

## *iPhone MUSC.Doxy.Me Patient User Guide*

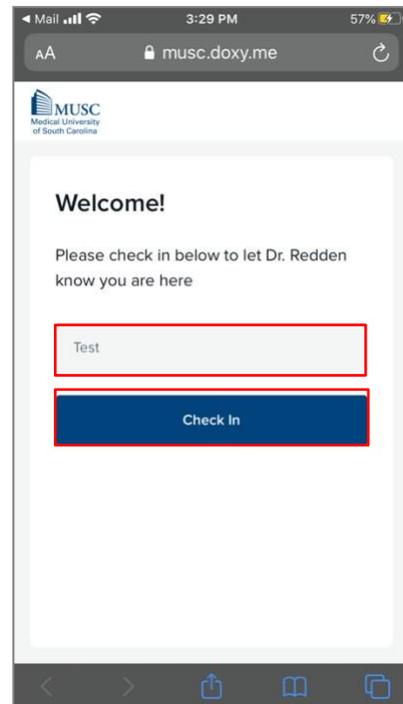
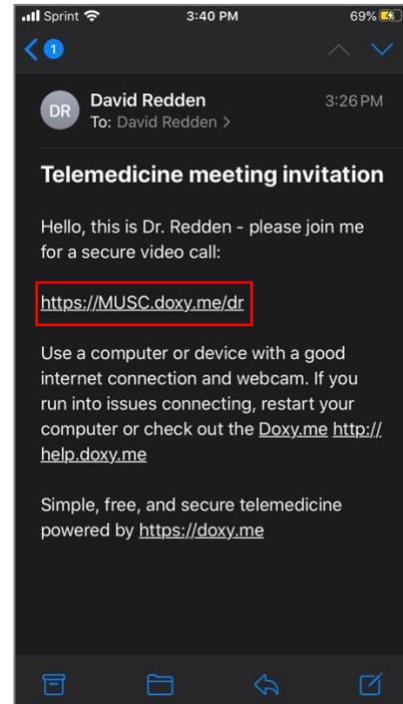
This document is a step by step guide intended to help MUSC Health patients connect to their virtual appointment and troubleshoot any errors they may encounter. Please note Doxy.me is a secure and HIPAA compliant service. There will be no recorded video of the call.

### **Option 1 – Joining from an appointment Invitation**

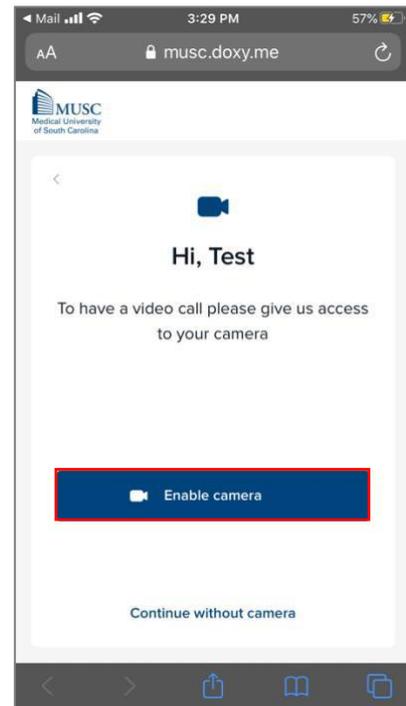
- 1) Patients will receive an invitation to their provider's Doxy.me room via email or text according to their preference. Click the link to check in for the appointment at the scheduled time. If the link does not work, copy the link and paste it into a new window of your internet browser (Safari).

(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.)

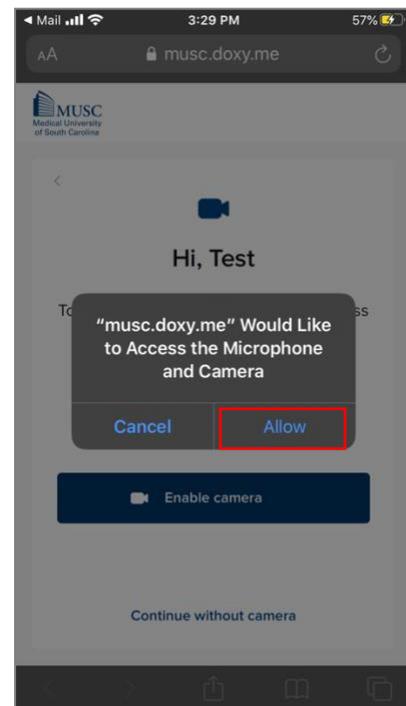
- 2) Once at the check-in screen, enter your username and press Check In as indicated in the image to the right



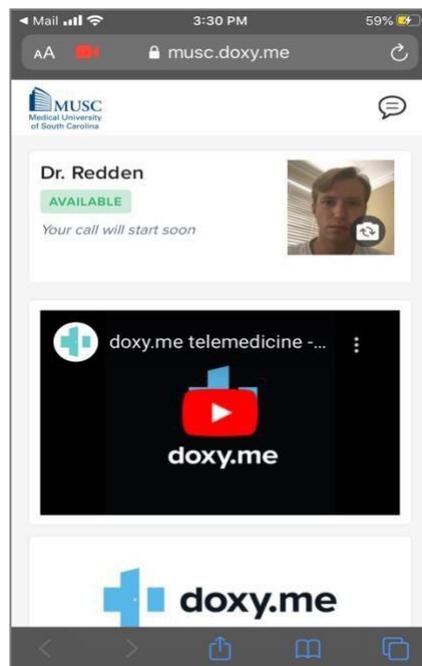
- 3) Next, Doxy.me will ask the user for permission to use your mobile device's camera. Choose Enable camera as indicated in the image.



- 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.

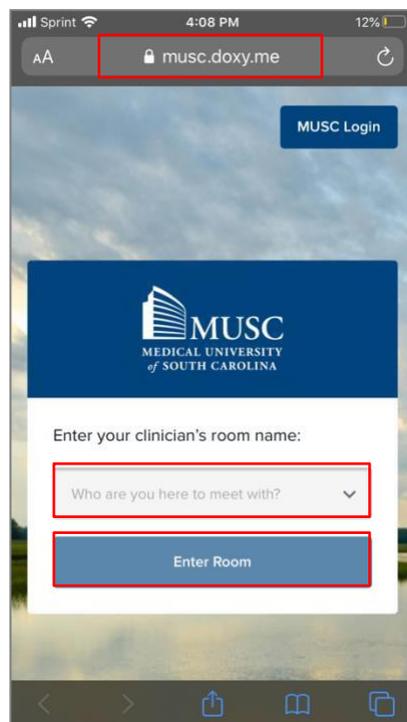


- 5) You will now be placed into the virtual waiting room as shown in the image. Simply wait until the provider to start the call. Once the call begins, double check to ensure your device's camera and microphone are enabled.
- 6) Consider placing your phone on "Do Not Disturb" so that incoming phone calls will not disrupt your consult.

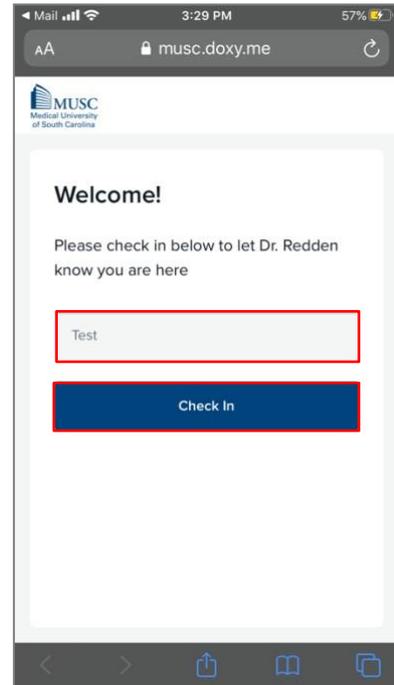


**Option 2** – Search for your provider's waiting room at MUSC.Doxy.Me (Use this option only for scheduled appointments)

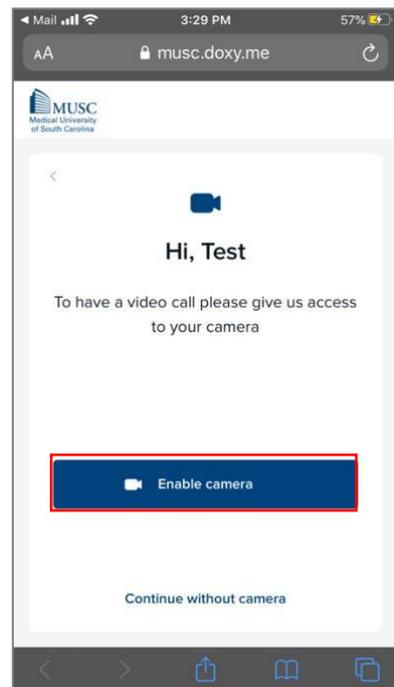
- 1) Open Safari and search musc.doxy.me. Once there, enter your provider's room name and choose Enter Room. From this point forward the directions are the same as the above.



- 2) Once at the check-in screen, enter your username and press Check In as indicated in the image to the right.



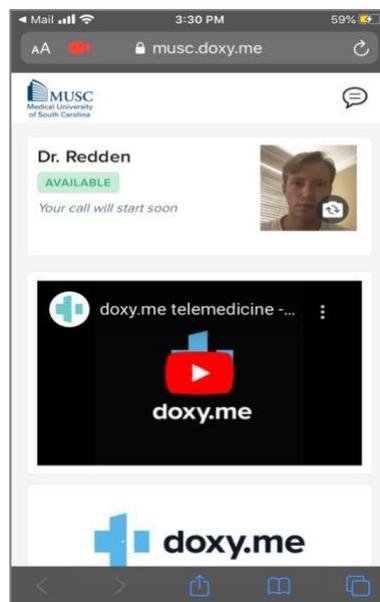
- 3) Next, Doxy.me will ask the user for permission to use your mobile device's camera. Choose Enable camera as indicated in the image.



- 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 to start the call. Once the call begins, double check to ensure your device's camera and microphone are enabled.
- 6) Consider placing your phone on "Do Not Disturb" so that incoming phone calls will not disrupt your consult.



### Helpful Tips:

- 1) Follow the link several minutes before your appointment to ensure your link and device are working properly.
- 2) Try to make your call while connected to a strong Wi-Fi signal. Switch to only cellular signal if Wi-Fi is weak.
- 3) If using cellular data, remain in one place for the duration of the call.
- 4) If for any reason there are issues, refresh the browser.

5) For troubleshooting support, please call 843-792-3111.