## **Telemedicine Patient Tips**

## **Enter Your Doctor's Virtual Waiting Room**

(Your smartphone, tablet, computer or device must have a working camera and microphone.)

- **1.** Prior to your video visit, you will be given a URL/web address either by email or phone that you will enter in your web browser (Google Chrome or Safari work best) on your device. For example: doxy.me/[providerlastname]tanner
  - a. Example of you entering in the URL/web address the office provides on your device:

🕥 Sign In	×	New Tab	×	+
$\  \   \leftarrow \  \   \rightarrow \  \   G$	S doxy.me/fmakorita	inner		
Apps H	Population Insights 🕥	ADP		

b. If the office sends you the URL/web address via email, all you need to do is click on the web address provided:

Video Visit Reminder D				
NoReply≪NoReply@montagehealth.org> 12:00 PM (2 minutes ago) ☆ to Patient ◄	4	:		
You have an upcoming video visit today at 2:00 PM with Jill Tiongco, MD.				
Please click the link below by 1:45 PM to enter the virtual waiting room. Once you are connected, your video visit with Jill Tiongco, MD will begin.				
https://doxy.me/MMGRR2643				
Keply Reply all Forward				



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**2.** This will take you to your provider's virtual waiting room (patient queue). It's the same as the waiting room at the office, but online. You will see your provider's name here. Type in your first and last name. Then click the "Check In" button.

PROVIDER AVAILABLE	
Welcome!	
Please check in below to let your doctor know you are here	
John Doe	
Check In	

**3.** Next, you will need to enable your device's camera and microphone for your visit. You should receive a pop up box where you will click the "Enable camera" button and then click "Allow" to share your camera and microphone with your doctor. If this does not work, go to the camera settings on your device to allow access to your camera.





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**4.** Once you've completed these steps, you will be in your doctor's virtual waiting room (patient queue). Please do not turn off your device. In just a few minutes, the video visit with your doctor will begin.



