

Doxy Patient User Guide

Desktop/Laptop Access

This document is a step-by-step guide intended to help MUSC Health patients connect to their virtual appointment and troubleshoot any errors they may encounter. Please note that MUSC will host your visit using muscdoxy.me which is a completely secure and HIPAA compliant virtual visit service. There will be no record of the video call after its completion. There are two ways to connect with your provider described below and you will receive instructions when you schedule about how to join.



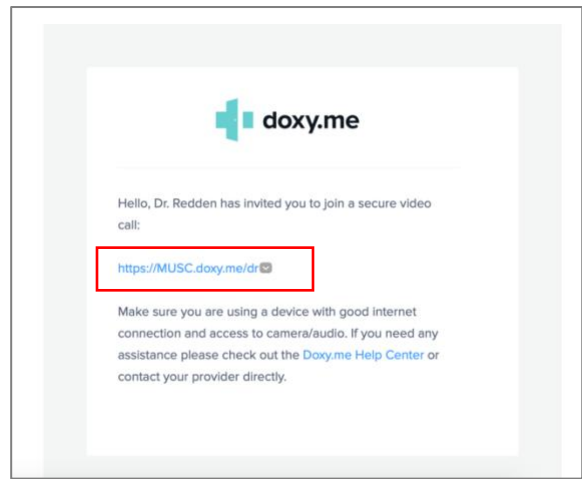
PC and Mac
Chrome | Firefox | Safari

Helpful Tips:

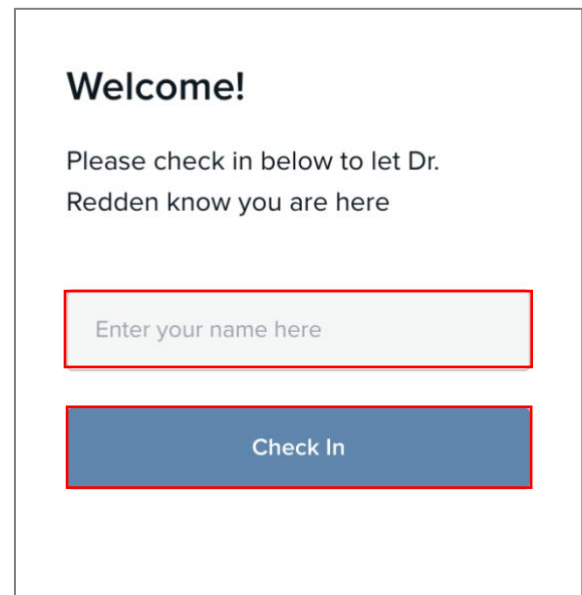
- 1) MUSC Health uses muscdoxy.me for virtual visits. Before your visit, go to <https://doxy.me/precall-test> to test how it works on your phone or computer.
 - 2) Click on the link for your appointment several minutes before your appointment to ensure your link and device are working properly.
 - 3) Try to make your call while connected to a strong Wi-Fi signal or wired connection.
 - 4) If for any reason there are issues, click on the Refresh button and your session will automatically restart.
 - 5) Please make sure you are in a quiet, private location for your visit.
 - 6) If you are a parent or caregiver, ensure that the patient is with you for the appointment.
- 5) For troubleshooting support, please call 843-792-3111.

Connection 1 – Joining from an appointment Invitation

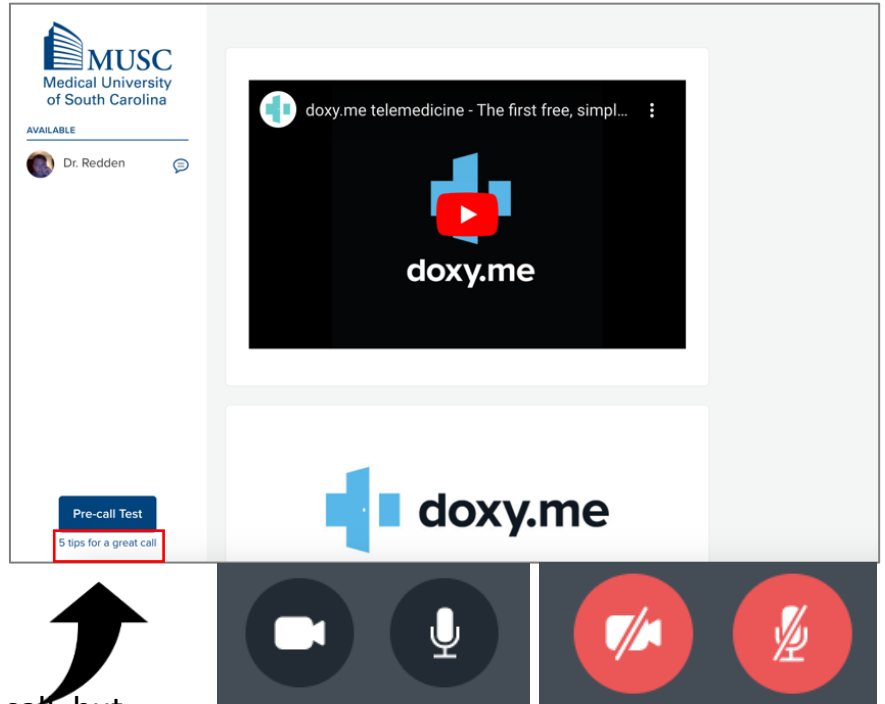
- 1) Patients will receive an invitation to their provider's musc.Doxy.me room via email or text according to the instructions shared during scheduling. Click the link to check in for the appointment at the scheduled time. If the link does not work, copy the link and paste it into a new window of the internet using Google Chrome, Firefox, or Safari browser.



- 2) Once at the check-in screen, enter the patient's first and last name and press "Check In" as indicated in the image to the right.



3) You will now be placed into the virtual waiting room. Simply wait until your provider starts the call. You will be asked to turn on the video and microphone when the call begins. Your device's video and microphone are enabled when they appear black and are disabled when they appear red as shown in the images to the right



Wait for the provider to start the call, but please call the scheduling number if you have been waiting for more than 15-minutes.

*Also, read about the 5 tips for a great call at the link in the bottom left-hand corner of the page

Connection 2 - Search for your provider's waiting room

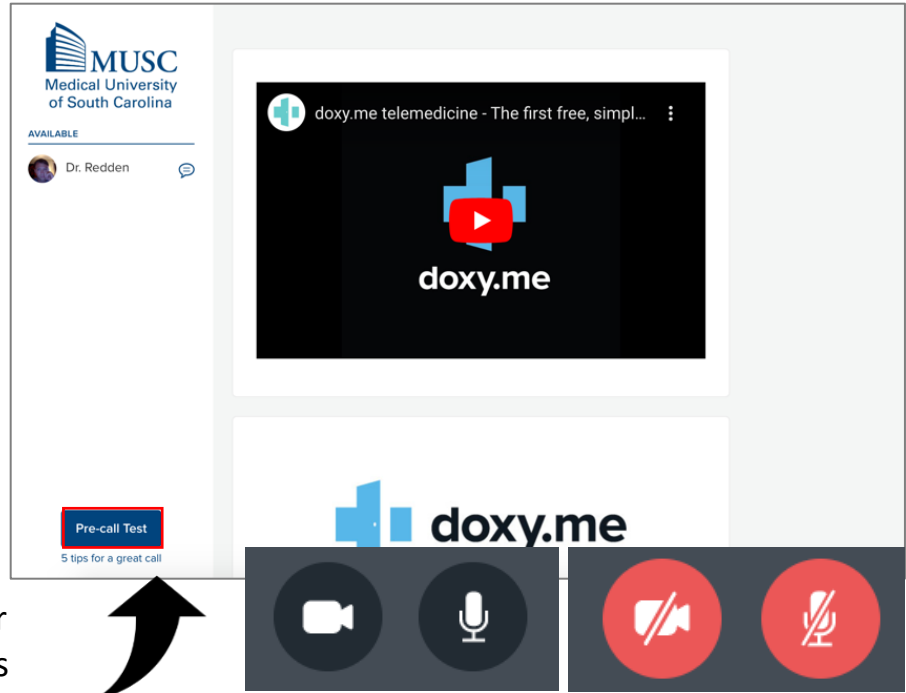
1) Open the internet and search musc.doxy.me. Once there, search your provider's name or clinic name by selecting it from the dropdown menu indicated by the arrow at the right of the search bar. Once you've found your provider, choose Enter Room. Once at the check-in screen, enter the patient's name and press Check In.

Enter your clinician's room name:

Who are you here to meet with? ▾

Enter Room

2. You will now be placed into the virtual waiting room. Now, just wait until your provider starts the call. Please be sure to turn on your device's video and microphone when the call begins. Your device's video and microphone are enabled when the camera and microphone buttons appear black and are disabled when they appear red as shown in the images to the right. Wait for the provider to start the call, but please call the scheduling number if you have been waiting for more than 15-minutes.



*Also, read about the 5 tips for a great call at the link in the bottom left-hand corner of the page

Checking Your Connection: Conducting a Pre-Call Test

As you await the arrival of your provider, click the "Pre-Call Test" button at the bottom left of your screen and your computer will automatically check your audio and video settings to make sure your system is technically ready.

For additional information about how to reach clinical or technical help, please see the message that displays in the virtual waiting room for your provider.

