

DOXIMITY TELEHEALTH PATIENT EXPERIENCE

Doximity is designed for patients to use on their smartphones (cell phones). Your Fenway provider will be sending you the video meeting link via a text message when they are ready to start your visit.

You do not need to download anything or visit a different website. Simply click the link in the text message.

If you need to use a different device such as a laptop or tablet, etc. there are the instructions on how to copy and paste the link into your personal email in order to access it through a different device: <https://support.doximity.com/hc/en-us/articles/360048570773-How-to-join-a-Dialer-Video-call-on-your-Desktop-Computer>

We are hoping to be able to make telehealth links accessible by other means than just text messaging in the future.

We've included some additional patient resources that are also available on the Doximity website.

<https://support.doximity.com/hc/en-us/sections/360008599633-Dialer-Video-Patient-Resources>

PATIENT FAQS

<https://support.doximity.com/hc/en-us/articles/360047846074-Patient-Frequently-Asked-Questions>

Most common questions:

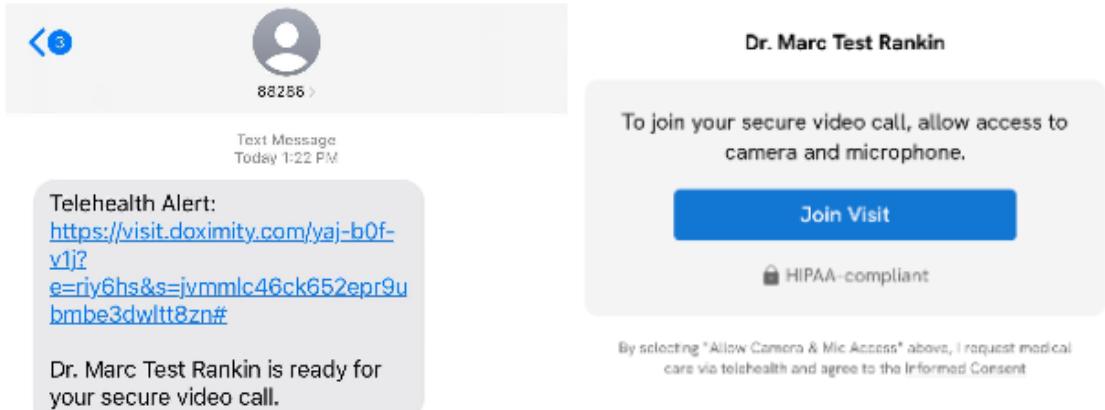
- I am not able to video call because my audio and camera aren't working, how do I fix this?

In order to join a video call you must enable your camera and microphone. [Here's how.](#)

How to Enable Camera and Microphone Access

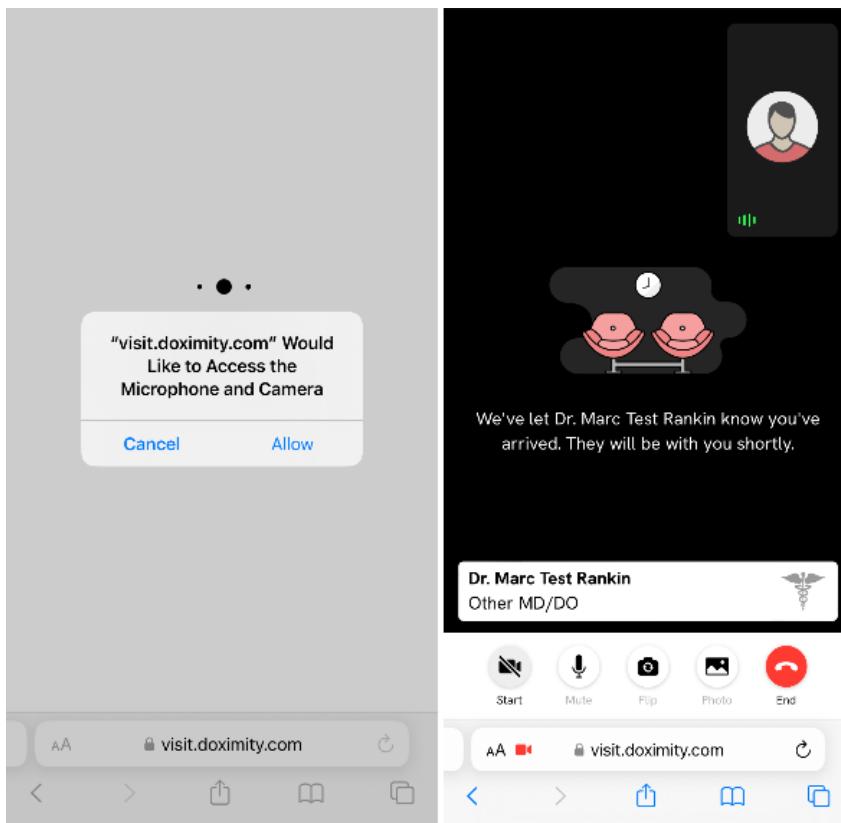
In order to join your video call, you must grant your smartphone browser access to your camera and microphone. Below are instructions on how to join a video call and grant your smartphone browser access to your camera and microphone.

- You will receive a text from an 882-86 short phone number inviting you to a video call
- Tap on the link in the text message
- Tap on the blue 'Join Visit' button



Android users, you will join the video call with your doctor immediately after you tap on 'Allow Camera & Mic Access'. You will not see the step below.

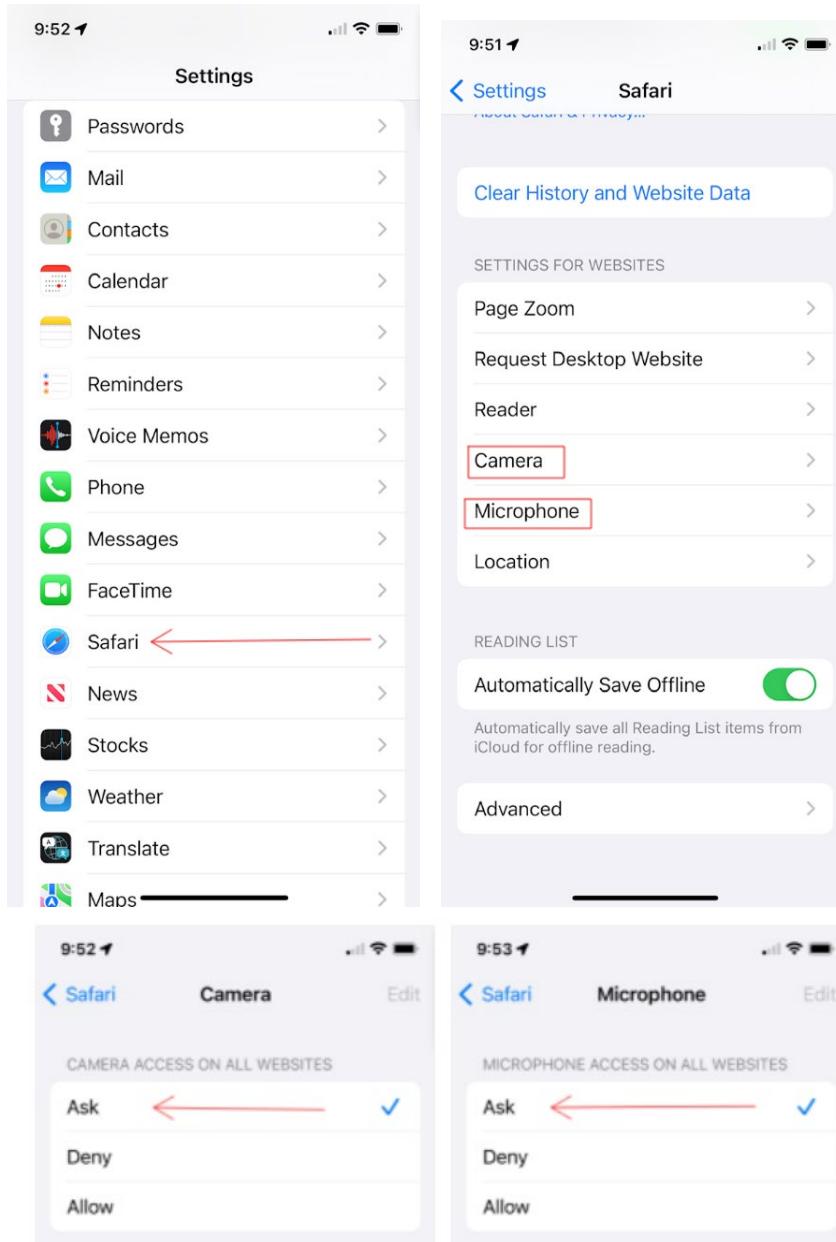
- Tap on 'Allow'. After this, you will be able to join the video call with your doctor



If you accidentally ignored the prompt to allow camera and mic access, follow the instructions below to enable access to your camera and microphone:

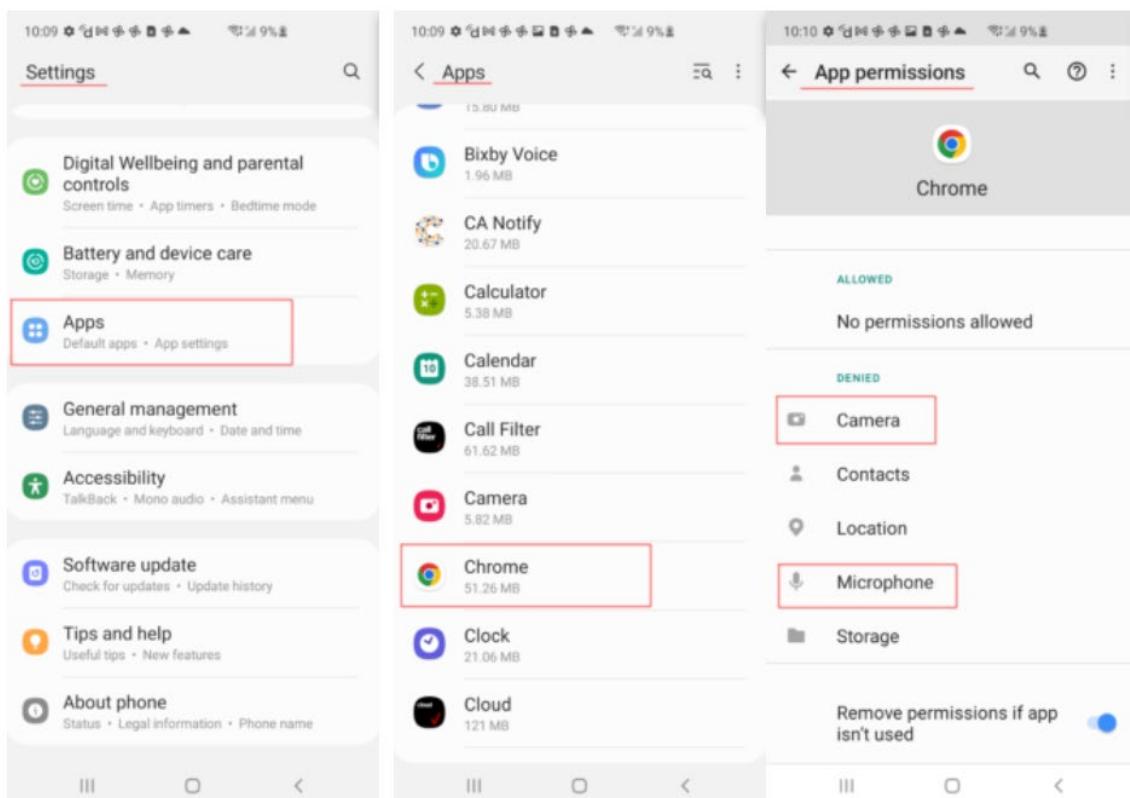
iOS

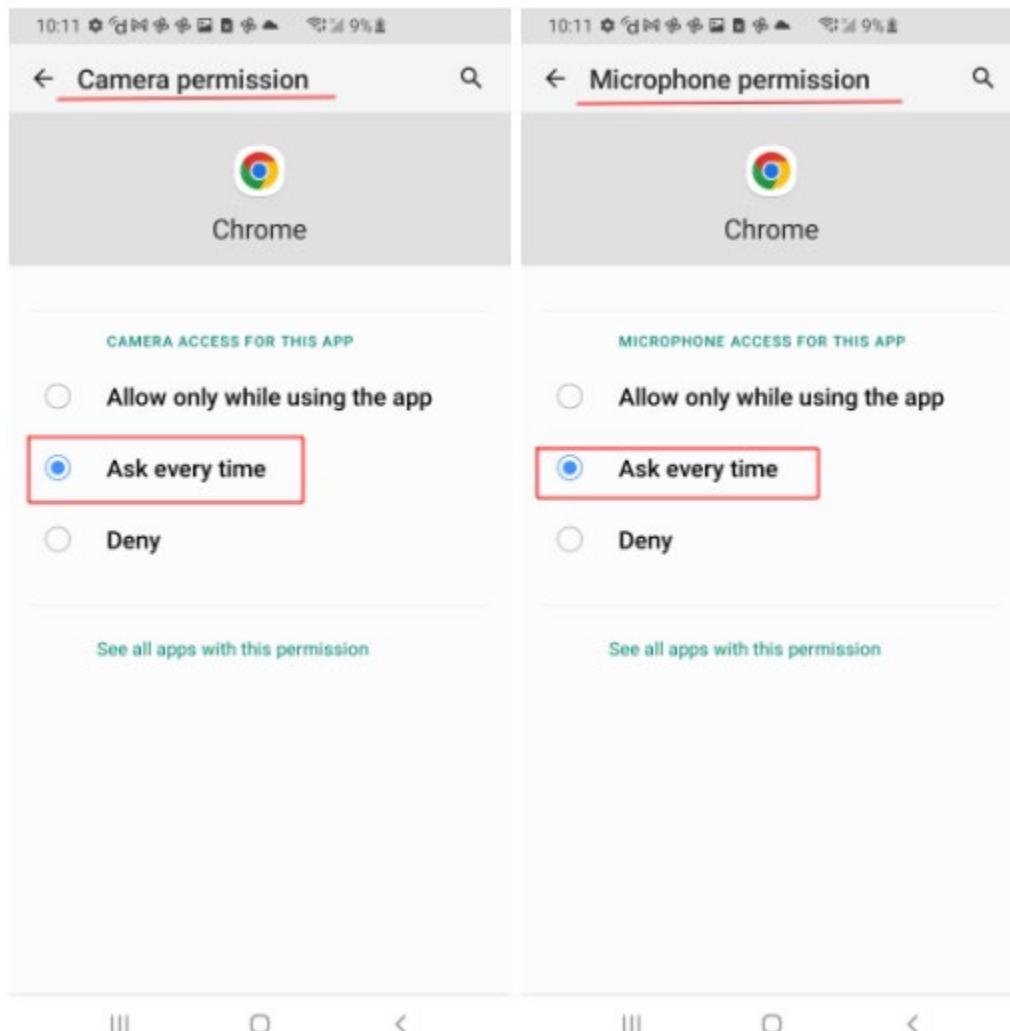
- Open your phone Settings and tap ‘Safari’.
- Scroll down to the ‘SETTINGS FOR WEBSITES’ section
- Tap on ‘Camera’
- Tap on ‘Ask’
- Tap on the blue ‘Safari’ button in the top left corner to return to the previous screen
- Tap on ‘Microphone’
- Tap on ‘Ask’



Android

- Open your phone Settings and tap '**Apps**' or, '**Apps & Notifications**'.
- Tap '**Apps**' or '**App Info**'
- Scroll down and tap on '**Chrome**'
- Tap on '**Permissions**'
- Tap on '**Camera**'
- Tap on '**Microphone**'





After you have successfully enabled camera and microphone access, click on the link in the video invite text message to join your video visit.

Note: these steps may differ depending on your Android device model.

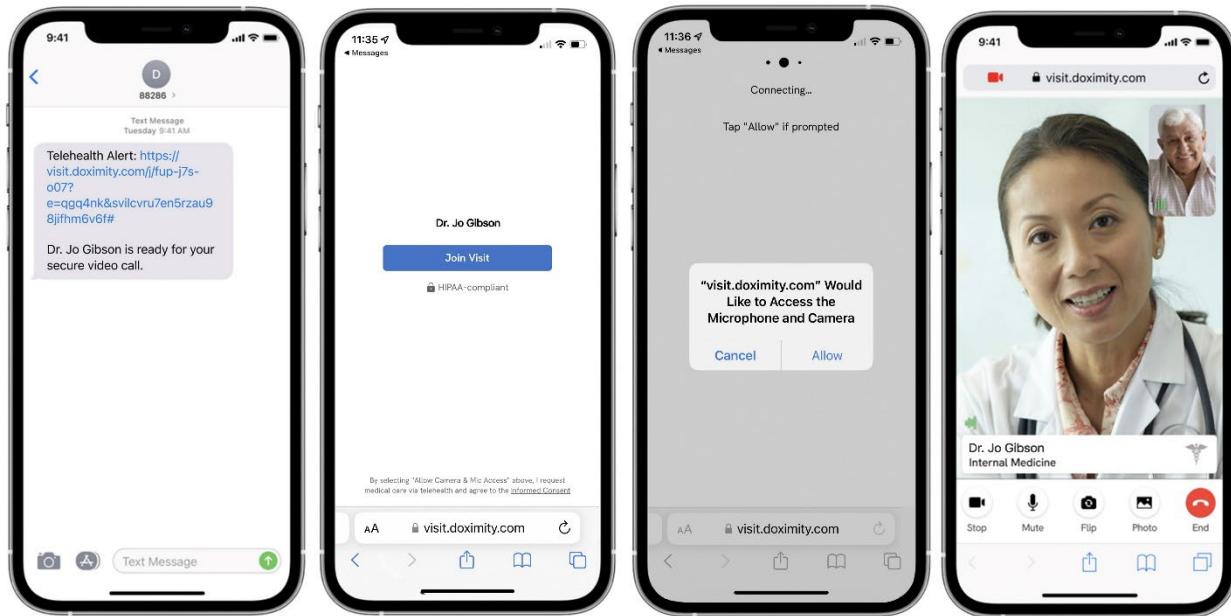
- How much data will a 1-minute video call consume on average?
 - 22 MB per minute

NOTE: Using the Doximity Dialer Video feature will use your standard cellular data if you are not connected to a WiFi network.

How to Join Your First Dialer Video Call

It's simple!

1. You will receive a text message from an 882-86 number inviting you to a video call.
2. Tap on the link in the text message.
3. Tap on the blue 'Join Visit' button.
4. You will be prompted to enable camera and microphone access; tap 'Allow'
5. Once you have enabled camera and microphone access, you will join the video call



If this is your first Dialer Video call, refer to [these tips](#) to ensure a successful call.

<https://support.doximity.com/hc/en-us/articles/360047846034-How-to-Join-Your-First-Dialer-Video-Call>

Tips for Good Dialer Video Call Quality

Video calls can be joined using wifi or cellular data. A poor connection can lead to a dropped call or inability to connect. Since the invitation to a video call is sent via text, most Dialer Video calls are taken on the phone. Here are some tips to ensure quality calls:

- **Check browser requirements:** Dialer Video works on most modern phones. If in doubt, please check that your browser meets the [minimum requirements](#).
- **Try another network:** Slow to connect? Sometimes switching your connection helps. On your phone, go to settings. If having trouble on cellular, turn on Wifi and try another call. If vice versa, turn off Wifi and try again.

- **Move closer to your router:** If your wifi signal is poor, try positioning yourself close to your router or rebooting your router.
- **Disconnect other devices from your network:** Every device connected to your wifi network will take up bandwidth. If your network cannot handle the stress, try disconnecting other devices.
- **'Your internet connection is unstable' message:** If you receive the following message, *'Your internet connection is unstable'*, we suggest that you leave the video call and try rejoining to see if that resolves the issue.