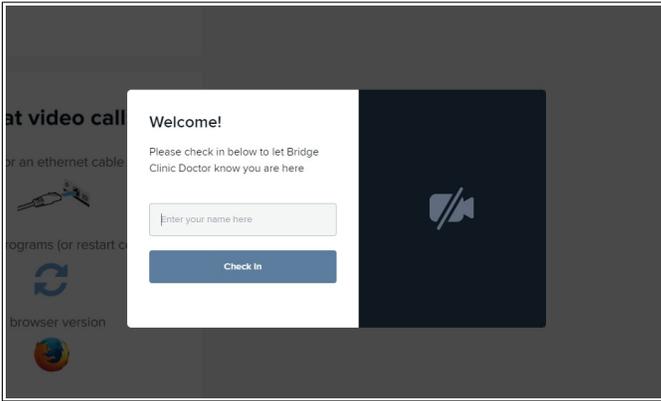


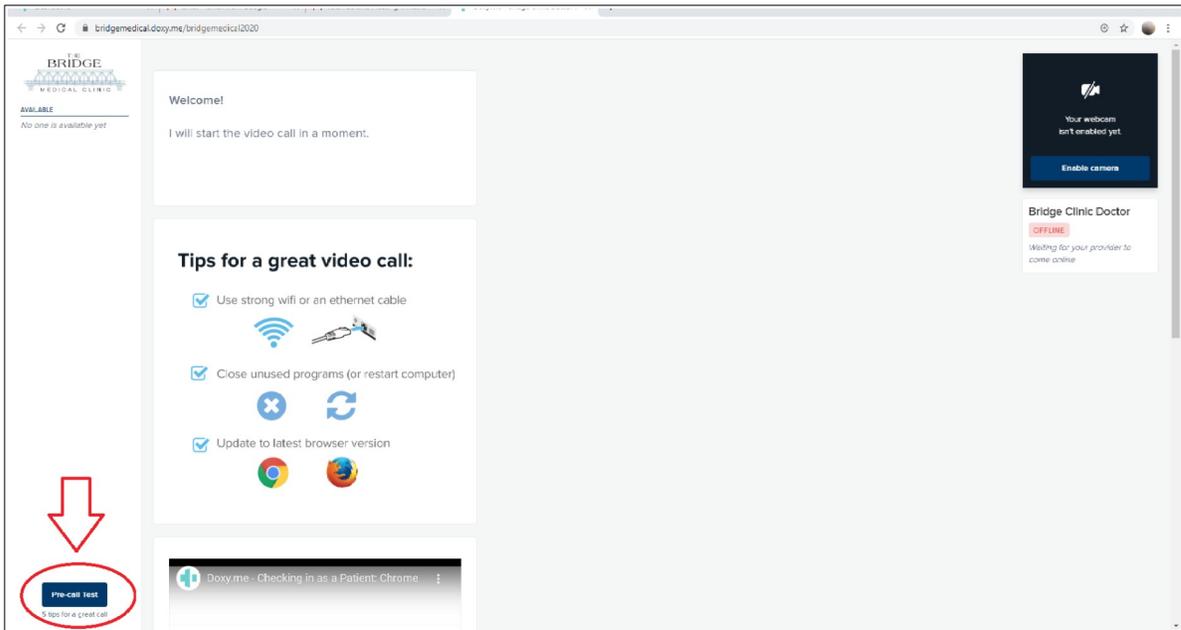
Doxy.me Video Appt Instruction & Troubleshoot Page

What your Video Appointment will look like and How to Login:

1. Once it has been pre-arranged with an MOA that you will be having a video appointment, you will receive a phone call from our clinic on the day of your appointment and we will get your email or cell phone number to send you the link to our Doxy.me waiting room.
2. We ask that you wait to open the link we send you until 10-15 minutes BEFORE your appointment.
3. You will be asked to type your name and ‘Check In’



4. Your device will prompt you to Enable and Allow your camera and microphone if required.
5. You are now in the Virtual Waiting Room and will see a screen similar to this one below.



6. It is advised to click, the bottom blue “Pre-call Test” button and it will guide you through some steps to ensure that you are ready. You will also see in the top right a notice, if required, that your camera may not enabled yet. You are now ready and your physician will begin the call when they are ready for you!

Tips for a Successful Video Appointment:

- ensure you are in a quiet space with your phone or computer
- use an efficient internet connection, whether it is through WIFI or a wired internet connection, make sure that the space you are calling from has clear reception
- close all other apps or programs on your device or restart your computer to ensure a faster video connection
- if possible use headphones – they eliminate echo or audio feedback
- ensure that the device you will be using has a functioning and enabled camera and microphone
- check that you have the most up to date browser (eg. Firefox/Google Chrome/Safari)

Doxy.me has a Troubleshooting section on their webpage that covers many different problems to help you get setup. <https://help.doxy.me/en/collections/1359402-troubleshooting>

If you are still having trouble please don't hesitate to contact us at the clinic and we will assist you.

We also appreciate any feedback from you as the patient on how we might be able to ensure that this process runs smoothly. Thank you for your patience as we begin running virtual appointments and we look forward to assisting you with your medical care.