



# How to launch a Virtual Urgent Care Appointment with MyDovetale

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

## Launching a VUC Video Visit With a MyDovetale Account

1. You will receive an email notification 15 minutes prior to the appointment time with a reminder to log into your MyDovetale account and join your scheduled Virtual Urgent Care Video Visit.



Hello Cosimo Capellini,

Your video visit scheduled today, Thursday March 06, 2025 at 3:00 PM EDT, will start in 15 minutes.

Please log in to MyDovetale to join/start your video visit appointment.

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

[Sign In to MyDovetale](#)

[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](#).

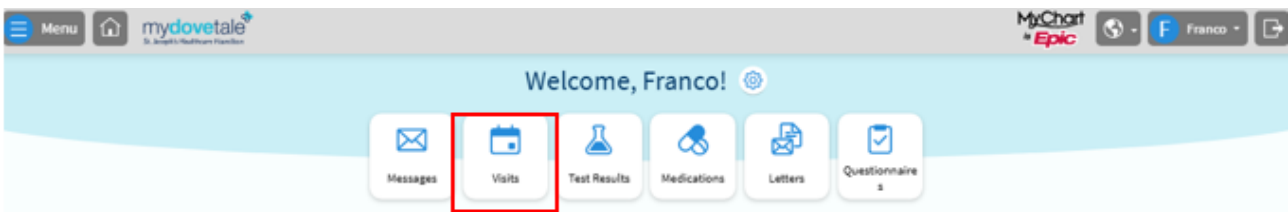
Thank you,  
St. Joseph's Healthcare Hamilton

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

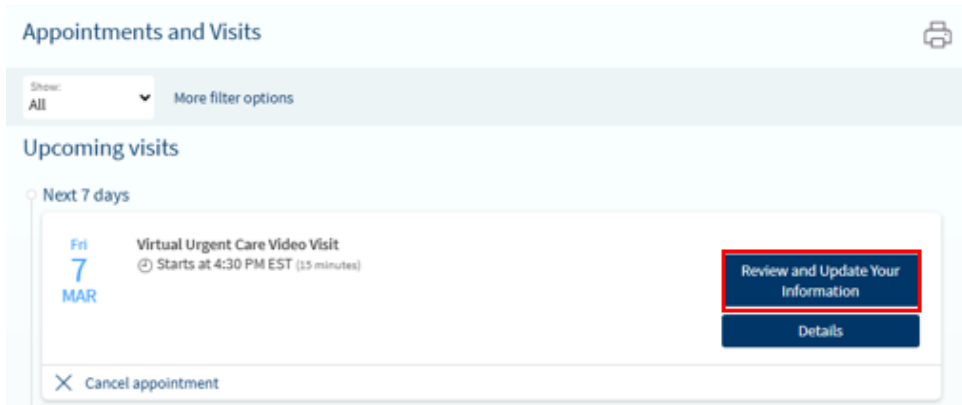
2. Log in to your MyDovetale Account by entering your username and password.

A screenshot of the MyDovetale login interface. It features a light blue background with two white input fields: 'MyDovetale Username' and 'Password'. Below the fields is a prominent purple 'Sign in' button. At the bottom of the form, there are two links: 'Forgot username?' and 'Forgot password?'.

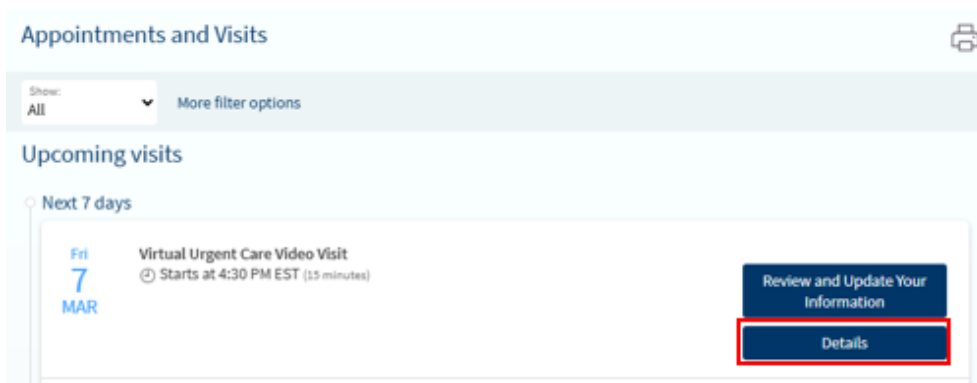
3. Navigate to the 'Visits' activity in MyDovetale to view your upcoming visits.




You can 'Review and Update your Information' at this time if you have not already done so.



4. Select 'Details' to view the Appointment Details and join the appointment.



 5. The 'Join video visit' button will not be active until 15 minutes prior to the time of your scheduled visit.

Appointment Details



**i** 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
- Friday March 07, 2025  
4:30 PM EST (15 minutes)
- Add to calendar

Manage who will participate in this video visit  
[View and invite participants](#)

[X Cancel appointment](#)

Get ready for your visit!

**Join video visit**

You cannot join the video visit at this time.

**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](#).

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



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  
Friday March 07, 2025  
4:30 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.

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](#).

When it is time to join your visit, select the 'Join video visit' button to launch the Video Visit.

Appointment Details



**Ready to begin video visit**  
We're ready for you! Begin the video visit, and your provider will be with you shortly.

Virtual Urgent Care Video Visit

This is a video visit  
Monday March 10, 2025  
1:00 PM EDT (15 minutes)  
Add to calendar

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

This appointment cannot be canceled online. To cancel, please call the clinic directly.

It's time to start your video visit!

Join video visit

When you are ready to talk to your doctor, click the button.

Review and Update Your Information

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

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](#).



6. 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.
7. 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.