

Patient Guide for Logging into Telemedicine

Best Case Scenario:

You have a smart phone (apple iPhone or Android) and we use the DOXY.me webpage!

About 10 – 30 minutes before your appointment, our Medical Assistant will call you by phone to complete pre-medical visit items such as medication reconciliation. If you have a Blood Pressure Cuff, Pulse Oximeter and/or a weight scale; please take those measurements earlier in the day and have those tools nearby 30 minutes before the start of your appointment.

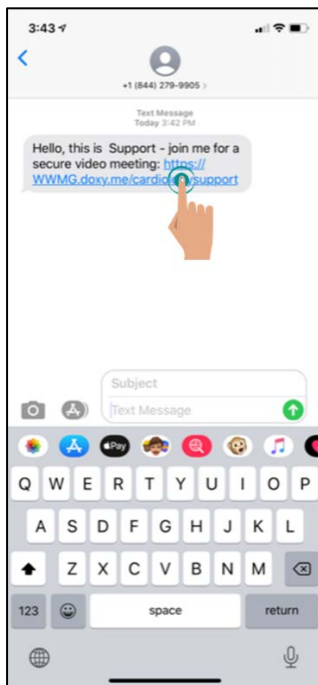
The Medical Assistant will also send you a text message to your cell phone number with the link to access the Telemedicine video call for the east two-step process:

1. Tap on the link in the text message and a new window will appear, then
2. Enter your name and “check in”.

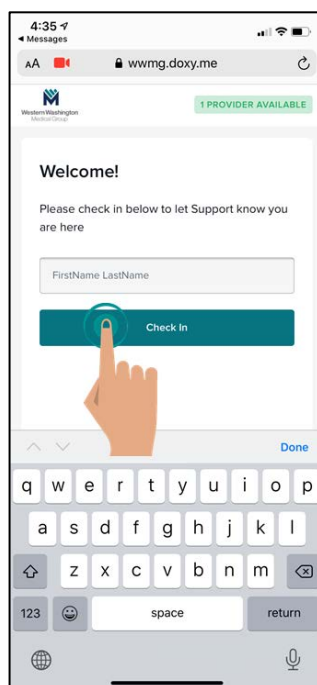
IMPORTANT:

Your cell phone may ask you if you want to **allow access to camera & microphone**

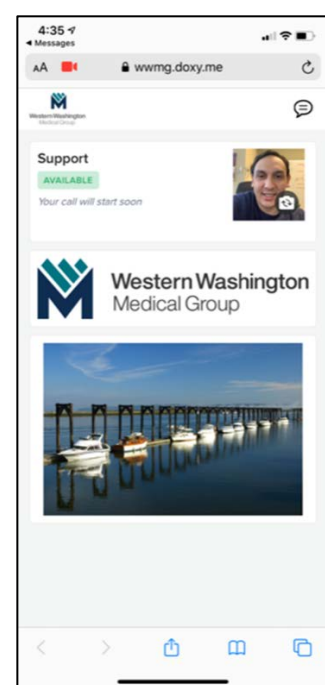
SELECT “YES” or “ALLOW ALWAYS”.



Receiving your Text Message!



Check In by Typing in your Name.



Now you're in the "Virtual Waiting Room"!

Soon your Provider will appear on the screen!

You will be able to see & hear your Provider and your Provider will be able to see & hear you!

If you don't have a smart phone or if you are having other issues, please keep reading to trouble shoot:

Troubleshooting tips if you don't have a smart phone or if you are having other issues

“I AM UNSURE HOW THIS WILL WORK AND/OR I AM NOT GOOD AT TECHNOLOGY”

- Please make sure to have a family member or friend nearby who can help you.
- We can guide you through it, but it will be helpful to have two people on your end.

“I WANT TO PRACTICE LOGGING ON TO BE SURE IT WORKS WITH MY PROVIDER”

- GREAT Idea! We can totally do a practice run and get you set up. Please **call the office during regular business hours and ask to be connected to our Telemedicine Technical Coach**. We will take down your contact information and the coach will be in touch with you as soon as they can.

“I DON'T HAVE A SMART PHONE!”

- Let's ask a Family member, friend, caregiver or neighbor with a smart phone to help us!
- Do you have a Tablet such as an iPad?
- Do you have a Laptop?
- None of those work? **Call our office during regular business hours and ask to be connected to our Telemedicine Technical Coach**. We will take down your contact information and the coach will be in touch with you as soon as they can.

“I HAVE A SMART PHONE, BUT I CAN'T GET THE CAMERA OR MICROPHONE TO WORK WITH DOXY!”

- Try switching the camera to back view and front view several times. This may prompt the cell phone to ask you to allow access to the Camera and Microphone. Select: **“YES”** or **“Allow ALWAYS”**.
- Try a different Browser that you already have on your phone. Switching browsers may help because it will prompt asking the “Camera/Microphone Allow” question.
- **If you have an iPhone ... let's do FaceTime!** Your Provider will call you, just pick up! 😊
- Any other phone...
 - Download the Skype or Zoom app on your phone! Call us to let us know that's how you want to do your Telemedicine visit.
 - Unsure how to download apps on your phone? Give us a call and ask for the Telemedicine Technical Coach

Other Useful tips:

- There may be certain areas in your house with better cell reception than others, be sure to be in the best possible place. Likely near a large window facing the street.
- Internet Browsers that don't work: Internet Explorer.
- All other browsers such as Chrome and Safari should work.
- Close all applications before opening Doxy.
- While on the DOXY Video call with your Provider, DO NOT open other applications.