DHH Clearwater Self-Scheduling Frequently Asked Questions (FAQ)

Rev: October 14, 2022

Effective October 6/2022, patients in Clearwater and the surrounding communities can book an x-ray appointment online through their MyHealthPortal account. This is a patient self-scheduling trial currently limited only to Clearwater location. If you have booked an appointment to this location by mistake, please cancel the appointment immediately.

1. FAQ

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

Currently, we are only doing this at one location for one type of appointment because this a test for our self-scheduling system. If this goes well at Clearwater 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?

Yes, you can still walk in for appointments until November 1/2022, after that 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