

Doxy.Me: How to Instructions

Doxy.Me is a secure platform that is HIPAA compliant to ensure your health information is safe.

- You will receive a text message or email, depending on your personal preference, prior to your appointment via telehealth.

TEXT MESSAGE INSTRUCTIONS:

- You will receive a text message, to the phone number you have provided our medical assistant or provider, that states the following:
 - “Hello, this is (Your Provider) - join me for a secure video meeting”
 - There will be a blue hyperlink. Tap on that blue hyperlink within the message.
 - You will then be directed to the doxy.me website, where you will enter your name to check in!
 - Next, tap on the “enable camera” button that will be a mint blue color.
 - A pop-up will then come up, asking if doxy.me can access the microphone and camera. Select ALLOW.
 - Congratulations! You are now checked in and waiting for the provider. Please leave this browser open and your provider will be right with you!

EMAIL INSTRUCTIONS:

- Please ensure your computer has a camera if you are selecting this option.
- Please also ensure your volume is on when selecting this option.
- You will receive an email to the email address you have provided our medical assistant or provider.
 - The email will be from Doxy.Me as the sender.
 - The subject message will state:
 - “Telemedicine meeting invitation from (your provider)”.
 - Please open the email and simply click on the blue hyperlink within that email.
 - You will be directed to the doxy.me website, where you will enter your name to check in!
 - Congratulations! You are now checked in and waiting for the provider. Please leave this browser open and your provider will be right with you!