

iPhone MUSC.Doxy.Me Patient User Guide

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 about how to join when you schedule your appointment.

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. Switch to only cellular signal if Wi-Fi is weak.
- 4) If using cellular data, remain in one place for the duration of the call.
- 5) If for any reason there are issues, click on the Refresh button and your session will automatically restart.
- 6) Please make sure you are in a quiet, private location for your visit.
- 7) If you are a parent or caregiver, ensure that the patient is with you for the appointment.
- 8) For troubleshooting support, please call 843-792-3111

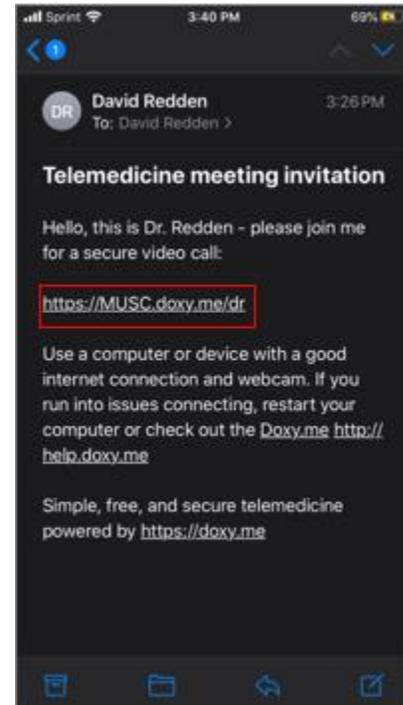


**iOS
Safari**

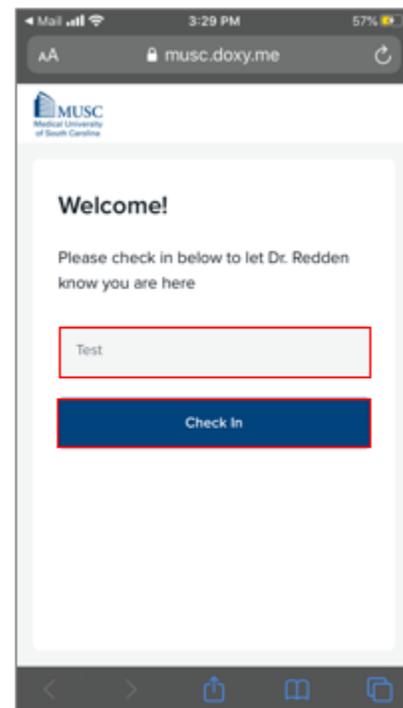
Connection 1 – Joining from an appointment Invitation

- 1) Patients will receive an invitation to their provider's 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 internet window. (Safari is the recommended browser).

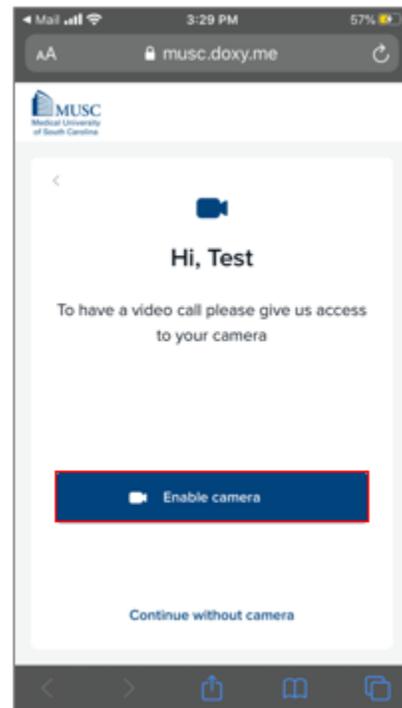
(Copy the link by holding your finger down on the desired text and dragging the blue cursors over the desired text to highlight. Then press copy.)



- 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.



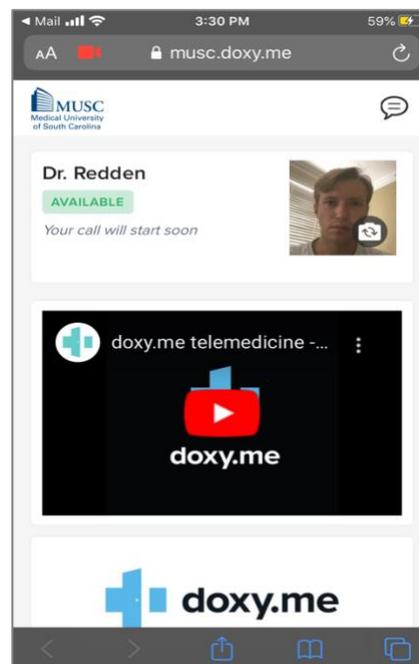
- 3) Next, Doxy.me will ask for permission to use your mobile device's camera. Choose Enable camera as indicated in the image.



- 4) Doxy.me will again verify permission to use the microphone and camera as indicated in the image to the right. Choose Allow.

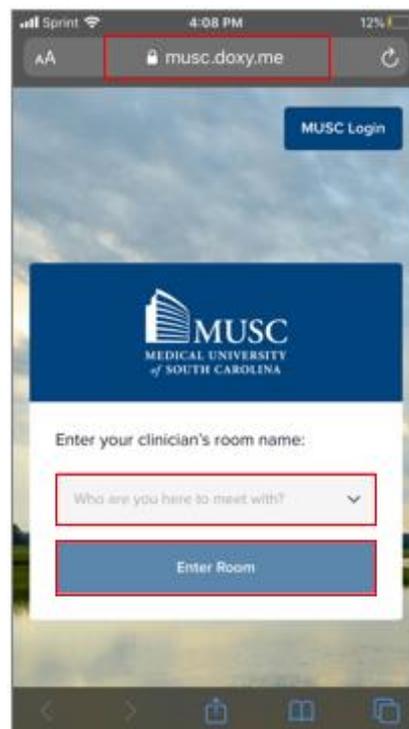


- 5) You will now be placed into the virtual waiting room as shown in the image. Simply wait until the provider to starts the call. Once the call begins, double check to ensure your device’s camera and microphone are enabled. Please call the scheduling number if you have been waiting for more than 15-minutes.
- 6) Consider placing your phone on “Do Not Disturb” so that incoming phone calls will not disrupt your consult.

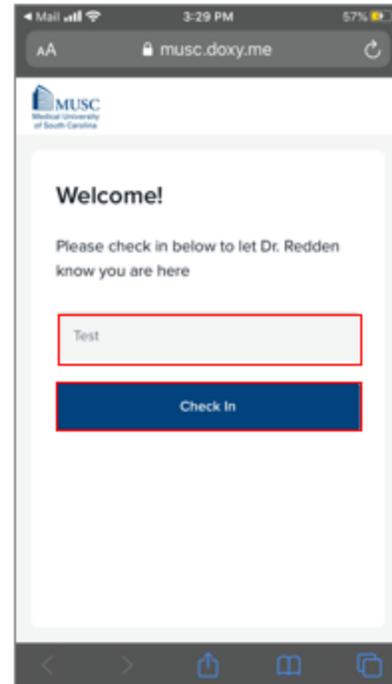


Connection 2 – Search for your provider’s waiting room at MUSC.Doxy.Me (Use this option only for scheduled appointments)

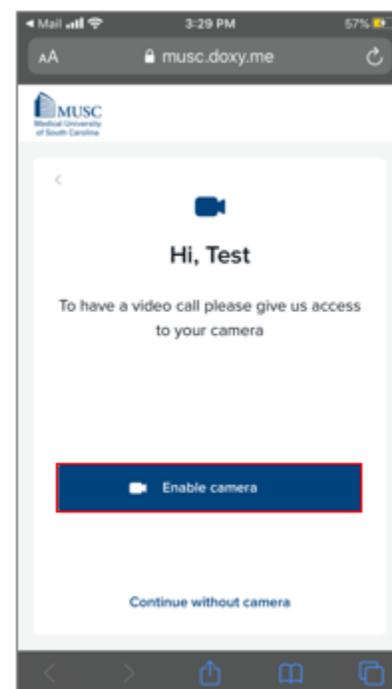
- 1) Open Safari and search muscd.doxy.me. Once there, enter your provider’s name or clinic name and choose Enter Room.



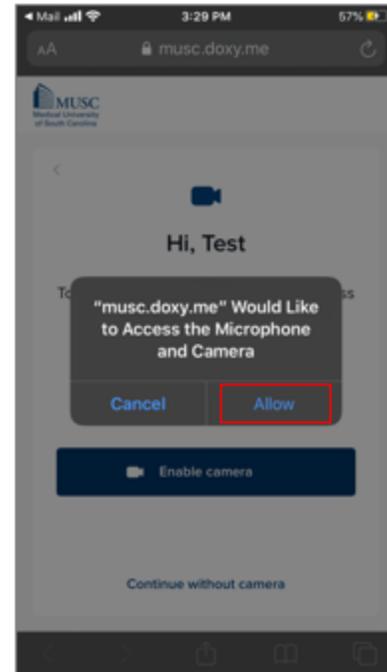
- 2) Once at the check-in screen, enter the patient's name and press Check In as indicated in the image to the right.



- 3) Next, Doxy.me will ask the user for permission to use your mobile device's camera. Choose Enable camera as indicated in the image.



- 4) Doxy.me will again verify the user's permission to use the microphone and camera as indicated in the image to the right. Choose Allow.



- 5) You will now be placed into the virtual waiting room as shown in the image. Simply wait until the provider starts the call. Once the call begins, double check to ensure your device's camera and microphone are enabled. Wait for the provider to start the call, but please call the scheduling number if you have been waiting for more than 15-minutes.
- 6) Consider placing your phone on "Do Not Disturb" so that incoming phone calls will not disrupt your consult.

