

# Tip Sheet

## How to Book a Virtual Urgent Care Appointment with a MyDovetale Account

This tip sheet outlines the steps to book a virtual urgent care appointment for individuals with a MyDovetale account.

### Booking a VUC Video Visit With a MyDovetale Account

1. Navigate to the Urgent Care Ontario website (<https://www.urgentcareontario.ca>) and select 'Adult' to schedule a Virtual Urgent Care Video Visit.

I am in need of online urgent care for:

|  |  |  |
|--|--|--|
| <br>ADULT | <br>CHILD / YOUTH | <br>LONG-TERM CARE RESIDENT |
|--|--|--|

[Click here to access Urgent Care Ontario](#)

2. Review the hours of operations, if this service is right for you, and what you need for the appointment.

Hours of Operation

Same day appointments are available on a first-come, first serve basis.

Monday: 10:00 a.m. to 6:00 p.m.  
Tuesday: 10:00 a.m. to 6:00 p.m.  
Wednesday: 10:00 a.m. to 6:00 p.m.  
Thursday: 10:00 a.m. to 6:00 p.m.  
Friday: 10:00 a.m. to 6:00 p.m.  
Saturday: 8:00 a.m. to 4:00 p.m.  
Sunday: 8:00 a.m. to 4:00 p.m.

Modified Hours:  
Monday February 17: 8:00 a.m. to 4:00 p.m.

Is this service right for you?

If you have a primary care provider, they should be your first point of access for care. An online urgent care appointment may be right for you if you:

-   
**Are unable to access a primary care provider**
-   
**Are 18 and over and have a valid Ontario Health Card**
-   
**Do NOT live in a Long Term Care Home**
-   
**Meet location and technical access requirements**

**Have an Urgent non-life threatening medical issue, examples include:**

- Headache
- Body ache
- Bites and stings
- Rashes
- Skin infection
- Sinus infection
- Fever
- Eyelid redness or bump
- Urinary tract infection symptoms
- Frostbite/cold injury
- Sore throat
- Diarrhea
- Nausea
- Sprains and minor injury
- Nail infection
- Scabies
- Rashes
- Nasal congestion
- Cough
- Painless red eye
- Lice

**For a list of conditions or symptoms that should be immediately addressed at an Emergency Department in person, please click [here](#).**

**Please note the following considerations prior to booking a Virtual Urgent Care appointment:**

- Depending on provider availability, you may face a significant wait time.
- Virtual Urgent Care appointments are provided by St Joe's nurse practitioners; their scope of practice may differ from a family physician.
- Not all care can be delivered virtually, your provider may refer you to in-person care if they deem it necessary.
- Prescriptions for narcotics cannot be filled or renewed during an online urgent care appointment

What do I need for the appointment?

In order to access this service, you will need:

-   
**A device with a microphone**
-   
**Stable internet access**
-   
**Government issued photo ID**
-   
**The name of your Preferred Pharmacy**
-   
**A list of your current medications**
-   
**A quiet space to take the call**

3. Navigate to the 'Book your appointment now' and select 'CLICK HERE TO BOOK AN APPOINTMENT'.



Book your appointment now

If you are experiencing a health emergency or your symptoms worsen while you are waiting for a virtual urgent care appointment, please call 9-1-1 immediately or go to the nearest emergency department or urgent care centre.

You will select a specific date and time for your appointment and receive a confirmation email once the appointment has been successfully scheduled.

- Appointments can be scheduled for same day or next day, depending on appointment availability.
- You can only schedule one (1) Virtual Urgent Care video visit per day.

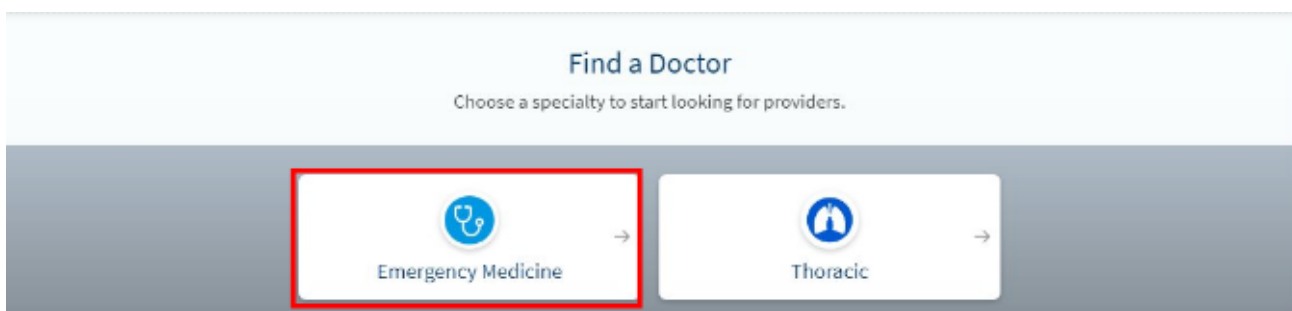
There may be a wait time for your health practitioner to join the Zoom meeting. We appreciate your patience as we work diligently to provide you care.

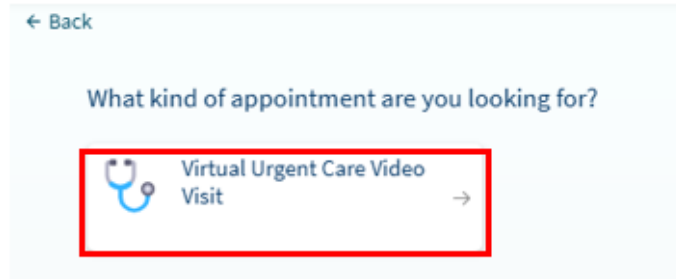
[CLICK HERE TO BOOK AN APPOINTMENT](#)

**NOTE:** In scheduling an appointment and providing us with your email address, you are consenting to receiving electronic communications from St. Joe's and you accept the associated risks. St. Joe's is not responsible for the security of your internet service providers, email domains, computer, tablet, cell phone or applications (programs) on your devices.

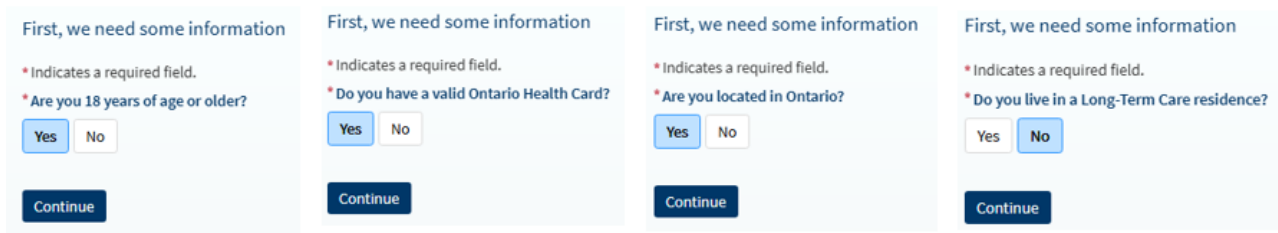
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4. Select the 'Emergency Medicine' and 'Virtual Urgent Care Video Visit' buttons to access the Open Scheduling webpage and schedule an appointment.



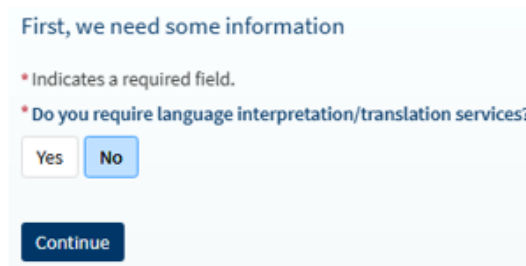


5. Follow the prompts to complete the questionnaire and determine if you are eligible to book a Virtual Urgent Care Video Visit appointment.

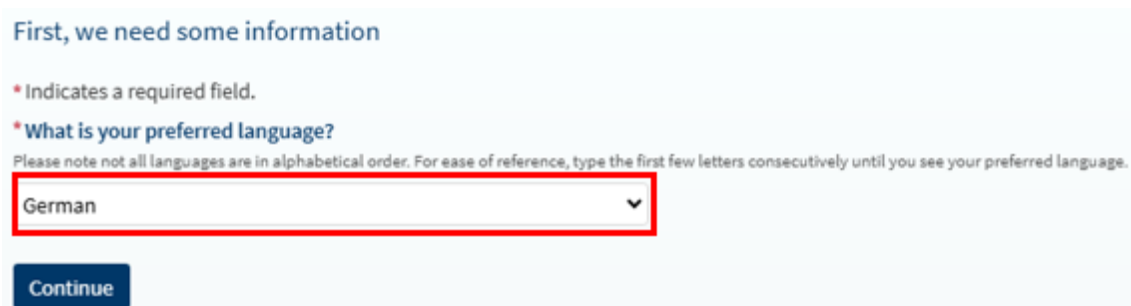


**NOTE: Patients must be located in Ontario, Canada for a majority of providers at SJHH to provide care through Video Visits.**

If you require an interpreter, please indicate this in the questionnaire.



An option to select your preferred language will appear; Your provider will request an interpreter who speaks your preferred language for your appointment.



6. Confirm that you have access to an appropriate device to join the appointment.

First, we need some information

\* Indicates a required field.

\* Do you have access to at least one of the following devices: desktop computer, laptop, tablet, or mobile phone?

Yes No

Continue

7. Select an appointment time to schedule your Virtual Urgent Care Video Visit appointment.

Select a time for your Virtual Urgent Care Video Visit appointment

**i** Will you be in Ontario?  
If you'll be somewhere else for this visit, change your location.

Thursday March 06, 2025

|         |         |         |         |         |
|---------|---------|---------|---------|---------|
| 1:00 PM | 1:15 PM | 1:30 PM | 1:45 PM | 2:00 PM |
| 2:15 PM | 2:30 PM | 2:45 PM | 3:00 PM | 3:15 PM |
| 3:30 PM | 3:45 PM | 4:00 PM | 4:15 PM | 4:30 PM |
| 4:45 PM | 5:00 PM | 5:15 PM | 5:30 PM | 5:45 PM |
| 6:00 PM | 6:15 PM | 6:30 PM | 6:45 PM | 7:00 PM |
| 7:15 PM | 7:30 PM | 7:45 PM | 8:00 PM | 8:15 PM |
| 8:30 PM | 8:45 PM |         |         |         |

8. Complete the spam prevention measure.

Let's get that scheduled for you

As a spam prevention measure, complete the CAPTCHA below.

I'm not a robot

reCAPTCHA  
Privacy Terms

9. Review your appointment details and visit instructions.

Does everything look correct?

This appointment time is reserved for you until 9:38 AM.

Virtual Urgent Care Video Visit

Thursday March 06, 2025  
1:00 PM (15 minutes) Edit

Video Visit  
This is a video visit - once your appointment is scheduled, please make sure your webcam is working.

You are joining from Ontario  
You will be in Ontario for this video visit. If this is inaccurate, please [change your location](#).

What is the most important thing you want addressed during this visit?

\* Comments

[Continue with this appointment →](#)

**Visit Instructions**

*If you are experiencing a health emergency or your symptoms worsen while you are waiting for a virtual urgent care appointment, please call 9-1-1 immediately or go to the nearest emergency department or urgent care centre.*

*If you are experiencing a mental health crisis, call the 24-hour Crisis Outreach and Support Team (COAST) at 905.972.8338 if you are in the Hamilton area or go to the nearest Emergency Department.*

**Preparing for Your Appointment:**

To prepare for your upcoming virtual urgent care appointment, refer to the list of items required [here](#).

The link available below the 'Preparing for Your appointment' section of the Visit Instructions will lead you to the below section of the Urgent Care website.

What do I need for the appointment?

In order to access this service, you will need:

**A device with a microphone**

**Stable internet access**

**Government issued photo ID**

**The name of your Preferred Pharmacy**

**A list of your current medications**

**A quiet space to take the call**

Enter in the free text field the most important health issue you want addressed during your scheduled appointment, then click 'Continue with this appointment'.





**Does everything look correct?**  
This appointment time is reserved for you until 9:38 AM.

Virtual Urgent Care Video Visit

Thursday March 06, 2025 1:00 PM (15 minutes) Edit

Video Visit  
This is a video visit - once your appointment is scheduled, please make sure your webcam is working.

You are joining from Ontario  
You will be in Ontario for this video visit. If this is inaccurate, please [change your location](#).

What is the most important thing you want addressed during this visit?  
\* Comments

**Continue with this appointment →**

**Visit Instructions**  
*If you are experiencing a health emergency or your symptoms worsen while you are waiting for a virtual urgent care appointment, please call 9-1-1 immediately or go to the nearest emergency department or urgent care centre.*

*If you are experiencing a mental health crisis, call the 24-hour Crisis Outreach and Support Team (COAST) at 905.972.8338 if you are in the Hamilton area or go to the nearest Emergency Department.*

**Preparing for Your Appointment:**  
To prepare for your upcoming virtual urgent care appointment, refer to the list of items required [here](#).

10. Under the Continue through MyDovetale heading, select 'Log in and schedule' if you or the person you are scheduling for has a MyDovetale account.

**Finish Scheduling**

[Appointment details \(not yet scheduled\)](#) ^  
This appointment time is reserved for you until 9:39 AM.

Virtual Urgent Care Video Visit

Thursday March 06, 2025 1:00 PM EST (15 minutes)

Video Visit  
This is a video visit - once your appointment is scheduled, please make sure your webcam is working.

**Continue through MyDovetale** OR **Continue as guest**

Save time by using your MyDovetale account to schedule this visit for yourself or someone else.

**Log in and schedule**

Schedule for yourself →

Schedule for someone else →

11. Log into your MyDovetale account with your MyDovetale username and password to complete scheduling your Virtual Urgent Care Video Visit.



English

mydovetale  
St. Joseph's Healthcare Hamilton

MyDovetale Username  
cosimo

Password  
.....

Log in

[Forgot username?](#) [Forgot password?](#)

Sign in with an Ontario trusted account

Log in with passkey

12. Select if you are scheduling the appointment for yourself or a guest (e.g. family member, friend etc.).

mydovetale  
St. Joseph's Healthcare Hamilton

Who are you scheduling for?

Cosimo (Me)

Someone else

Continue

13. You will be redirected to the Appointment Details section of MyDovetale to review your visit instructions, confirm your visit, and prepare for your scheduled Virtual Urgent Care Video Visit.

From this page you can 'Review and Update Your Information' so the provider has the most up to date information available to inform your care. You can also 'Test Hardware' to ensure you are prepared to join the appointment.



Appointment Details



**Not yet time for your video visit**  
Check out the tasks below that you can complete before your video visit begins.

Virtual Urgent Care Video Visit

This is a video visit

Thursday March 06, 2025  
1:00 PM EST (15 minutes)  
Add to calendar

Manage who will participate in this video visit  
View and invite participants

Cancel appointment

Get ready for your visit!

Join video visit

You cannot join the video visit at this time.



Confirm

Review and Update Your Information

Save time by completing Review and Update Your Information ahead of time.

Test Hardware

Test that your camera, microphone, and speaker are working.

Visit Instructions

*If you are experiencing a health emergency or your symptoms worsen while you are waiting for a virtual urgent care appointment, please call 9-1-1 immediately or go to the nearest emergency department or urgent care centre.*

*If you are experiencing a mental health crisis, call the 24-hour Crisis Outreach and Support Team (COAST) at 905.972.8338 if you are in the Hamilton area or go to the nearest Emergency Department.*

Preparing for Your Appointment:

To prepare for your upcoming virtual urgent care appointment, refer to the list of items required [here](#).

14. You will receive a number of emails after booking a Virtual Urgent Care appointment through MyDovetale depending on the notification settings for your account.

Please note, these confirmation emails do not contain the link to join your Video Visit; the link to join will be sent 15 minutes prior to your appointment start time.



Hello Butter Bread,

Thank you for booking a **Virtual Urgent Care** appointment online. Your appointment is now confirmed.

**Cancellation Instructions:**

If you need to cancel an appointment for any reason, [click here](#).

For step-by-step instructions on how to cancel or join your appointment, please refer to the [Support Resources](#).

**Appointment Information:**

**Date:** Thursday March 06, 2025

**Time:** 4:00 PM EST

**Location:** Zoom

**NOTE:** You will receive another email with a link to join the visit. In the event that the provider is running later, you will receive an email notification.

*If you are experiencing a health emergency or your symptoms worsen while you are waiting for a virtual urgent care appointment, please call 9-1-1 immediately or go to the nearest emergency department or urgent care centre.*

*If you are experiencing a mental health crisis, call the 24-hour Crisis Outreach and Support Team (COAST) at 905.972.8338 if you are in the Hamilton area or go to the nearest Emergency Department.*

**Preparing for Your Appointment:**

To prepare for your upcoming virtual urgent care appointment, refer to the list of items required here.

Thank you,  
St. Joseph's Healthcare Hamilton

**Self Scheduling Appointment Confirmation**

Appointment Information:

Visit Type: VIDEO: VIRTUAL URGENT C\*  
Date: 2025/03/06  
Dept: SJHH ED VIRTUAL VISIT  
Address: 2757 King Street East, , Hamilton, ON, L8G 5E4  
Provider: Provider For Virtual Urgent Care  
Time: 3:45 PM  
Arrival Time: 3:45 PM  
Length: 15 minutes

Appt Status: Scheduled

Appt Instructions:

If you are experiencing a health emergency or your symptoms worsen while you are waiting for a virtual urgent care appointment, please call 9-1-1 immediately or go to the nearest emergency department or urgent care centre.

If you are experiencing a mental health crisis, call the 24-hour Crisis Outreach and Support Team (COAST) at 905.972.8338 if you are in the Hamilton area or go to the nearest Emergency Department.

Preparing for Your Appointment:

To prepare for your upcoming virtual urgent care appointment, refer to the list of items required here.

If for any reason you are unable to keep this appointment, please contact the clinic to reschedule.

Thank you,  
SJHH ED VIRTUAL VISIT

### Appointment Scheduled



Hello Cosimo Capellini,

You have an upcoming video visit scheduled on Thursday March 06, 2025 at 3:45 PM EDT.

Please log in to MyDovetale to view your appointment details.

Thank you for using MyDovetale,  
St. Joseph's Healthcare Hamilton

[Sign In to MyDovetale](#)

### Upcoming Video Visit Appointment Reminder