select Provider

Your primary care provider's name will appear under 'Select a Healthcare Provider for Online Booking'. Click on the circle next to your primary care provider. then click on 'Choose Provider' to continue.



## Step 3: Provide Details

Confirm your health card version code (these are the 2 letters that come after your health card number).

Read the questions and select your answers.

Then click on 'Next'.

- Please note: If you answer "yes" to any of the above questions, you will not be able to book your appointment online. Please call the clinic directly to book your appointment.

The screenshot shows a five-step progress bar at the top: STEP 1 Check-In (green checkmark), STEP 2 Select Provider (green checkmark), STEP 3 Provide Details (blue pencil icon), STEP 4 Choose Date & Time (calendar icon), and STEP 5 Booking Confirmation (thumbs up icon). The main content area is titled 'Provide Details' and contains the following text: 'If you are experiencing a medical emergency, please call 911 or go to your nearest emergency department.' and 'We are currently booking only in person appointments online. If you need to book a phone or video appointment contact reception to book at 416-603-5888.' Below this is a prompt: 'Please confirm your health card version code. (The 2 letters that come after your Health number on your OHIP card)'. A text input field contains 'XR'. Two questions follow: 'Would you like to book an appointment for a well baby check-up, physical or has your physician told you that you require 30 minute appointments?' with 'No' and 'Yes' buttons; and 'Do you require interpretation services?' with 'No' and 'Yes' buttons. A 'Next' button is at the bottom right. Blue arrows point to the 'XR' input field and the 'Next' button.

STEP 1 Check-In    STEP 2 Select Provider    STEP 3 Provide Details    STEP 4 Choose Date & Time    STEP 5 Booking Confirmation

### Provide Details

If you are experiencing a medical emergency, please call 911 or go to your nearest emergency department.

We are currently booking only in person appointments online. If you need to book a phone or video appointment contact reception to book at 416-603-5888.

Please confirm your health card version code. (The 2 letters that come after your Health number on your OHIP card)

Would you like to book an appointment for a well baby check-up, physical or has your physician told you that you require 30 minute appointments?    No    Yes

Do you require interpretation services?    No    Yes

Next

Provide additional details: choose the type of appointment and give a brief reason for your visit. Then click on 'Next'.

STEP 1 Check-In    STEP 2 Select Provider    STEP 3 Provide Details    STEP 4 Choose Date & Time    STEP 5 Booking Confirmation

### Provide Details

What type of appointment would you like to book?

This is a **15 minutes** appointment.

Please briefly describe your reason for visit:

## Step 4: Choose Date & Time

The available appointment dates will show up in blue. If you do not see any blue circles there may not be available appointments for the current month. Choose the next month to see available dates for the month selected.

- Please note that resident schedules are only posted 1 month in advance.

STEP 1 Check-In    STEP 2 Select Provider    STEP 3 Provide Details    STEP 4 Choose Date & Time    STEP 5 Booking Confirmation

### Choose Date & Time

Select date...

January 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

There are no available dates this month. Please check the next month(s). If there is no availability online, please try again at a later time.

STEP 1 Check-In    STEP 2 Select Provider    STEP 3 Provide Details    STEP 4 Choose Date & Time    STEP 5 Booking Confirmation

### Choose Date & Time

Select date...

February 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9

Click on the blue circle to see times for the selected date. Then select the time that you prefer.

The screenshot displays a five-step booking process. Step 4, 'Choose Date & Time', is the active step. Below the progress bar, the title 'Choose Date & Time' is followed by a date input field containing 'February 20, 2024'. A calendar for February 2024 is shown, with the 20th highlighted in a dark blue circle. Below the calendar, the section 'Available time slots:' lists the following times: 1:30 PM, 1:45 PM, 2:30 PM, 2:45 PM, 3:00 PM, 3:30 PM, and 3:45 PM.

STEP 1 Check-In ✓

STEP 2 Select Provider ✓

STEP 3 Provide Details ✓

STEP 4 Choose Date & Time

STEP 5 Booking Confirmation

### Choose Date & Time

February 20, 2024

< February 2024 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9

Available time slots:

- 1:30 PM
- 1:45 PM
- 2:30 PM
- 2:45 PM
- 3:00 PM
- 3:30 PM
- 3:45 PM

Your email will prepopulate. If you wish to redirect your appointment information to another email, you can enter this in the email field below. The final step is to click on 'Book Appointment'.

STEP 1 Check-In ✓

STEP 2 Select Provider ✓

STEP 3 Provide Details ✓

STEP 4 Choose Date & Time 📅

STEP 5 Booking Confirmation 👍

### Choose Date & Time

February 20, 2024

< February 2024 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9

Available time slots:

1:30 PM	3:00 PM
1:45 PM	3:30 PM
2:30 PM	3:45 PM
2:45 PM	

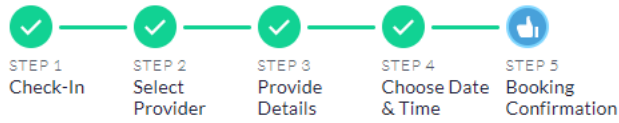
You are requesting an appointment on Tuesday, February 20, 2024 at 3:45 PM with Dr.

To receive an appointment confirmation by email, please provide your email address below:

[Book Appointment](#) ←

## Step 5: Booking Confirmation

You will receive a booking confirmation with all your booking details, including the date, time, provider name and location of your appointment. This information will also be sent to your email.



### Booking Confirmation

Your appointment is scheduled for:

**Tuesday, February 20, 2024 - 3:45 PM with Dr.**

Toronto Western FHT -Bathurst  
440 Bathurst St  
3rd Floor Toronto, ON M5T 2S6

416-603-5888  
[twfht.ca](http://twfht.ca)

[Print Confirmation](#)

[Add to Google Calendar](#)

[Download ICS](#)

