

# Telehealth Visits at FVSA

## Q: What is a telehealth visit?



**A:** A telehealth visit allows you the access and convenience to see your provider from home (or anywhere!) instead of coming into the office for an in-person appointment.

## Q: How is the visit conducted?



**A:** It's easy! At the time of your appointment, you'll click the link provided and be connected to your provider via video chat using your computer, tablet or smart phone. The process is HIPAA compliant and the information shared is confidential.

## Q: What does the visit include?



**A:** Similar to an in-person visit at FVSA, our providers will go through your health history, ask about any symptoms you are experiencing and provide the appropriate care.

**Schedule a Telehealth  
Visit with FVSA!**

Call (920) 731-8131 or (800) 574-3872



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# Checking in for Your Telehealth Visit:

## How-To Instructions

FVSA uses Doxy.me for telehealth appointments. It is a secure site with no software to download and no registration needed.

### Here's how to log in for your visit:

**1.** Make sure to use a device that has a camera/microphone and a good internet connection; compatible systems and browsers include:



PC and Mac: Chrome, Firefox, Safari  
Android: Chrome iOS: Safari

**2.** On the day of your telehealth visit, you will receive an email with the link to click to connect you directly to your provider's virtual waiting room. Our staff will call to register you over the phone and provide any assistance needed.

**3.** Once on the site, click *"Allow"* when asked to use your webcam and microphone with doxy.me.

**4.** Type your name and click *"Check in."*

**5.** Your provider will start the visit.

#### Helpful Tips:

- Restart your device before the visit
- Test your camera and mic from the waiting room
- Send a message to <https://doxy.me> for help

*Icons courtesy of icons8.com.*



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