

Tip Sheet – New Video Visit Reminder and Link emails

Beginning in June 2023, patients who are having Video Visits at Hamilton Health Sciences will receive automated emails to remind you of your upcoming Video Visit, and to provide you with the link to join the visit. This tip sheet will explain what emails you will receive and when you will receive them.

Automated emails

1. If you are scheduled for a Video Visit at HHS, you will receive an automated reminder email, 24 hours before the scheduled visit. It will look like this:



11 April 2023

Hello Ava,

You have an upcoming video visit on 11/04/23 at 12:45 PM.

You will receive another e-mail with a link to join the video visit, 15 minutes prior to your appointment. Alternatively, you can join this video visit through your MyChart account.

Please call 905-521-2100 x1234 if you have any questions.

2. 15 minutes prior to the scheduled visit time, you will receive another email that includes the button to join the video visit:



11 April 2023

Hello Ava,

You may now join your video visit scheduled for 11/04/23 at 12:45 PM using the button below.

Alternatively, if you have MyChart, you may join from inside your MyChart account. Please call 905-521-2100 x1234 if you have any issues connecting.



Join Video Visit

3. If your provider is running more than 5 minutes late for your Video Visit, you will receive an email 5 minutes after the scheduled visit time:



11 May 2023

Hello Ava Ambulatory,

Thank you for waiting. Your provider has not yet joined the video visit. If your provider does not join shortly, please call the department the visit was scheduled in at 905-521-2100 x1234.

MyChart Proxy Access and Automated emails

All Proxies of patients who have MyChart **will** also receive automated emails, addressed to the proxy.

When the proxy joins the video visit from the link in their email, their display name will be theirs and not that of the patient, to make it easier to understand who is joining the visit.

Important Considerations

- These emails will be sent to the default email address on file for each patient. Be sure to confirm your email on file is correct when scheduling an appointment.
- You can opt out of these emails by changing your telehealth communication preferences inside your MyChart account, or by asking a staff member to help change your communication preference. If you opt out, you will not receive reminder emails and will only have the option to join your video visit from inside your MyChart account.
- If you have a MyChart account you can join your video visit from inside MyChart, or from the link in the email.
- When joining from the link provided in the email you are sent, consider these tips and tricks if you are having difficulty: [Join a Zoom call using a link](#)
- If you are having difficulty joining, or have questions about your appointment, please call the department the visit was scheduled in. The phone number of the department will be listed in the email you are sent.
- Some clinics do have restrictions on how appointment reminders are sent to patients due to privacy reasons and will be exempt from these automated emails. If you have questions or concerns about receiving auto emails please talk to your health care team.