

Getting Started with Doxy.me

During the COVID-19 outbreak, UI Health is using video visits so you can have your appointment with your doctor or care team from the comfort of your own home.

This guide includes tips and steps on how to join meet with your doctor from anywhere with Doxy.Me.

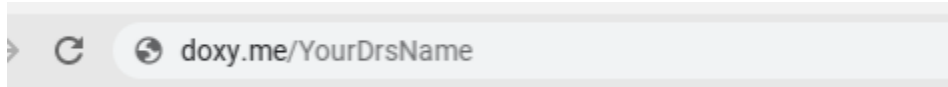
How do I Access my Provider's Room Link?

1. Your provider will provide you with a personalized room link via email or text. It looks something like:
 - <https://doxy.me/YourDrsName> or <https://CompanyName.doxy.me/YourDrsName>
 - If you can't find your provider's Doxy.me room link, contact your clinic.

How to Check-in as a Patient?

To meet with your provider on Doxy.me, you can use a PC or Mac with Chrome, Firefox, or Safari browser; Android phone with Chrome browser; or iPad/iPhone with Safari browser.

1. **Connect to either Wi-Fi or wired (Ethernet) connection for the best experience.**
2. 15 minutes prior to your video visit, open your email or text that contains the visit link.
3. Type your provider's room address into your web address bar (e.g. <https://doxy.me/YourDrsName>).

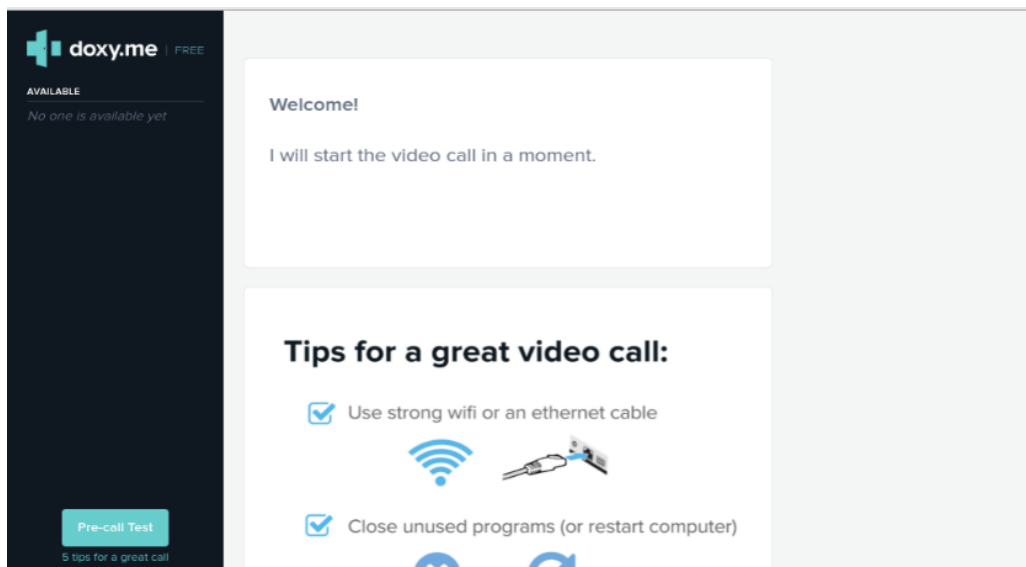


4. Enter your name, click **Check In**.

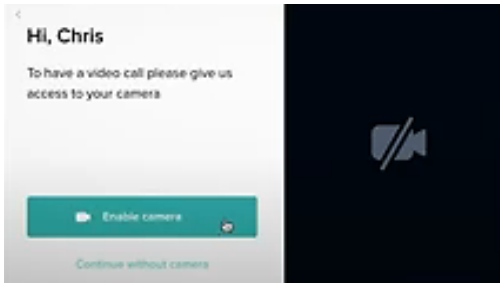
Welcome!

Please check in below to let Dr. Welch know you are here

5. You will be placed in a waiting room until your doctor arrives



- You may receive a prompt to allow access to your camera and microphone.



- IMPORTANT:** Click the **Pre-Call Test** button to ensure your device is capable of supporting a call.



How should I prepare my space for my video visit?

Video Visit Best Practices

- Restart your device
- Connect to Wi-Fi
- Close any other open apps before you start your video visit
- Keep your device software updated
- Know where your volume control is so you can adjust the volume to your liking or mute/unmute your speakers

Camera Best Practices

- Be at least 3 feet back from the camera
- Have your shades drawn and avoid background lighting
- Look at the camera when you are speaking
- Close doors and windows nearby to keep background noise down

Is my video visit private?

- Just like a face-to-face visit, your video visit will be private and confidential.
- Your video visit uses standard encryption for security.
- Doxy.me will comply with HIPAA laws to protect your PHI (Personal Health Information).

Tips for Success

- Please join the video visit 5-15 minutes early to test your settings.
- If you need to cancel or have questions about your visit, please contact your clinic.