

# DOXY Video Visit Frequently Asked Questions

## Do I need to sign up for an account?

No, as a patient you actually don't need to create an account with us to see your provider. You can simply go to your providers url (doxy.me/YourDrsName). You will receive the link from your practice before your appointment either in a text or email. You will check in and your provider will start the call when they are ready.

## Is the video visit documented? Is it a part of my medical chart?

The visit is documented by your practitioner into your electronic medical record, just like if you had an in-person appointment. The video visit is not recorded or copied.

## Is this secure?

All data is encrypted, patient sessions are anonymous (we don't know who you are) and no patient info is stored persistently. We use the AES cipher with 128-bit keys to encrypt audio/video, and HMAC-SHA1 to verify data integrity.

## Is this free? What is the cost?

You may be charged a copay, coinsurance or your deductible depending on your insurance and the reason for your visit. Your insurance company determines this, not CCP. If you do have a cost associated with the telehealth visit, it wouldn't be any more than what you would normally pay for a visit in our offices, and you'll receive the same quality and scope of care over telehealth.

## What equipment/technology do I need to have a Doxy.me video visit?

To have a successful call with someone while using **a computer**, you must have:

- a Mac/PC/Linux/Chromebook with camera, microphone, and speakers
- an Internet connection with **at least 2MBPS download and upload speeds** (check your Internet speed [here](#))
- **Google Chrome, Mozilla Firefox, Microsoft Edge or Safari 11+** (latest release versions)
- the [latest operating systems](#), such as Windows 10 or MacOS Catalina, to obtain the latest versions of the browsers listed above
- **Javascript enabled** (this is enabled by default, and we'll give you a message in doxy.me if you need to enable it)
- TCP ports 80 and 443 open (sometimes firewalls will block these ports; if you are having trouble connecting while on a workplace network, ask your IT team to check this)

## **For iOS and Android:**

- Use Safari 11+ on your iOS devices ([latest version of iOS](#)).
- Google Chrome on your Android device

**The following are not compatible with doxy.me:**

- Amazon Kindle and other e-readers
- Voice-controlled smart speakers such as Alexa or Google Assistant

Check support for your device by running our [diagnostic tests](#).

If you are still having issues after trying these steps, [contact our support team](#).

### How do I get rid of an echo?

The following steps should be done by you and your provider:

1. Use headphones
2. Reduce the volume of speakers
3. Move the microphone away from the speakers

### How can I improve video quality?

1. Restart your computer: restart your computer before your first call.
2. Wifi: be close to your wifi router, make sure no other parties on the network are using up the bandwidth, and you don't have a lot of browser windows open.
3. CPU/GPU usage: ensure no high intensity programs are running on the computer.