

Tip Sheet 

# How to Book a Virtual Urgent Care Appointment without a MyDovetale Account

This tip sheet outlines the steps to book a virtual urgent care appointment for individuals without a MyDovetale account.

## Booking a VUC Video Visit Without 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:

		
ADULT	CHILD / YOUTH	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.

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

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

**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.**

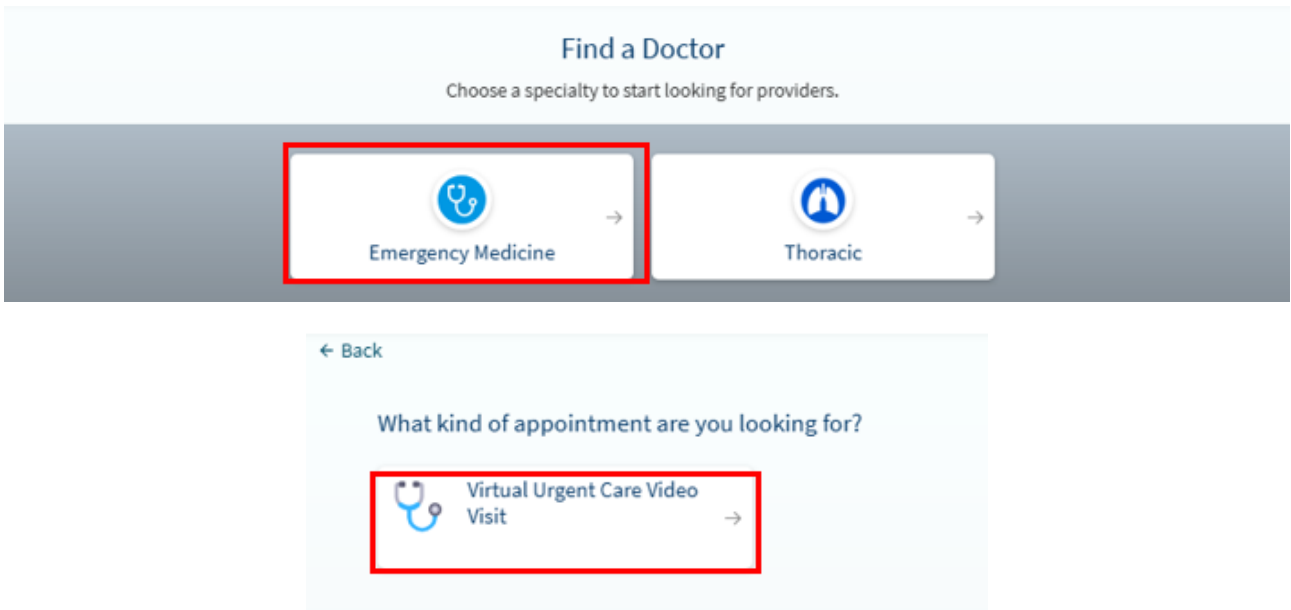
**[CLICK HERE TO BOOK AN APPOINTMENT](#)**

**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 (or egrams) on your devices.

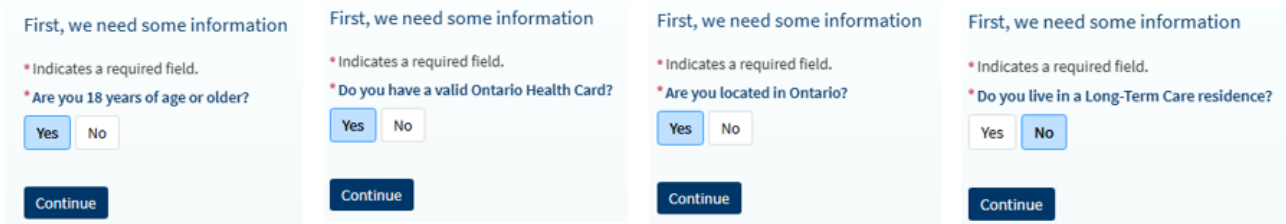


**!** In scheduling an appointment and providing us with your email address, you are consenting to receiving electronic communications from St. Joe's and you accept the associated risks. St. Joe's is not responsible for the security of your internet service providers, email domains, computer, tablet,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

- 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.



First, we need some information

- \* Indicates a required field.
- \* Do you require language interpretation/translation services?

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

First, we need some information

- \* Indicates a required field.
- \* What is your preferred language?

Please note not all languages are in alphabetical order. For ease of reference, type the first few letters consecutively until you see your preferred language.

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?

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

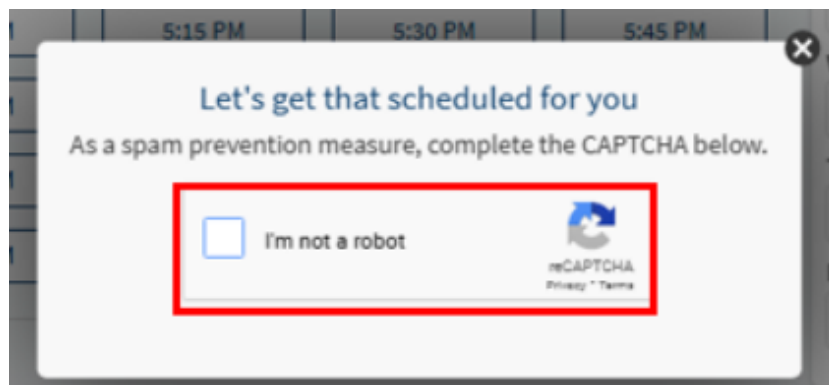
Select a time for your Virtual Urgent Care Video Visit appointment

**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.



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](#).

**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](#).

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

\*Comments

[Continue with this appointment →](#)

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](#).

- Under the Continue as a guest heading, select 'Schedule for yourself' if the appointment is for you, or 'Schedule for someone else' if the appointment is for another person.

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

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

[Log in and schedule](#)

OR

Continue as guest

Schedule for yourself →

Schedule for someone else →

- DO NOT click 'Log in and schedule' unless you have an accessible MyDovetale account.

- Enter your demographic information; all text boxes indicated with an "\*" are required to book an appointment as a guest.





## Finish Scheduling



Appointment details (not yet scheduled) ▾

### Patient information

\* Indicates a required field.

#### Patient's name

* Legal First Name Cosimo	Legal Middle Name	* Legal Last Name
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#### Patient's address

Country ▾

\* Apt/Suite - Street Number Street Name (i.e. 10-218 Main St E)  
123 John St

Once complete, select the 'Next' button to move to the 'Insurance' section of the Schedule as Guest form.

### Other patient information

\* Legal sex

\* Date of Birth (DD/MM/YYYY)  
06/07/1999

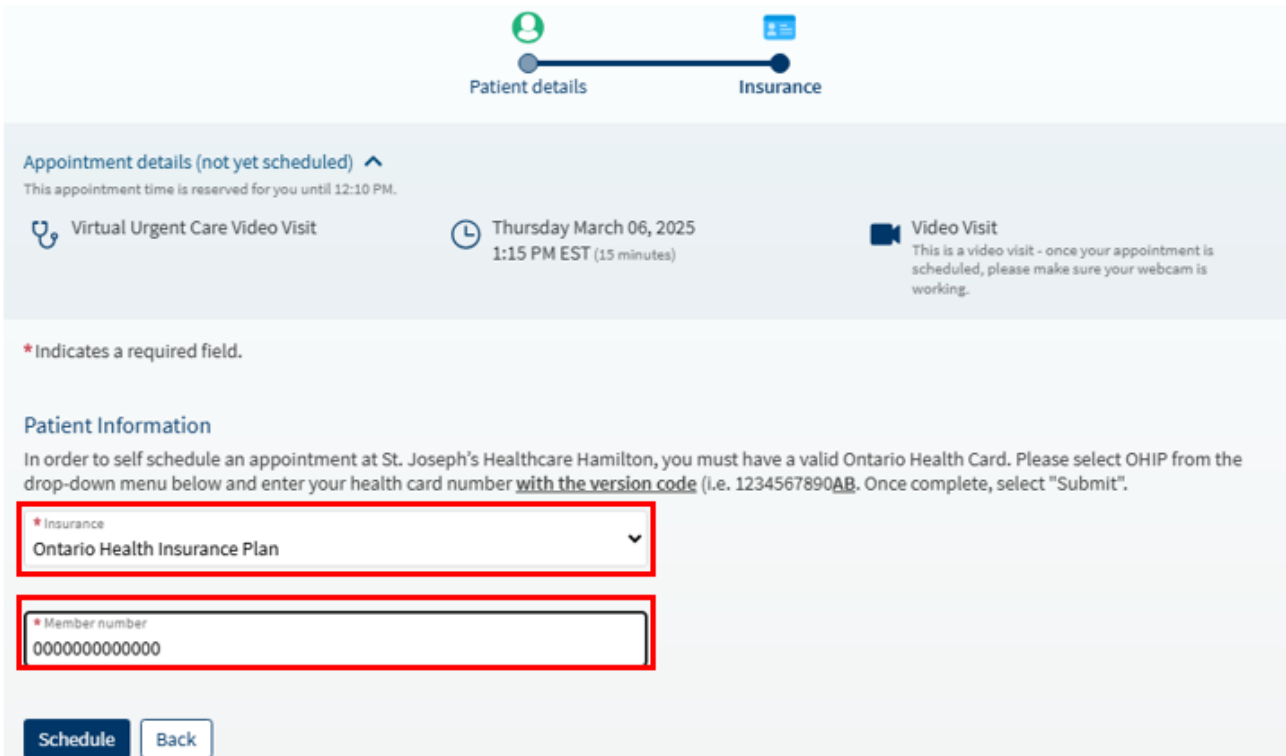
\* Home Phone (NNN-NNN-NNNN)  
999 999 9999

Mobile Phone (NNN-NNN-NNNN)

\* Email address  
pbennett@stjoes.ca

\* Verify email address  
pbennett@stjoes.ca

12. In order to self-schedule an appointment, you must have a valid Ontario Health Card. Select 'Ontario Health Insurance Plan' from the dropdown menu in the 'Insurance' section of the Schedule as Guest form. Enter your Health Card Number with the version code in the 'Member Number' field.



Patient details Insurance

Appointment details (not yet scheduled) ^  
This appointment time is reserved for you until 12:10 PM.

Virtual Urgent Care Video Visit Thursday March 06, 2025 1:15 PM EST (15 minutes) Video Visit  
This is a video visit - once your appointment is scheduled, please make sure your webcam is working.

\* Indicates a required field.

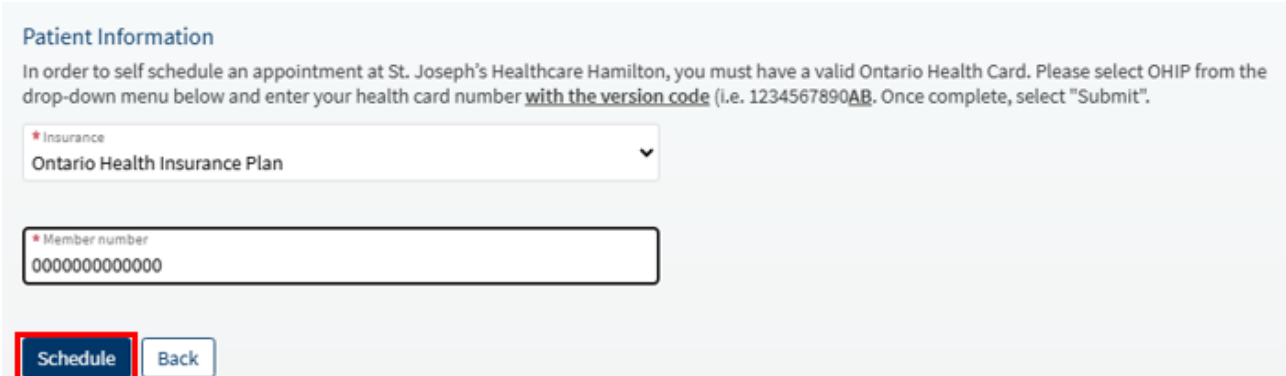
Patient Information  
In order to self schedule an appointment at St. Joseph's Healthcare Hamilton, you must have a valid Ontario Health Card. Please select OHIP from the drop-down menu below and enter your health card number with the version code (i.e. 1234567890AB). Once complete, select "Submit".

\* Insurance  
Ontario Health Insurance Plan

\* Member number  
000000000000

Schedule Back

Once complete, select 'Schedule'.



Patient Information  
In order to self schedule an appointment at St. Joseph's Healthcare Hamilton, you must have a valid Ontario Health Card. Please select OHIP from the drop-down menu below and enter your health card number with the version code (i.e. 1234567890AB). Once complete, select "Submit".

\* Insurance  
Ontario Health Insurance Plan

\* Member number  
000000000000

Schedule Back

13. You will be redirected to your Appointment Details to review your visit instructions and prepare for your scheduled Virtual Urgent Care Video Visit.

## Appointment Details



### Appointment Scheduled

You're all set! You can review details of your upcoming appointment below.

### Virtual Urgent Care Video Visit



This is a video visit



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



Add to calendar



Cancel 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](#).

From this page you can add the appointment to your calendar or cancel the appointment.

- Once your appointment is successfully scheduled, you will receive a number of emails after booking a Virtual Urgent Care appointment.

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**

 Do not delete this confirmation email as it contains your cancellation link if you are no longer able to attend the appointment.



Hello Butter Bread,

You have an upcoming video visit scheduled on Thursday March 06, 2025 at 4:00 PM EDT.

The link to join/start your video visit appointment will be sent to you 15 minutes prior to your appointment.

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

**Upcoming Video Visit Appointment Reminder**

