

# Tip Sheet

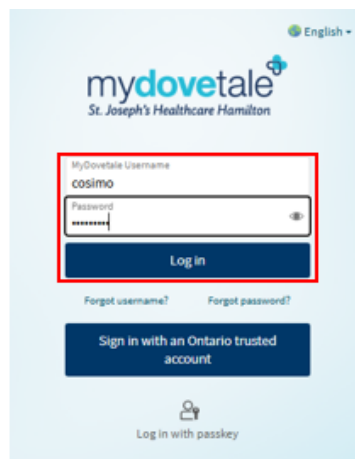
## How to Cancel a Virtual Urgent Care Appointment with MyDovetale

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

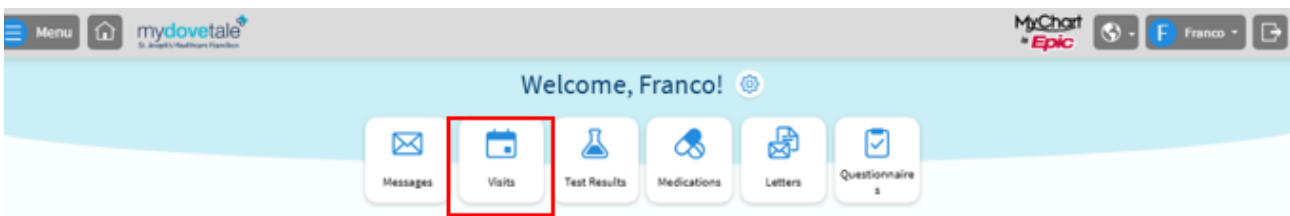
### Canceling a VUC Video Visit With a MyDovetale Account

 Please note you may only cancel up to the time of your appointment.

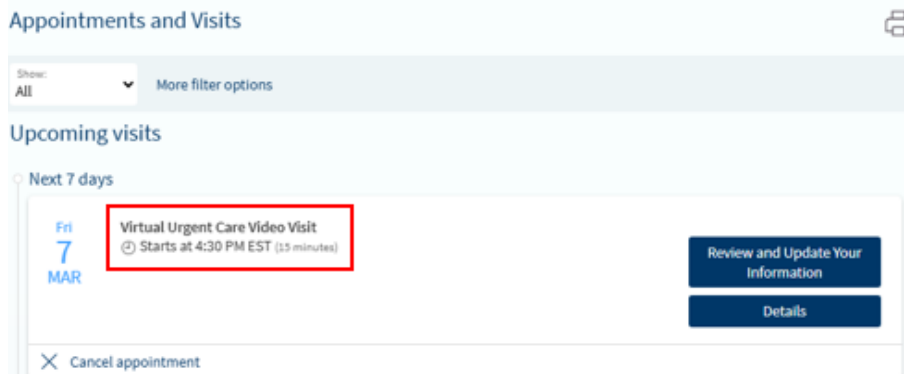
1. Log into your MyDovetale account with your MyDovetale username and password.



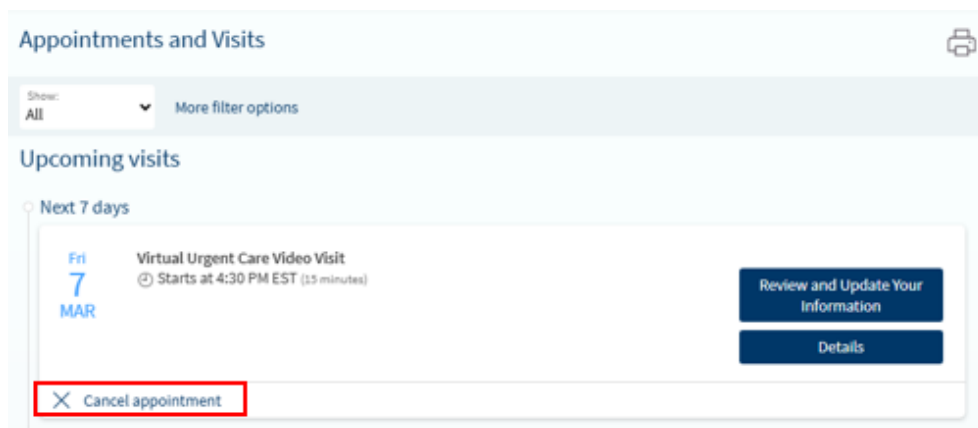
2. Navigate to the 'Visits' activity in MyDovetale to view your upcoming visits.



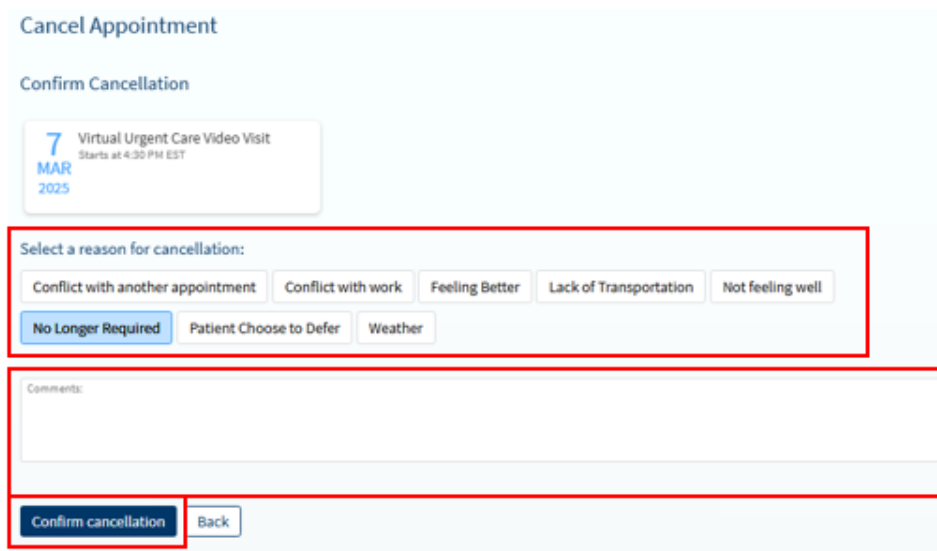
You should see your scheduled Video Visit with the name 'Virtual Urgent Care Video Visit'.



3. Select 'Cancel Appointment' to cancel your appointment.



4. You will be redirected to the 'Cancel Appointment' screen. Select a reason for cancellation from the available options. Include any additional comments in the free text field as needed and then click 'Confirm cancellation'.



5. View the confirmation of your cancellation.

Cancel Appointment

Cancellation Confirmed

Thank you. Your appointment has been canceled.