How to Self-Schedule an X-Ray in MyHealthPortal

Rev: September 25, 2023

We are currently trialing self-scheduling for X-Ray Type appointments at certain IH Acute Facilities. Please note that not all facilities are currently available for Self-Scheduling.

If you have booked an appointment to one of the available locations by mistake, please cancel the appointment immediately.
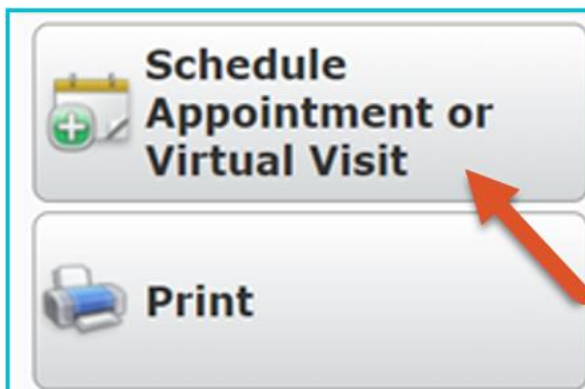
1. [Self-scheduling an X-Ray](#)

2. [Reschedule or Cancel Appointment](#)

3. [FAQ](#)

1. Self-scheduling an X-Ray

1. **Log in** at www.interiorhealth.ca/myhealthportal
    a. If you do not have an account, you can sign up calling Digital Health Support at 1-844-870-4756. Please note, you will need your PHN, and a private, unique email address to register.

2. Click the **Appointments Tab**

3. Click **Schedule Appointment**.

4. Select the appropriate **type of Appointment**. Please note: A requisition from a healthcare provider is required to book an x-ray.

X-Ray - Available at select locations only

REQUISITION REQUIRED: Needed for all self-scheduled appointments

5. Make sure you have a requisition or that your doctor will fax the requisition to the Medical Imaging department. You must choose Yes to continue.

Log Off

Test Labkghrexp's
Appointments

Schedule Appointment

Request a new appointment by answering the questions below. For time sensitive appointments, please contact your provider's office directly by phone.

Step 3: Appointment Prerequisites

Has your Provider's office given you a Requisition, or confirmed with you that they have faxed a Requisition to your selected X-ray location? (required)

⦿ Yes ⟵

◯ No

Cancel   Back   Next

6. Select the **location** best suited to your physical location.

Step 7: Select an office location for your X-Ray - Available at select locations only

Location (required)

Ashcroft Hosp & Hlth Centre
Barriere Health Centre
Chase & District Health Centre
Clearwater DHH Hospital

7. Select your desired **date and time**.

Schedule Appointment

Request a new appointment by answering the questions below. For time sensitive appointments, please contact yo provider's office directly by phone.

Step 9: Please select a date and time for your X-Ray - Available at select locations only at Clearwater DHH Hospital

‹‹ ‹	September 2023	› ››	Available times for Wednesday, 27 September 2023

S	M	T	W	T	F	S
27	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**	30
1	2	**3**	**4**	**5**	**6**	**7**

1:45 pm PDT

2:00 pm PDT   2:15 pm PDT   2:30 pm PDT   2:45 pm PDT

3:00 pm PDT   3:15 pm PDT

8. If known, enter the body part to be x-rayed in the **Reason for Visit**, and confirm your **phone number**. Click **Submit**.

Schedule Appointment

Request a new appointment by answering the questions below. For time sensitive appointments, please contact your provider's office directly by phone.

Step 11: Confirm your appointment

X-Ray - Available at select locations only
Wednesday, 27 September 2023 at 2:45 PM PDT

Clearwater DHH Hospital

What is the reason for your appointment?

Left Knee X-Ray

How should we contact you if there are any questions about your appointments?

⦿ Primary Phone: 555-555-8888

◯ Phone 2: 364-123-4566

◯ Other

Comments

| Cancel | | Back | Submit |

9. Review any related **instructions and appointment details** at the completion of the booking.

Walter Intrihexp's
Appointments

View the details of your appointment, including the location and duration of the appointment and if there is any preparation required. Please note that not all appointments may show on the MyHealthPortal. This is because not all Interior Health appointments are booked in the electronic system that links to your MyHealthPortal account. Learn More

◁ Back to List of Appointments

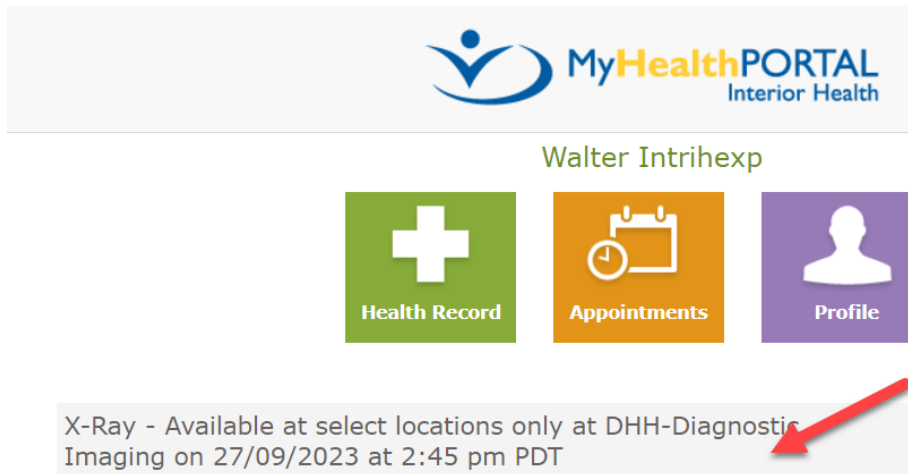Reschedule Appointment

Cancel Appointment

Print

X-Ray - Available at select locations only
Wednesday, 27 September 2023 at 2:45 pm PDT

Clearwater DHH Hospital
640 Park Drive
Clearwater, BC V0E 1N0

Directions
1. Please note this appointment requires you to present at the Medical Imaging Department at Dr Helmcken Memorial Hospital (DHH) in Clearwater, British Columbia.
2. This pilot project is currently limited to Clearwater location only. If you have booked to this location in error, please cancel the appointment IMMEDIATELY.

Duration
45 minutes

Reason For Visit
Left Knee X-Ray

Instructions
Arrival Instructions:

10. From the Appointments Tab, you can **view any upcoming appointments**.

Date	Appointment	Location
Wed, 27 Sep 2023 2:45 pm PDT	X-Ray - Available at select locations only	Clearwater DHH Hospital

And you can also see them on the home screen of MyHealthPortal.

X-Ray - Available at select locations only at DHH-Diagnostic Imaging on 27/09/2023 at 2:45 pm PDT
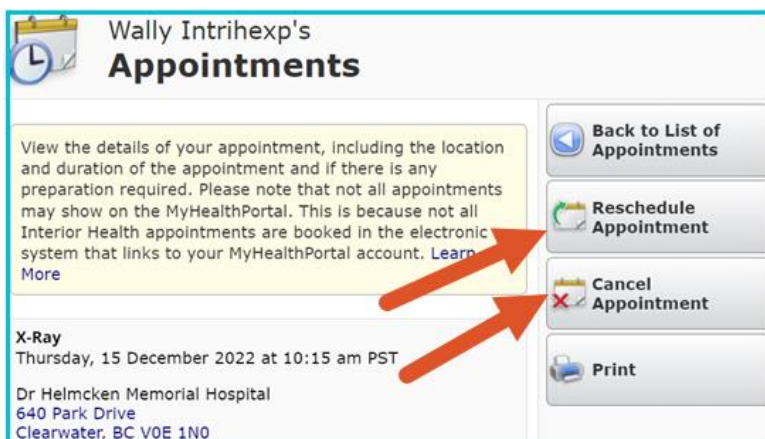
2. Reschedule or Cancel Appointment

If you are unable to attend, please reschedule or cancel your appointment.

Please note, at this time, only **self-scheduled appointments** can be rescheduled or cancelled.

For all non-self-scheduled appointments, contact the location where your appointment is occurring to cancel or reschedule.

3. FAQ

1. Why can I only book at certain locations? Why can I only book X-Ray appointments?

Currently, we are only doing this at certain locations for one type of appointment because this a test for our self-scheduling system. If this goes well at these sites we will add more locations and appointment types in the future.

2. Why do I need a requisition? What happens if I show up without one?

You will need one to book your self-scheduled appointment in MyHealthPortal and the technicians need the requisition to know exactly what they are X-Raying and why. If you show up without one they will not give you an X-Ray and ask you to go get one from your doctor. If you had a virtual appointment with your doctor, you can have them fax that requisition to the Medical Imaging office.

3. Why do the steps skip numbers?

There are background processes happening that you don't need to see. Nothing to worry about you aren't missing anything.

4. Can I still walk in for an X-Ray appointment?

Walk-ins will only be permitted for urgent appointments.

5. How do I cancel or reschedule my appointment?

You can cancel or reschedule your appointment on the appointments page in the MyHealthPortal. If you need any assistance to cancel or reschedule you can contact Digital Health Service Desk at 1-844-870-4756.

6. How do I sign up for MyHealthPortal?

You can call 1-844-870-4756 and a clerk can get you setup with an account. They can also do password or login resets to help you get back into your account. You can also refer to the Self-Enrolment Guide.

7. When will my results be ready?

Results can take up to 14 days to show in the MyHealthPortal. You will only see the report of the X-Ray, not the images themselves.

Return to First Page