

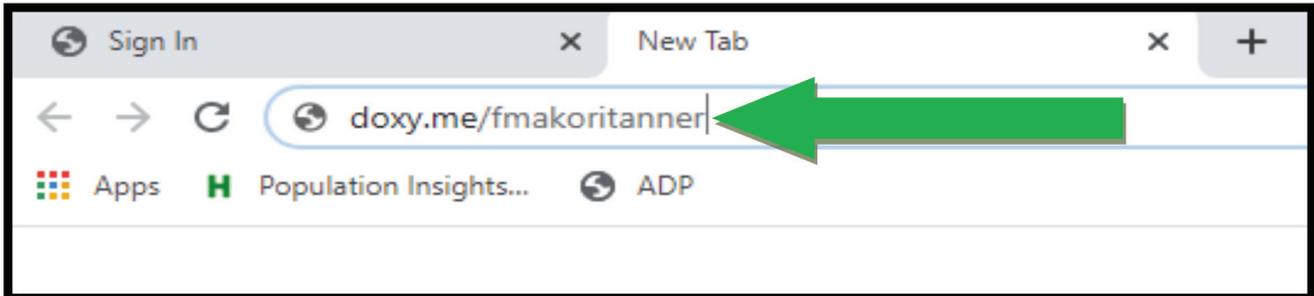
Telemedicine Patient Tips

Enter Your Doctor's Virtual Waiting Room

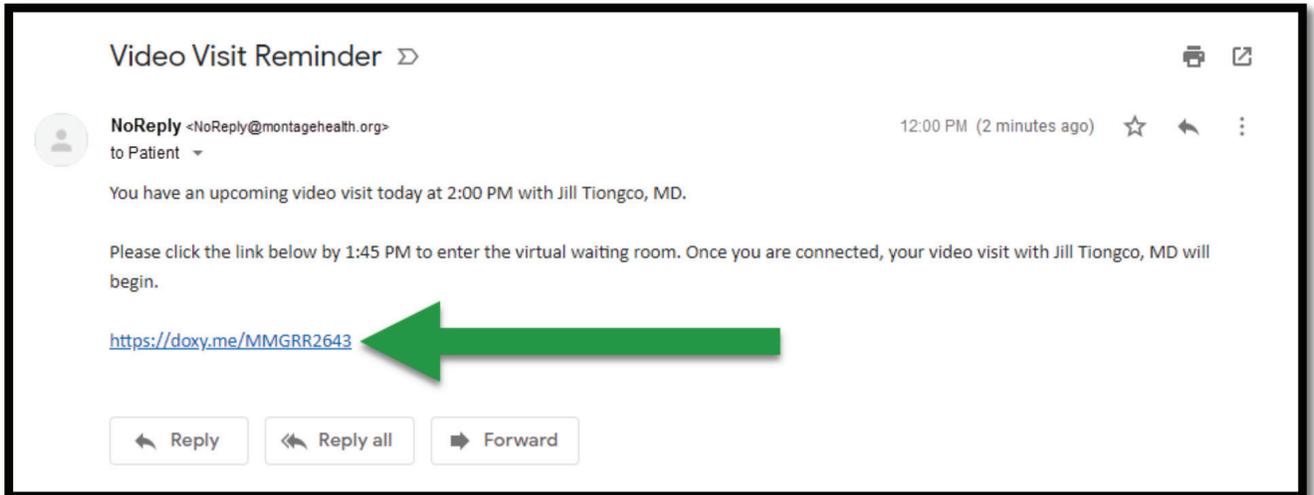
(Your smartphone, tablet, computer or device must have a working camera and microphone.)

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:

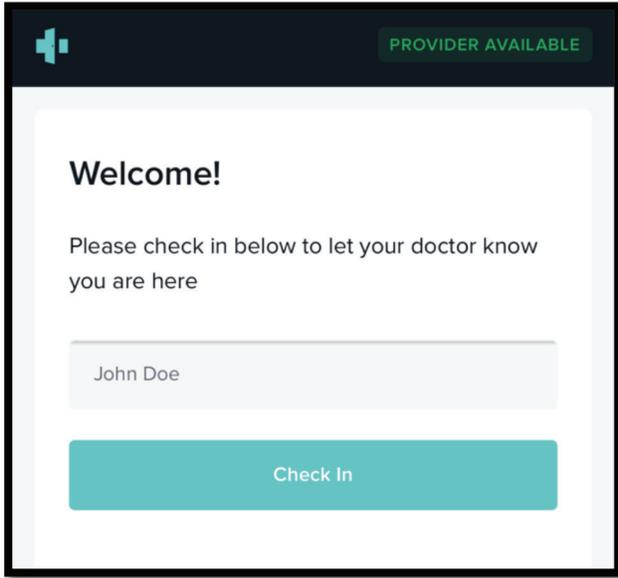


b. If the office sends you the URL/web address via email, all you need to do is click on the web address provided:

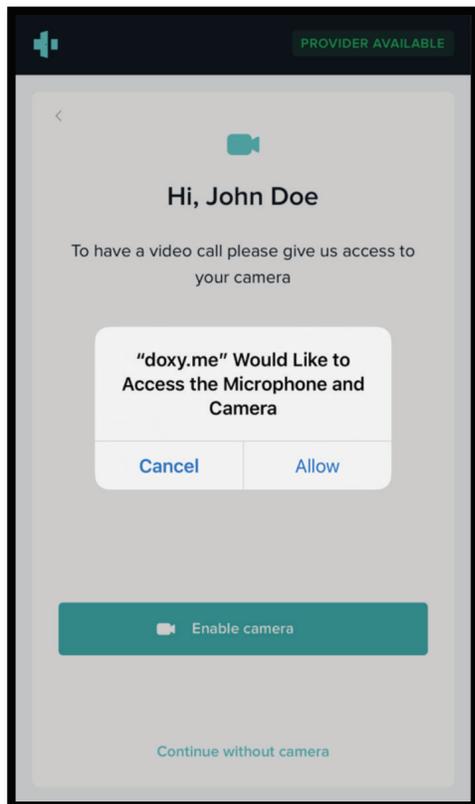


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2. This will take you to your provider's virtual waiting room (patient queue). It's the same as the waiting room at the office, but online. You will see your provider's name here. Type in your first and last name. Then click the "Check In" button.



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.

