



Patient Telehealth Guide

Introduction

Be sure that your device is either charged or plugged in before you begin your session. We recommend you sanitize your device and any connecting pieces of technology used to communicate on the platform. If you are not in a private location, such as alone in a room with a closed door, please use a headset and make sure no one else can see your screen. You will receive an email from the provider with the date, time, and link to your telehealth session.

Attending a Session

1. Before your appointment time, click on the doxy.me link to your telehealth session in the email from your provider. A pop-up box will appear and ask for your name.
2. After entering your name, another screen will appear. Click the button to "Give access to camera and mic."
 - a. Click "Allow" if another pop-up window appears in the browser window.
3. You will then be placed in the virtual waiting room until your provider starts your telehealth session.
 - a. Your provider will send you a chat if they are running behind or having technical difficulties, if possible.
4. Your telehealth session will start when the provider is ready for your session.
5. A Telehealth Consent Form will appear on-screen for you to sign before the session begins.
 - a. After you have electronically signed the consent form, you will be able to download this if you'd like.
 - b. Once done with the form window, press the "X" at the top-right.
6. Once your session is complete, close the browser window or tab.

Emergencies

If you have an emergency, please tell your provider immediately. Your provider will instruct you what to do. This will include, but is not limited to, having you call emergency services or 9-1-1. In the event that you are incapacitated or unable to call, the provider will call emergency services on your behalf.

Troubleshooting

"None of the apps work," or, "It keeps booting me out."

1. Is wifi enabled on your device?
2. Are you connected to the internet? Test your connection by visiting stepworks.com.

3. Try restarting your device.
4. Try resetting your router/modem:
 - a. Unplug the power cable.
 - b. Unplug the internet cable.
 - c. Wait a few seconds.
 - d. Reconnect the cables.
 - e. Wait a minute.
 - f. Test again.
5. You may need to contact your internet service provider.
6. If the problem persists, contact the office for assistance.

“I can hear the provider, but they can’t hear me.”

1. Are you using headphones with a microphone? Are they plugged in correctly?
2. Try restarting your device.
3. Contact the office for assistance.

“I can see the provider, but they can’t see me.”

1. Is your camera enabled?
2. Try restarting your device.
3. If the problem persists, contact the office for assistance.

“I can’t see or hear the provider.”

1. Your provider may be having a technical issue. Please be patient, and they will update you on how to proceed.