

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 \(Spanish\)](#)

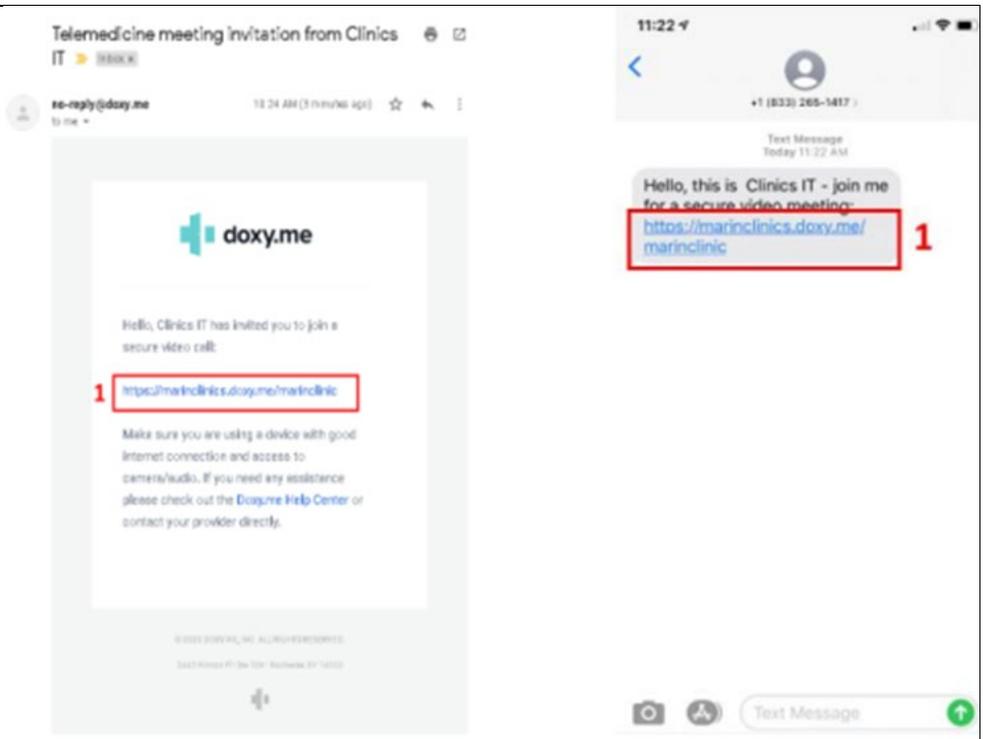


Joining your visit:

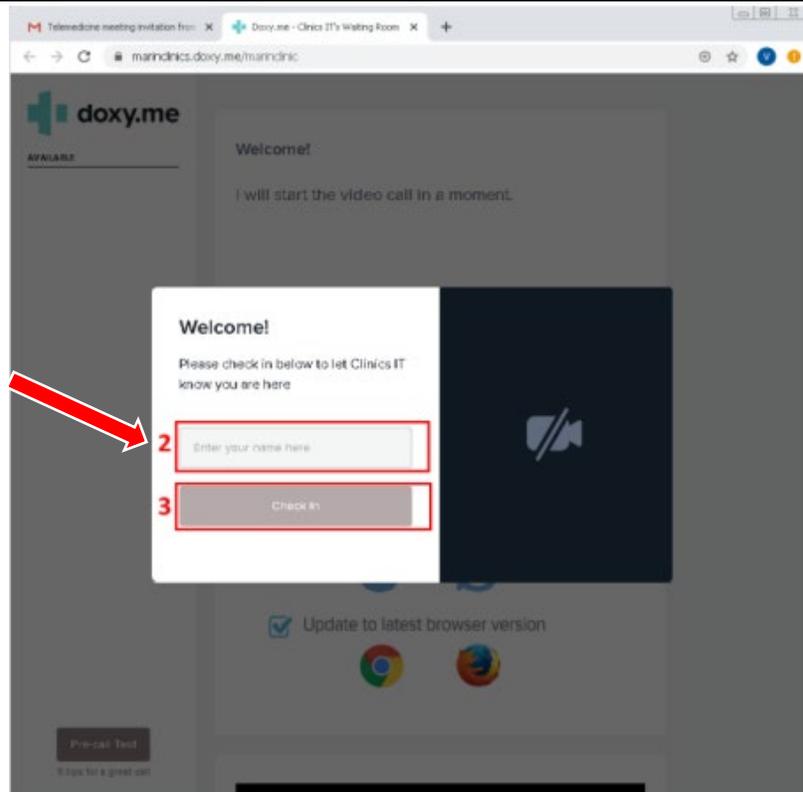
* Note: follow the steps and the images. The numbers in the images match the directions.

1. Appointment Confirmation

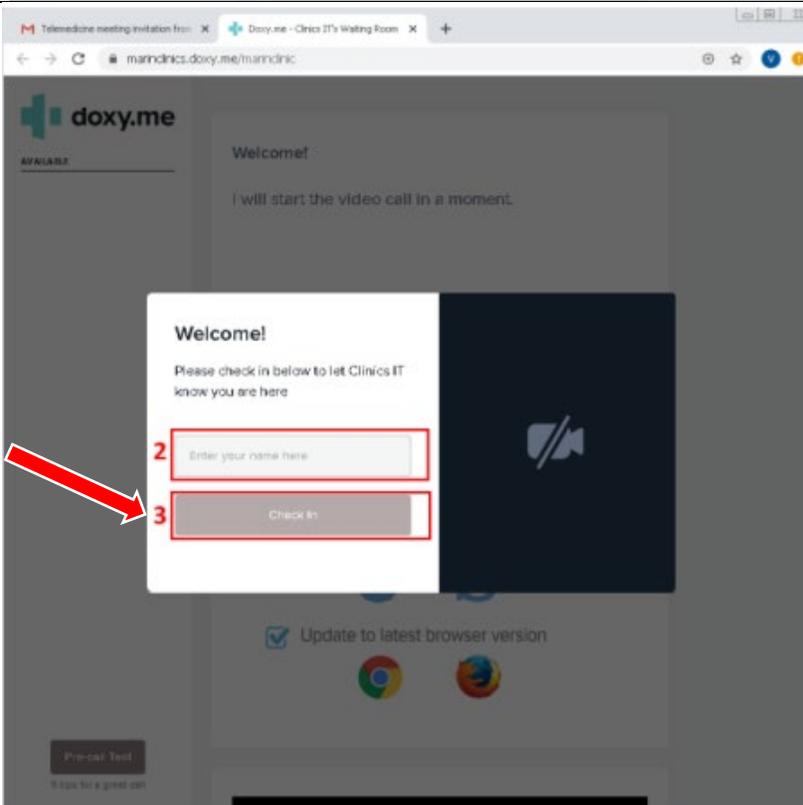
You should receive a meeting invitation as a text and/or an e-mail from Doxy.Me with the link to your appointment and a device connection guide:



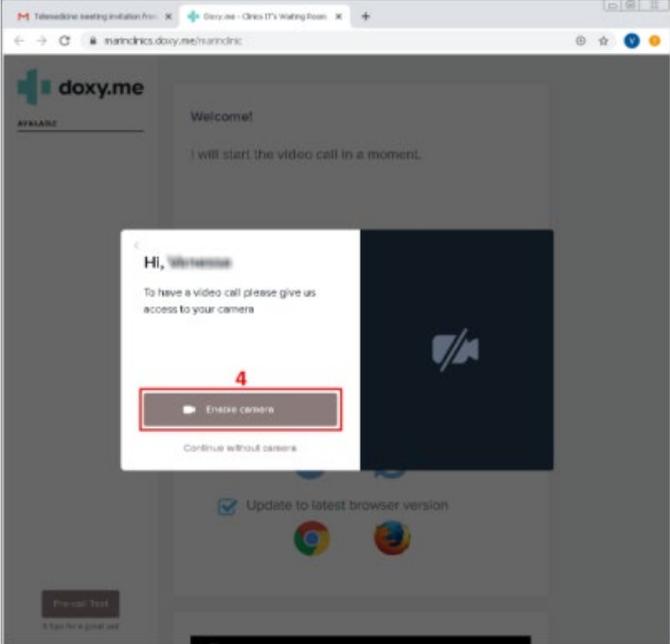
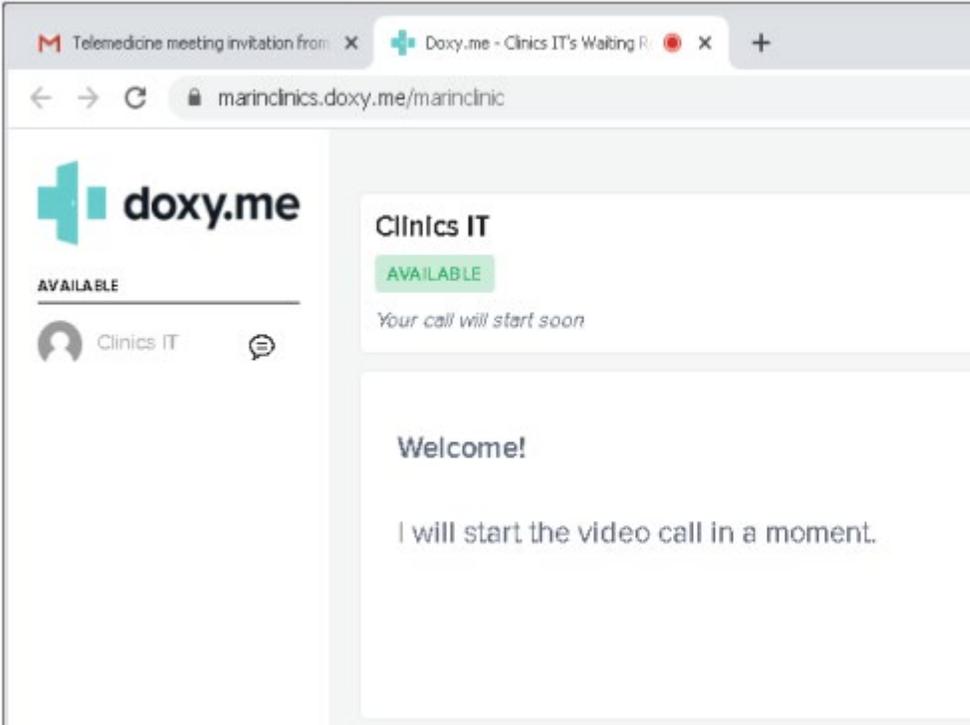
2. Enter your first and last name in the box



3. Tap "check-in"



4. Tap Enable Camera

	 <p>A screenshot of a web browser showing the doxy.me waiting room interface. The page title is "doxy.me" and the status is "AVAILABLE". A message says "Welcome! I will start the video call in a moment." A modal dialog box is open with the text "Hi, [redacted]. To have a video call please give us access to your camera". There are two buttons: "Enable camera" (highlighted with a red box and the number 4) and "Continue without camera".</p>
<p>5. Allow Access to your microphone or camera</p>	 <p>A screenshot of a browser permission dialog box. The title is "marinclinics.doxy.me wants to". It lists two permissions: "Use your microphone" and "Use your camera". At the bottom, there are two buttons: "Allow" (highlighted with a red box and the number 5) and "Block".</p>
<p>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.</p>	 <p>A screenshot of the doxy.me waiting room interface. The page title is "doxy.me" and the status is "AVAILABLE". The provider's name "Clinics IT" is displayed with a profile icon and a chat icon. A message says "Welcome! I will start the video call in a moment." The provider's name "Clinics IT" is also displayed in a green box with the status "AVAILABLE" and the message "Your call will start soon".</p>

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?

1. Visit the tech support page: <https://help.doxy.me/en/articles/3720408-connection-issues-unable-to-start-call>
 - 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