

# Booking an Appointment from your Portal Account

**This article is intended for any patient wishing to book an appointment directly from their clinic's Patient Portal**

You can book, confirm and cancel appointments with your clinic's healthcare professionals directly from your portal account.

Booking an appointment online lets you view the available slots in a calendar format and makes it easier for you to compare those availability to your personal schedule. To book an appointment, follow the steps below:

1. Access your portal account. See how [here](#).
2. Click the *Appointments* tab.



**MEDFAR**  
CLINICAL SOLUTIONS




**Marie Lévesque**

1980-10-10

Other Profiles

 MESSAGES

 PROFILE

 02 APPOINTMENTS

 1 BILLS

 2 DOCUMENTS

## Appointments

### Upcoming Appointments

Date

October 11, 2019

1:00 PM

October 12, 2019

10:00 AM

October 16, 2019

8:30 AM

October 21, 2019

2:10 PM

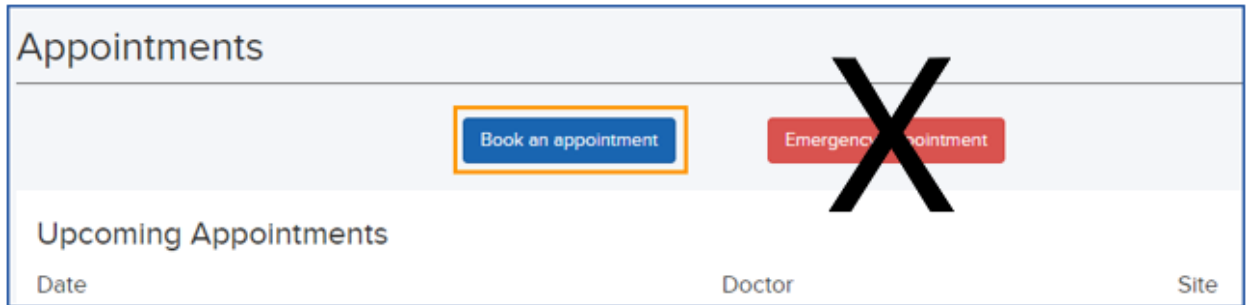
### Appointment History

Date

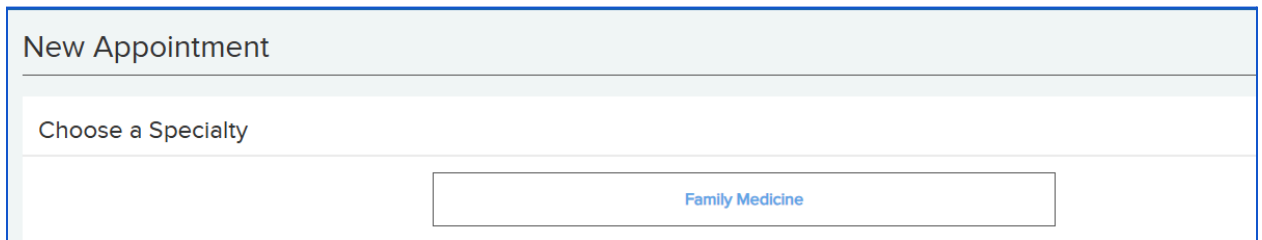
October 11, 2019

9:30 AM

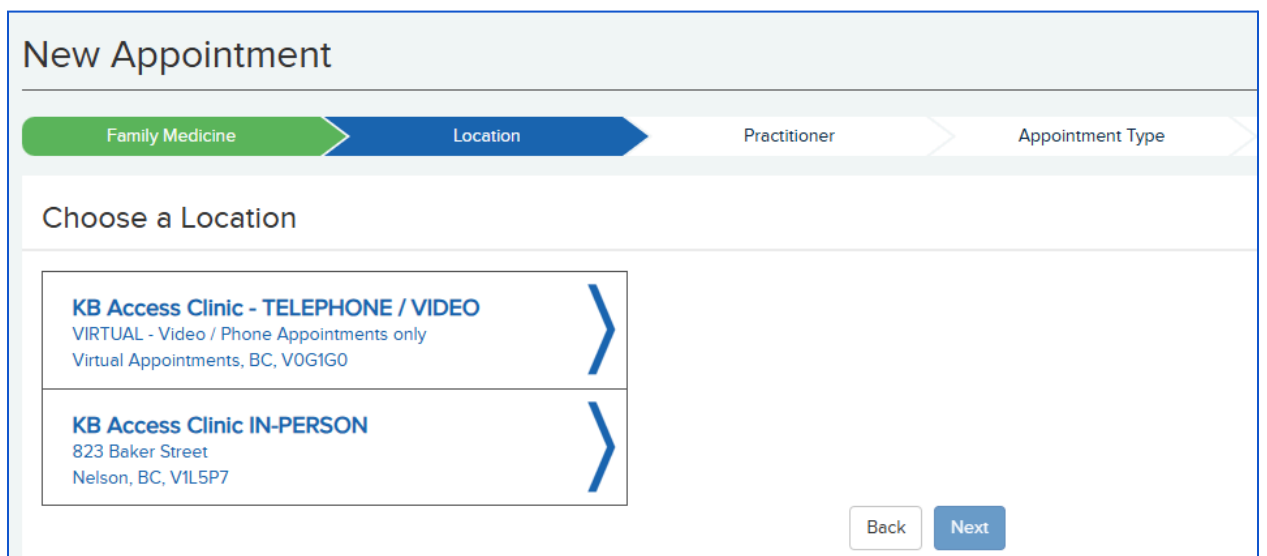
3. Select **Book an appointment**. KB Access Clinic does not offer emergency services. Call 911 or go to your closest emergency department.



4. Click on Family Medicine.



5. Select the best option for your appointment:



6. Choose **All Professionals**.

### New Appointment

Family Medicine > KB Access Clinic - TELEPHON > Practitioner > Appointment Type

#### Choose a Practitioner

All Professionals >

Dr. Prima Health >

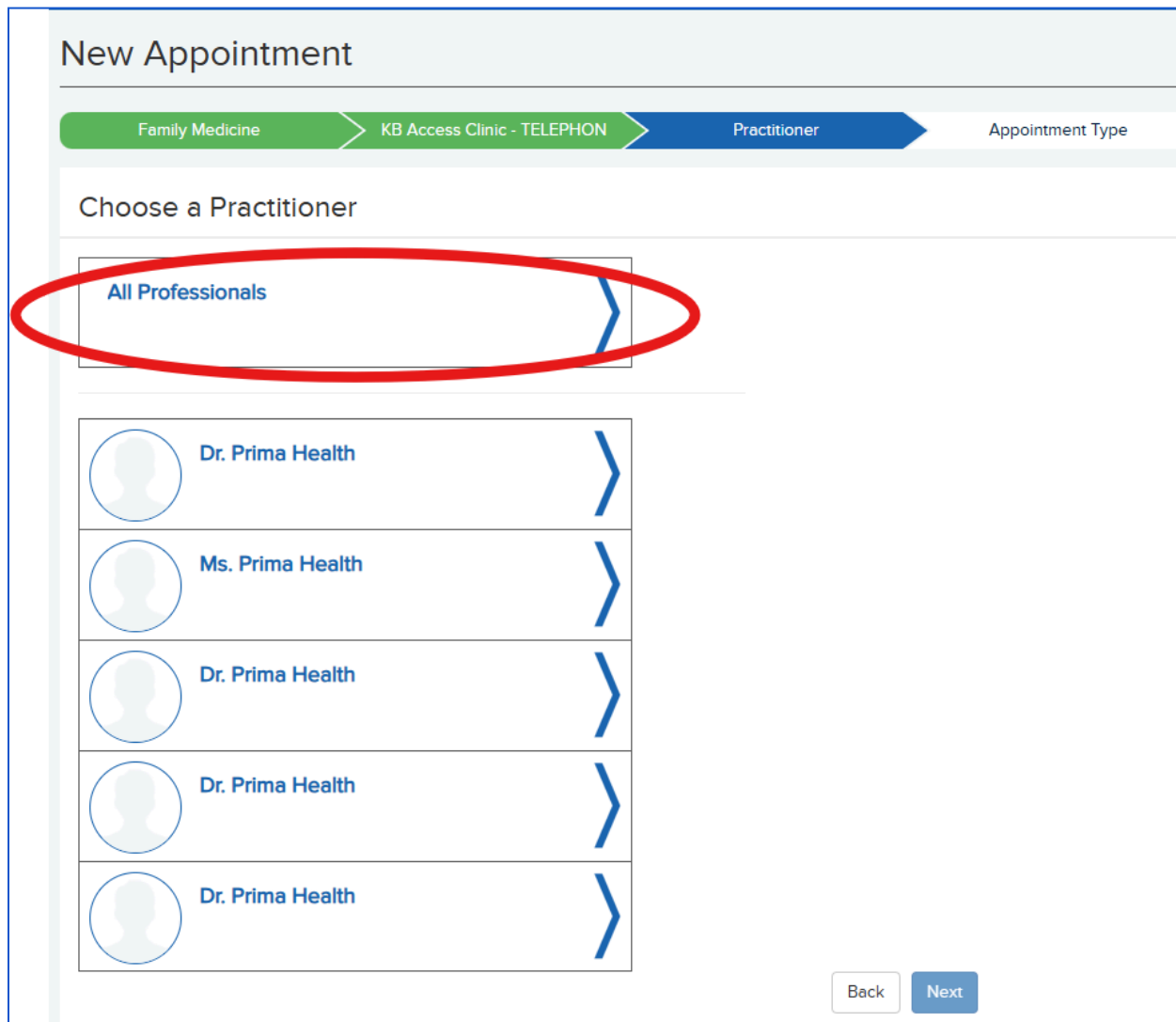
Ms. Prima Health >

Dr. Prima Health >

Dr. Prima Health >

Dr. Prima Health >

Back Next



7. Select the appointment type that best describes your health concern. For more details on the appointment types available, please visit the [FAQ](#) document.

- **Video/Telephone Appointments:** Suitable for discussing test results, medication renewals, follow-ups for ongoing conditions, or minor health concerns that don't require a physical exam.
- **In-Person Appointments:** Necessary for physical exams, diagnostic procedures, or addressing concerns requiring hands-on assessment (e.g., unexplained pain, swelling, or injury).

If unsure, please [contact](#) the clinic to be guided to the most appropriate option.

Phone / Video:

### New Appointment

Family Medicine > KB Access Clinic - TELEPHON > All Professionals > **Appointment Type** > Questionnaire > Availabilities

#### Choose an Appointment Type

Telephone - Prescription Renewal (NOT YET CONFIRMED)	<b>Choose this option if you need to renew an existing prescription. ( 10 minutes )</b> This appointment is not yet confirmed. If you wish to speak with our receptionist, please call 1-778-508-3112. If this is an emergency, please call 911 or go to your nearest emergency room.
Telephone Chronic Care & Follow up OR Ongoing health conditions (NOT YET CONFIRMED)	<b>For ongoing management of conditions like diabetes, high blood pressure, asthma, cancer, mental health, arthritis, heart disease, post-surgery care, pregnancy care. ( 10 minutes )</b> This appointment is not yet confirmed. If you wish to speak with our receptionist, please call 1-778-508-3112. If this is an emergency, please call 911 or go to your nearest emergency room.
Telephone General Health Concerns (NOT YET CONFIRMED)	<b>For cold or flu symptoms, mild fever, skin issues, minor injuries, constipation, headaches, palliative care needs. ( 10 minutes )</b> This appointment is not yet confirmed. If you wish to speak with our receptionist, please call 1-778-508-3112. If this is an emergency, please call 911 or go to your nearest emergency room.
Video Chronic Care & Follow up OR Ongoing health conditions (NOT YET CONFIRMED)	<b>For ongoing management of conditions like diabetes, high blood pressure, asthma, cancer, mental health, arthritis, heart disease, post-surgery care, pregnancy care. ( 10 minutes )</b> This appointment is not yet confirmed. If you wish to speak with our receptionist, please call 1-778-508-3112. If this is an emergency, please call 911 or go to your nearest emergency room.
Video General Health Concerns (NOT YET CONFIRMED)	<b>For cold or flu symptoms, mild fever, skin issues, minor injuries, constipation, headaches, palliative care needs. ( 10 minutes )</b> This appointment is not yet confirmed. If you wish to speak with our receptionist, please call 1-778-508-3112. If this is an emergency, please call 911 or go to your nearest emergency room.

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## In-Person:

### New Appointment

Family Medicine > KB Access Clinic IN-PERSON > All Professionals > **Appointment Type** > Questionnaire > Availabilities

#### Choose an Appointment Type

Infections or Health Concerns (NOT YET CONFIRMED)	<b>For issues with the bladder, lungs, skin, ears, eyes, or hearing, causing symptoms like pain, fever, or trouble breathing. This is an in-person appointment. ( 10 minutes )</b> This appointment is not yet confirmed. If you wish to speak with our receptionist, please call 1-778-508-3112. If this is an emergency, please call 911 or go to your nearest emergency room.
Chronic Care & Follow up OR Ongoing health conditions (NOT YET CONFIRMED)	<b>For ongoing management of conditions like diabetes, high blood pressure, asthma, cancer, mental health, arthritis, heart disease, post-surgery care, pregnancy care. ( 10 minutes )</b> This appointment is not yet confirmed. If you wish to speak with our receptionist, please call 1-778-508-3112. If this is an emergency, please call 911 or go to your nearest emergency room.
General Health Concerns (NOT YET CONFIRMED)	<b>For cold or flu symptoms, mild fever, skin issues, minor injuries, constipation, headaches, palliative care needs. ( 10 minutes )</b> This appointment is not yet confirmed. If you wish to speak with our receptionist, please call 1-778-508-3112. If this is an emergency, please call 911 or go to your nearest emergency room.

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8. Pick a date or as soon as possible with a description of the reason for your appointment.

a. Use one of the 2 options below to configure the calendar:

i. Check *As soon as* to see the next available options.

ii. Check *Anytime after* to see options starting from that date. Add a date or click the dropdown menu to choose from the calendar.

b. **Use the blank field to provide detailed information about the reason for your appointment. This will help us schedule your appointment appropriately.**

c. Click *Next*.

## New Appointment

Family Medicine > My Clinic > All Professionals > Walk-in

When would you like the appointment?

As soon as possible

Anytime after:  

In a few words, describe the reason for the appointment

9. Select the time slot that works best with your schedule.

### Choose an Availability

< 14 - 20 October >

	Morning	Afternoon
<b>Mon</b> 14	No Availability	No Availability
<b>Tue</b> 15	No Availability	No Availability
<b>Wed</b> 16	8:00 AM Dr. Alexander Marlon	No Availability
	9:00 AM Dr. Alexander Marlon	
<b>Thu</b> 17	No Availability	1:00 PM Dr. Isabelle Cornet
		2:00 PM Dr. Isabelle Cornet
<b>Fri</b> 18	No Availability	1:00 PM Dr. Marlon D Test
		1:40 PM Dr. Marlon D Test
<b>Sat</b> 19	No Availability	No Availability
<b>Sun</b> 20	No Availability	No Availability

a. Use the arrows at the top of the page to change between weeks.



b. Select an appointment by clicking on the desired slot.

- You are redirected on the details page.

i. Check the details to make sure that you selected the correct appointment.

c. Click *Confirm Appointment* to book it or select *Back* to return to the schedule and choose a new appointment.

## Confirm Appointment



**Dr. Alexander Marion**



My Clinic  
1000 Main Street  
Montreal, QC, H1T1H1  
—  
1-800-MEDFAR



October 16, 2019  
9:00 AM

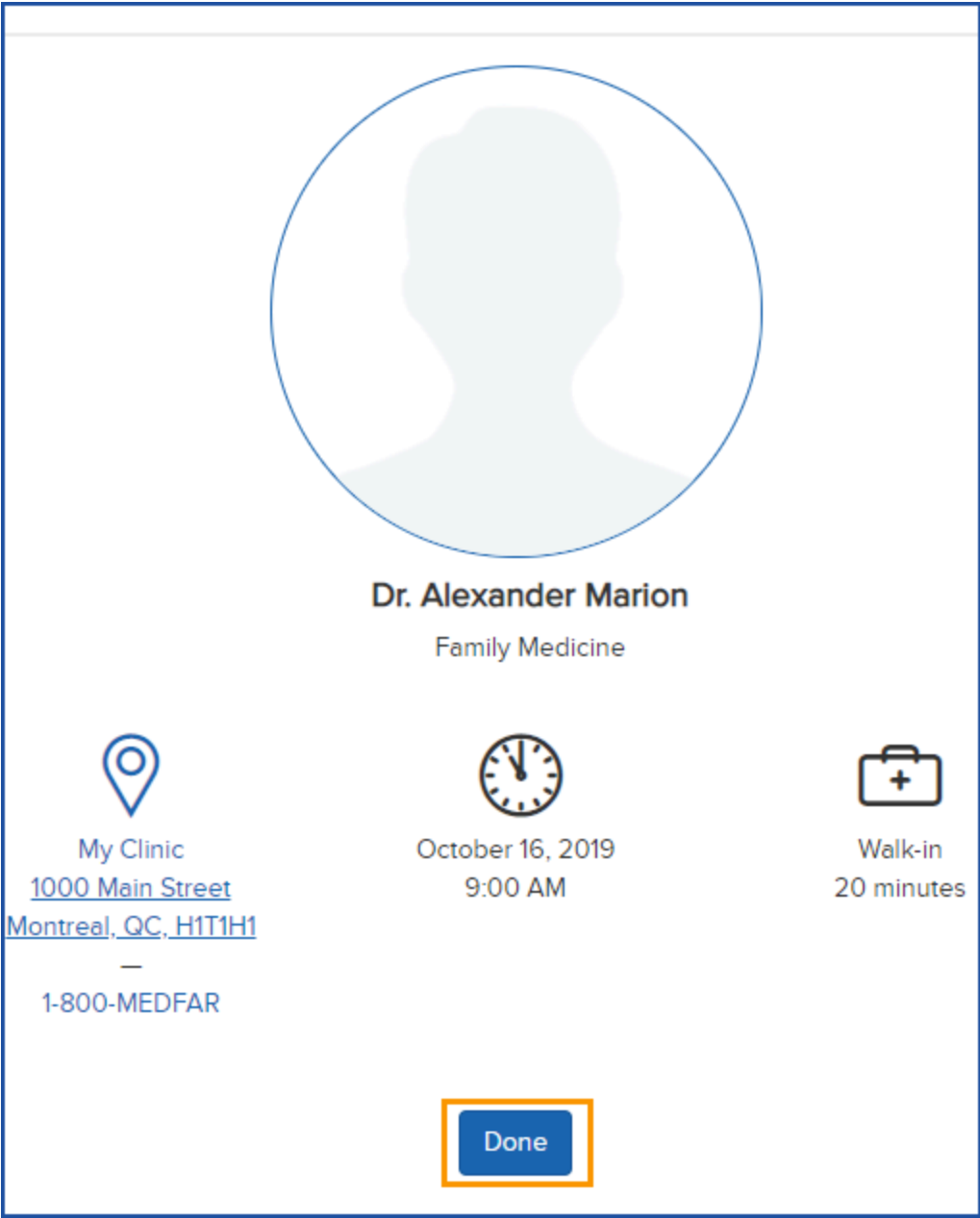


Walk-in  
20 minutes

Back


Confirm Appointment


d. Click *Done* when your choice is made.




A user profile card for Dr. Alexander Marion, a Family Medicine doctor. The card features a circular placeholder for a profile picture at the top. Below the name, there are three columns of information: location (My Clinic, 1000 Main Street, Montreal, QC, H1T1H1, 1-800-MEDFAR), appointment date and time (October 16, 2019, 9:00 AM), and appointment type (Walk-in, 20 minutes). A blue 'Done' button is located at the bottom center of the card.

**Dr. Alexander Marion**  
Family Medicine

 My Clinic  
[1000 Main Street](#)  
[Montreal, QC, H1T1H1](#)  
—  
1-800-MEDFAR

 October 16, 2019  
9:00 AM

 Walk-in  
20 minutes

[Done](#)

- You are redirected to the *Appointments* tab. You can view and manage your future appointments.