


Using doxy.me for Med Clinic Appointments

1. What is doxy.me?

Doxy.me is a website that provides software for HIPAA-compliant telemedicine appointments. Med Clinic uses doxy.me for all our remote appointments. You can access doxy.me from any device that connects to the internet and has a video camera and microphone. This includes laptops, smartphones, tablets, or any computers with webcams.

Doxy.me works best with Google Chrome . If you do not have Chrome, you can download it, free, from this link: <https://www.google.com/chrome/>

You can also use Firefox, Safari [iPhone], and other browsers. Doxy.me will **NOT** work with Internet Explorer.

Doxy.me can accommodate up to (10) ten participants. This means the client and multiple members of their team can log onto the video call from different locations.

2. Before the Appointment

Before beginning the appointment, be sure you are in a closed room or away from others who are not participating in the Med Clinic appointment. This ensures privacy and confidentiality. The camera and microphone will pick up sound or visual image in the background. This can include radios, televisions, washing machines or dishwashers. This noise will cause hearing difficulty for all parties.

3. Testing Your doxy.me Connection

Doxy.me offers a very handy way to test your doxy.me connection. You can use this at any time. It doesn't need to be on the day of your appointment. It lets you practice connecting to doxy.me, and tests whether your camera and microphone are working. We strongly recommend you test it prior to your appointment.

<https://doxy.me/precall-test/>

4. Logging in to doxy.me

Type, or copy-paste this link into the URL Box for Google Chrome or any other browser.

<https://mhcgm.doxy.me/rwilliams>

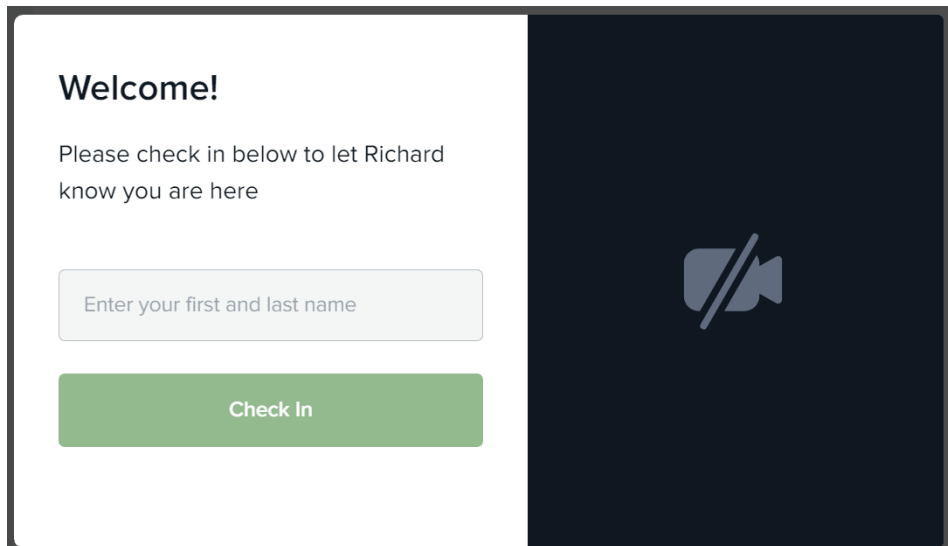
Please be sure to include the "s" in williams. (Earlier versions of this link used only "/rwilliam", not "/rwilliams".)



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5. Welcome Page

Doxy.me displays this welcome page:



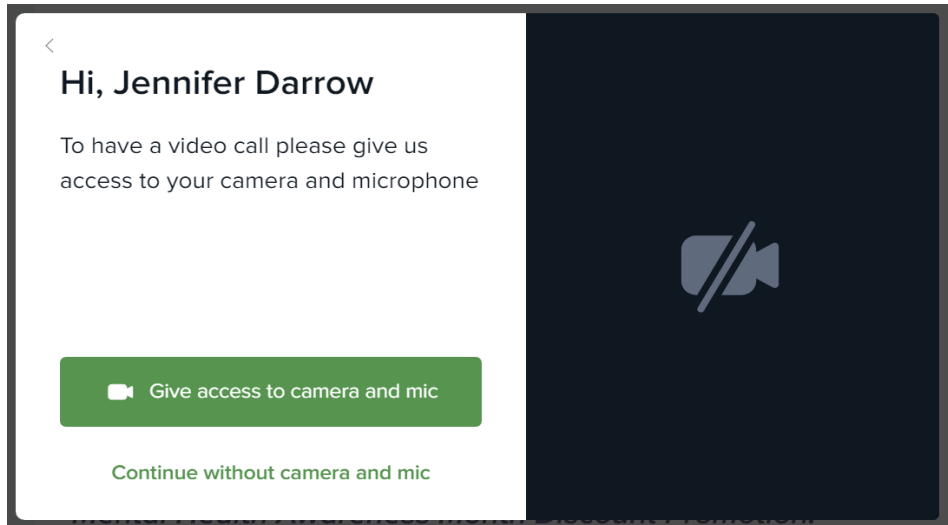
Enter the client's first name, last initial and appointment time, then click "Check In":

If you are a member of the client's team, enter the client's name and your role, then click "Check In":

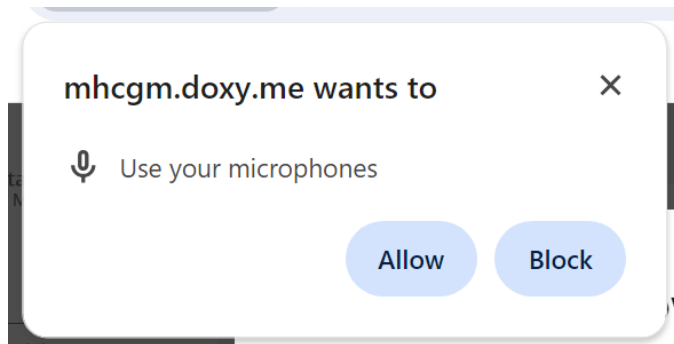
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6. Enabling Video and Audio

After you click “Check In”, you may have to enable the camera and audio by clicking the green Give Access button:



You may need to explicitly allow doxy.me to access your microphones or camera:

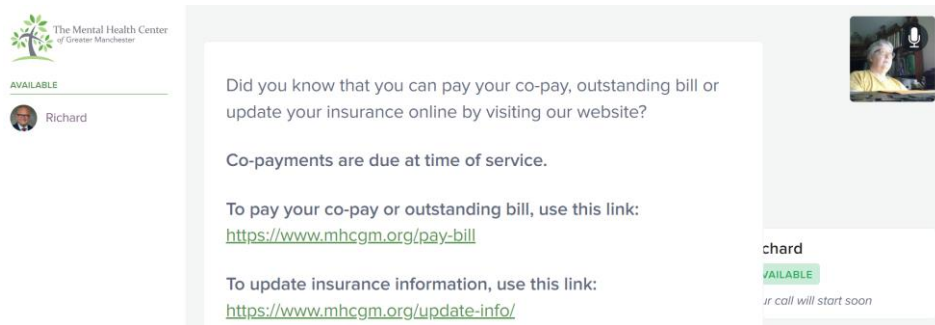


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7. The Waiting Room

This next screen is called “the waiting room”. It indicates that Richard is available and will start your session shortly. You will see your video in the top right corner.

There is currently an announcement page from MHCGM in the center of the page. It, unfortunately, covers part of the message saying that Richard is available. We’re working to fix that!



When Richard is ready to start the appointment, he will let you into the virtual appointment room. The automatically-loaded page will include your video screen, Richard’s screen, and those of other participants in the appointment.

You are ready to start your appointment!