

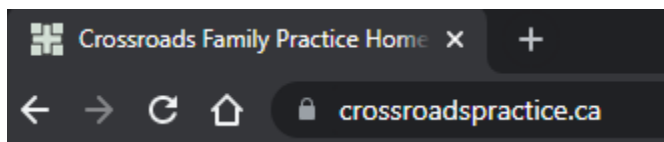
Online booking instructions:

NOTE: At this time you can only do online booking for **regular appointments**. Unfortunately you cannot use this system to book for more complex visits like complete physicals, lesion excisions, visits that involve our nurse etc. For these bookings you will still need to call our office.

- 1) Go to the **Crossroads Practice website:**

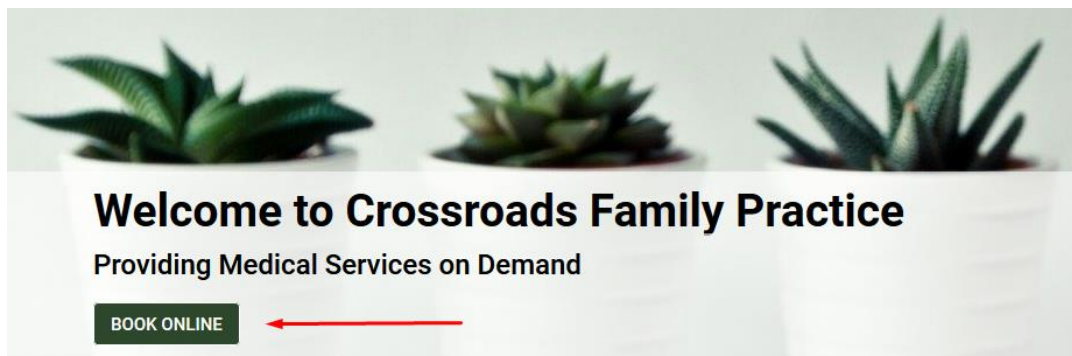
<http://crossroadspractice.ca/>

NOTE: There are other Crossroads Medical clinics in Canada- one is in Nova Scotia (called Crossroads Family Practice), one is in Vancouver (called Cross Roads Vancouver-Family Practice) so it is best to use the link above and **bookmark** it or type the address directly into your URL (crossroadspractice.ca)



- 2) You can use either your **computer** or your **mobile device** to do the booking.

- 3) Click "**Book Online**"



- 4) **Enter your 10 digit BC Medical Care Card number** (or the Care Card number of the family member that you are booking for)

The screenshot shows the 'Book an Appointment' page for Crossroads Family Practice. The title 'Book an Appointment' is in a large, bold font. Below it, the first step is '1 Enter Your Information'. There is a text input field with a '#' symbol and the placeholder text 'Enter Insurance Number'. To the right of this field is a 'NEXT' button. A red arrow points from the right towards the 'NEXT' button.

- 5) **Select your doctor.**

Note that **Dr Ross and Dr Janz** are job sharing and **Dr Smith and Dr Beaumont** are job sharing so if you are a patient of one of these share doctors you can select either of the two (eg. a patient of Dr Ross can book with Dr Janz or vice versa).

Use the **scroll bar** to see all the doctors in the clinic and then click on your doctor.

The screenshot shows the '2 Your Provider' step of the booking process. A dropdown menu is open, showing a list of providers: 'Bevan Voth 2632', 'Braeden Beaumont', 'Cam Ross 05485', and 'David Page 2459'. A red arrow points to the 'Select Provider' dropdown button, and another red arrow points to the vertical scrollbar on the right side of the dropdown list. Below the dropdown, the text '4 Select A Time' is visible.

6) Indicate **appointment type**- in person or telephone.

3 Appointment Details

Appointment Type

Telephone

In-Person

Your Email

7) Select **appointment reason**

Appointment Reason

OTHER

Follow-Up

8) If appropriate **provide more details** regarding the appointment reason
Please note this field is **limited** to 50 characters (about 10 words). Currently it does not warn you when you have exceeded this limit. There is no problem exceeding the limit except that the extra words are discarded.

3 Appointment Details ▼

In-Person ▼ OTHER ▼

Back pain for 2 weeks ←

- 9) Check that **your email** (this will provide you a confirmation email and provide a link that you can use to cancel the appointment) and **contact number** (the number you want to be contacted on if this is a televisit) are correct and if not please **edit** them

3 Appointment Details ▼

In-Person ▼ OTHER ▼

Back pain for 2 weeks

📧 patientemail@gmail.com ← Enter email address

☎ 6048583725 ← Enter contact number

- 10) Select a **day** - only the days when appointments are available will be visible and once you select a day with appointment slots you will be able to see what times are available. Then click on a **suitable time**, The **“Next”** button will then become active and you can click it.

4 Select A Time ▼

SUN	MON	TUE	WED	THUR	FRI	SAT
				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 0 slots	26 0 slots	27 0 slots	28 0 slots	29 13 slots	30 23 slots	31 0 slots

Suggested for your convenience:
 THU JUL 29 2021 09:20 AM

Or choose another time slot below:

AM:

09:20 AM

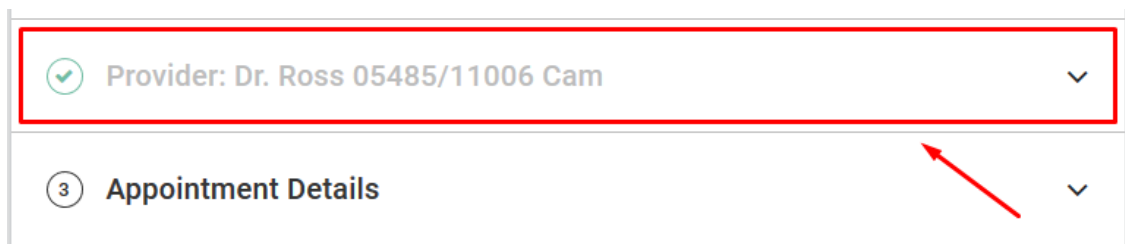
09:30 AM ←

10:20 AM

10:30 AM

BACK → NEXT

11) If your doctor is in a shared practice (ie **Ross/Janz** or **Smith/Beaumont**) and you can't find a suitable appointment time with one, click anywhere in the **provider box** and it will allow you to choose the other doctor to see if they have a more suitable appointment time.



NOTE: you cannot book with any doctor, only with your doctor (or practice share doctor if applicable). Wrong bookings will be cancelled. If you need an earlier appointment than what is available online you can call the office and speak with one of our staff for options.

12) You will then see the **confirmation screen**. You need to provide consent to make the booking then click **“Book Now”**

5 **Book Appointment** v

Patient Name: MOA TEST

Provider: Dr. Page 24595/15101 David


Time: July 29 2021 (09:30 AM)


Mode: In-Person, Reason: OTHER


Back pain for 2 weeks

Health and Safety Procedure

Our clinic have implemented measures to ensure a safe and clean environment. Please be aware and follow our procedures.


Face masks


Social distancing


Hand sanitize


EDIT APPOINTMENT

BOOK NOW

Cancellation Policy

Please show consideration to your fellow patients by cancelling as early as possible if you no longer require an appointment or can no longer attend. Appointments cancelled less than 24 hours in advance may be subject to a cancellation fee.

I give my consent to the clinic and its providers to use my information for booking purposes. For more information, please consult Porton's **TERMS OF USE** and **PRIVACY POLICY**



13) You will see a **final screen** with all the details- please review to see that it is accurate

6 **Appointment Confirmation** v

Your appointment has been booked, and a confirmation has been sent to your email.

Clinic: Crossroads Family Practice

Provider: Dr. Page 24595/15101 David

Time: July 29 2021 (09:30 AM)

Mode: In-Person, Reason: OTHER

 ADD TO CALENDAR v

 FINISH

14) You will receive a **confirmation email** with a link that you can use to cancel or change the appointment (please allow a minimum of 24hrs notice).

Dr. David Page 24595/15101 Appointment Confirmed



portonhealth@gmail.com <portonhealth@gmail.com>
7:52 AM

To: portonhealth@gmail.com



Dear MOA TEST

YOU HAVE BOOKED AN APPOINTMENT RECENTLY

Appointment with Dr. David Page 24595/15101



In-person



Other



July 29th 2021 9:30:00 am — 9:40:00 am



201-45800 Promontory Road, Chilliwack, BC

To cancel or change your booking, please use the following link:

[Add to your calendar](#)

[Cancel or Reschedule your appointment](#)

