



# How to Launch a Virtual Urgent Care Appointment without MyDovetale

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

## Launching a VUC Video Visit Without a MyDovetale Account

1. You will receive an email notification 15 minutes prior to the appointment time with a link to join your video visit.



Hello Peppa Pig,

This is a reminder that your video visit scheduled today, Monday March 10, 2025 at 2:45 PM EDT, will start in 15 minutes.

To access the video visit link click [here](#)

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

**Join/Start Your Video Visit Now**

You may also receive a direct join link if the provider manually sends one to you.



Hello,

You are receiving this email because you have a scheduled appointment with the St. Joseph's Healthcare Hamilton's Virtual Urgent Care. You may be receiving this link in advance of your visit. **Please only join the video visit at the time of your scheduled appointment.** Click [here](#) to launch the secure St. Joseph's Healthcare Hamilton Video Visit.

**NOTE:** When you join the video visit, you will be placed into a virtual waiting room. Once the Virtual Urgent Care provider has joined, they will admit you into the video call. There may be a short wait time for your Virtual Urgent Care provider to join the Zoom meeting. Please be patient.

When accessing virtual care services, you must take precautions to ensure privacy during sessions, including use of headphones and positioning of cameras to prevent inclusion of third parties in virtual sessions.

Please note when you initiate your video visit we may assume your consent to virtual care.

All video visit participants are expected to review and understand the [MyDovetale Terms and Conditions of Use](#).

Thank you,  
St. Joseph's Healthcare Hamilton

## Link to Video Visit - St. Joseph's Healthcare Hamilton

2. Click on the embedded link to launch the Video Visit.



Hello Peppa Pig,

This is a reminder that your video visit scheduled today, Monday March 10, 2025 at 2:45 PM EDT, will start in 15 minutes.

To access the video visit link click [here](#)

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

3. When you join the Video Visit, you will be placed in a Zoom Virtual Waiting Room. Your provider will admit you into the Video Visit when ready.

You can test your device's hardware in the meantime by clicking the 'Test Computer Audio' button.

4. If your provider is running late, you will receive another email notifying you so.



Hello Butter Bread,

The provider for your video visit scheduled today, Thursday March 06, 2025 at 4:00 PM EDT is currently running late. The provider will join the video as soon as they are able. There may be a short wait time so we ask that you please be patient.

Thank you,

St. Joseph's Healthcare Hamilton

**Provider Running Late For Video Visit Appointment**

 Depending on provider availability, you may face a wait time.

