

## Instructions for a successful telehealth visit

If your provider has offered you a telehealth visit, the following steps will ensure a successful visit.

1. Make sure you have a device with a camera, in which video and audio are possible. This can be a home computer, lap-top, tablet or cell phone.
2. Have your device connected to a secure Wi-Fi connection, ideally, at your home.
3. Allow doxy to have access to your camera and turn on video and audio
4. Try going to your provider's website prior to your appointment to ensure you can connect to the website, so you know that you will be able to connect for your telehealth visit.
5. Click on the links below to access your visit with your provider
6. Once you arrive at the website, there will be a box to enter your name and "check in." Please do so and your name will appear to the provider and they will know you are ready.
7. The provider will then join the meeting as soon as they are available, and the visit will start.

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A few important notes about telehealth visits:

These visits will need to be approved by your provider and this will be communicated to you via phone by our office staff. Make sure to "arrive" to your telehealth appointment on time. However, please be kind and patient if your provider is running a bit behind to join the visit. Due to the nature of healthcare, there are things that may come up, either in the office or on another call, that may delay them. If there is a reason your provider cannot make the telehealth call, then the office will contact you as soon as possible. Please understand that there will be some visits that are not appropriate for telehealth, in which your provider may need to examine you in the office. If this is the case, we are still making sure to keep well visits and sick visits separate to protect your health and safety. Thank you for being flexible with us as we navigate these new waters and try new things to help accommodate our patients and be there for them during this time of change. As always, please feel free to contact our office via the patient portal with any questions or concerns. Thank you for being part of our CFC family!