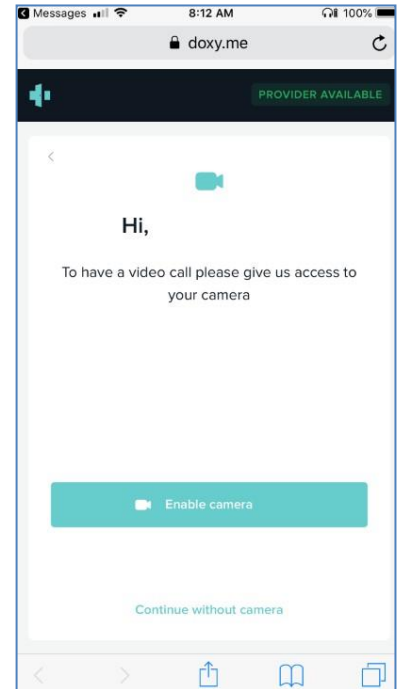
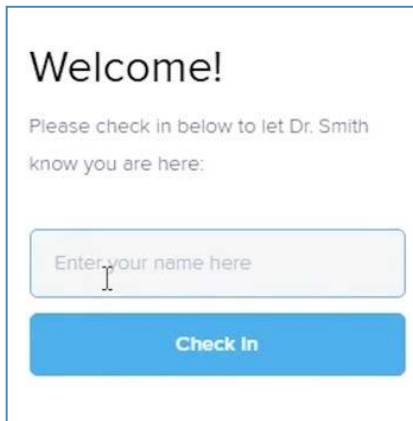


Doxy.me Video Visit Patient Guide

Joining a Video Visit

1. A member of the office staff will provide you with the provider's room name 15 minutes prior to your visit.
2. After clicking the link, they may be prompted for camera and microphone access. Patient must enable access for the call to continue.
3. The patient types their name and clicks **Check In** to let the provider know they have arrived.

Confirmed to work in Android and iOS default browsers on a smartphone. On a desktop or laptop computer, works in Chrome, Safari and Firefox. Internet Explorer is not supported.



During the Video Visit

The provider starts the call when they are ready. There are several controls along the bottom of the web browser window and along the bottom of the phone for the patient to turn on and off video and audio, adjust settings and hang up.

These troubleshooting steps are only recommended if you have issues with video quality: Here are 5 tips that can improve call quality:

- **Restart your computer before a call.** Other software might be using computer power or interfere with your video or microphone. Restarting your computer will assure your computer is ready for video.
- **Use fast internet with ethernet cable.** Video quality adapts to internet speed, so the faster your internet connection, the better the video quality you will experience.
- **Use a newer computer with plenty of speed.** Sending and receiving video takes a lot of computer power. Old or slow computers will have a harder time processing the video, which can cause choppiness.
- **Use low resolution.** If you are experience poor quality, try lowering the resolution. By doing this it requires less bandwidth and computer power, resulting in less choppiness during your call.
- **Use headphones.** Typically your computer will automatically eliminate echo or audio feedback so you don't hear yourself talking. But if it happens, have the participant and yourself use headphones.

