

 Tip Sheet

How to Cancel a Virtual Urgent Care appointment without MyDovetale

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

Canceling a VUC Video Visit Without a MyDovetale Account

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

1. Open your appointment confirmation email, under 'Cancellation Instructions' click the embedded link.

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

2. You will be directed to the 'Appointment Details' page; select 'Cancel appointment'.

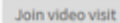
Appointment Details 

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
4:15 PM EST (15 minutes)
-  Add to calendar

X Cancel appointment

 Join video visit

You cannot join the video visit at this 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](#).

- You will be directed 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'.

Cancel Appointment

Confirm Cancellation

7 Virtual Urgent Care Video Visit
Starts at 4:30 PM EST
MAR 2025

Select a reason for cancellation:

Conflict with another appointment

Conflict with work

Feeling Better

Lack of Transportation

Not feeling well

No Longer Required

Patient Choose to Defer

Weather

Comments:

Confirm cancellation

Back

- View the confirmation of your cancellation.

Cancel Appointment

Cancellation Confirmed

Thank you. Your appointment has been canceled.