Making the most of your phone or video visit:

- Before your visit, please have your prescription medications & any other medical information that your Provider has asked you to have present (such as recent blood sugar or blood pressure #s).
- If this is a video visit, please have a WiFi connection and device with a camera.
- If you are the parent or legal guardian of a patient who is a minor or a dependent, please make sure both the patient and the parent or guardian are present for the visit.
- Please turn your ringtone on and be in a private, safe space with little distractions (ex: avoid traveling in a car).
- Please be available 30 minutes before or after your scheduled appointment time, and note that call may come from a blocked caller ID.

Preparing for your phone or video visit:

1. Watch the following videos to prepare for your visit:
   a. Get ready for your telehealth appointment
   b. How to use Doxy.Me
   c. How to use Doxy.Me (Spanish)

Joining your visit:

* Note: follow the steps and the images. The numbers in the images match the directions.

1. Appointment Confirmation
   You should receive a meeting invitation as a text and/or an e-mail from Doxy.Me with the link to your appointment and a device connection guide:
2. Enter your first and last name in the box

3. Tap “check-in”

4. Tap Enable Camera
5. **Allow** Access to your microphone or camera

6. Your provider will be alerted that you have checked-in. You will be placed in a waiting room until your provider starts the call.
Connection Guide

1. Internet and WiFi
   - Please be connected to WiFi for your visit

2. To Join Visit
   - Patients join via e-mailed or texted link
   - No app or downloading required

3. Audio and Video
   - Device must have a front-facing camera
   - Allow browser access to camera and microphone
   - Earphones must have a microphone
   - Turn device volume up

Device Guide

- Update your browser to the most recent version
- Please note: Internet Explorer, Firefox, and Microsoft Edge are NOT supported
- Supported browsers (Chrome and Safari ONLY)

Need help?

   - Run a quick test prior to your Virtual Visit: https://tokbox.com/developer/tools/precall/results
2. Check out Patient Tips for Improved Call Quality – Doxy.Me