

# Frequently Asked Questions: Medical Navigator Online Appointment Booking

## 1. What is Medical Navigator?

It is an online booking system which will allow you to book appointments at the participating Extended Hours Primary Care Clinics and Minor Illness and Injury Clinics.

## 2. How do I create a user account?

To create an account, click on the "Sign Up" button on the Login page, provide your email, password, and follow the instructions.

## 3. I didn't receive a verification code and was unable to complete creating an account.

If you do not immediately receive your verification email, please check your Junk and/or Spam folder. If your verification code has expired, please repeat the account setup process and check the Junk and/or Spam folder to locate your verification message.

## 4. I created an account when the clinics first opened up. Why am I being asked to create an account again?

We made a change to our online booking system. Due to privacy and security your account with the previous online booking system will not work with the Medical Navigator. You are required to create a new one.

## 5. What is the difference between a user account and a patient profile?

A user account is linked to an email and password that allows you to login into the Medical Navigator (online booking) system. A user account is created by the person who is booking appointments for themselves and/or possibly others.

A patient profile is for the patient who the user is booking an appointment for. User and patient are often the same individual. A user can have one or more patients they can book appointments for. For example, a parent could have one user account and have themselves and their children, and elderly parents as patient profiles under their user account.

You will not be able to view appointments created under another individual's user account.

## 6. What do I need to create a patient profile and book an appointment online?

You need to provide your full name, date of birth, and Manitoba Health Card Number (aka PHIN), Manitoba Registration Number or Out-of-Province Health Card. If you do not have a Canadian Health Card, you will not be able create a patient profile and book online. Once your patient profile is created, you can proceed to book an appointment online.

## **7. What if I do not have a Canadian Health Card (PHIN for Manitoba, or other provincial health card numbers)?**

You are unable to book an appointment using the online booking system.

For Extended Hours Primary Care Clinics: Patients can be seen at EHPCC clinics without a health card through a walk-in appointment. Please contact the clinic to inquire about the availability of walk-in appointments. [Contact numbers can be found here.](#)

For the Brandon Minor Illness and Injury Clinic: Patients without a health card can book an appointment by calling the clinic at: 204-578-2590. Walk in appointments are also available at the clinic which is located at 144 – 6th Street, Brandon.

## **8. What if I do not know my Health Card number?**

The Health Card Number can be found on your provincial health card. If you do not have one or cannot locate it, please call Manitoba Health Registration and Client Services at 204-786-7101 or 1-800-392-1207 (toll free). [Please click here for more information on Manitoba Health Cards and Coverage.](#)

## **9. How can I book an appointment?**

Step 1 – Create an account

Step 2 – Add/Register Patient

Step 3 – Select the “Book Appointment” option on the patient profile, select the appointment location, enter your medical concern. Earliest available appointments across participating clinics will be shown. Use the “View More” option to see all available timeslots for the specific clinic. Select the time that best suits your needs and click the “Book” button.

## **10. Am I able to reschedule my appointment?**

Yes, you can do so by canceling your existing appointment then booking a new appointment.

Note: You can only have one upcoming appointment for a patient at a particular clinic.

## **11. How can I see available appointments?**

To see available appointments, select the “Book Appointment” option on the patient profile, and follow the prompts. Earliest available appointments across participating clinics will be shown. Use the “View More” option at each clinic to see all available timeslots for the specific clinic.

**12. How far in advance will I be able to book an appointment?**

Depending on the participating clinic, same day or same/next day appointments are available to book online. Online bookable appointments for the next day will be made available after midnight.

EHPCC and MIIC clinics are for patients needing same day/next day treatment for pressing medical concerns that are not urgent or an emergency. If your matter can wait, we recommend booking an appointment with your family doctor or regular health care provider.

**13. Can I book appointments for my spouse and/or dependents?**

Yes, as long as you are authorized by the individual or are a guardian of the patient you are booking for. You can add additional patients to your user account and book an appointment on another patient's behalf.

**14. Can I book appointments for non-relatives?**

Yes, as long as you are authorized to do so by the individual. You can add additional patients to your user account and book an appointment on another patient's behalf.

**15. Can my spouse also book appointments for our child with their own user account?**

Both parents can book appointments for their child(ren) using their own user accounts. The child's patient profile must be added to each parent's user account.

**16. How can I see my past appointments?**

Use the "Appointments" option on the patient profile and follow the prompts to view upcoming and past appointments booked via the Medical Navigator.

**17. I booked an appointment in the past but now I don't see them listed in my past appointments.**

You may have booked with a previous online booking system and those appointments will not be visible in Medical Navigator.

**18. What happens if I need to cancel my appointment?**

You can cancel your appointment any time before the scheduled appointment time by going to "Appointments" and selecting "Cancel".

**19. How will I be notified about my appointments?**

You will receive notifications via text when your appointment is booked, changed, or canceled. You will also receive appointment reminders via text prior to your appointment.

**20. Will I be allowed to book an appointment in a city different from where I live?**

Yes, you can book appointments for any participating clinic regardless of where you physically reside. Please allow sufficient travel time to ensure you arrive for your appointment on time.

**21. I don't have a cell/mobile phone; how can I get notifications?**

You will not be able to receive notifications without a cell/mobile phone. You can check for appointments updates via "Appointments" on your patient profile on the Medical Navigator site.

**22. How do I change the password for my account?**

When you need to change your user password, use the "Forgot Your Password" link at the Sign In page and follow the prompts. You will be sent a Verification Code to your email which is required for you to change your password.

**23. What do I do if I encounter a technical issue or have problems using the Medical Navigator?**

Please contact [techsupport@medinav.ca](mailto:techsupport@medinav.ca) or call 1-888-235-0697.