

## Doximity User Guide for Patients

Thank you for being a valued patient of Norman Regional Health System!

### Patient Best Practices

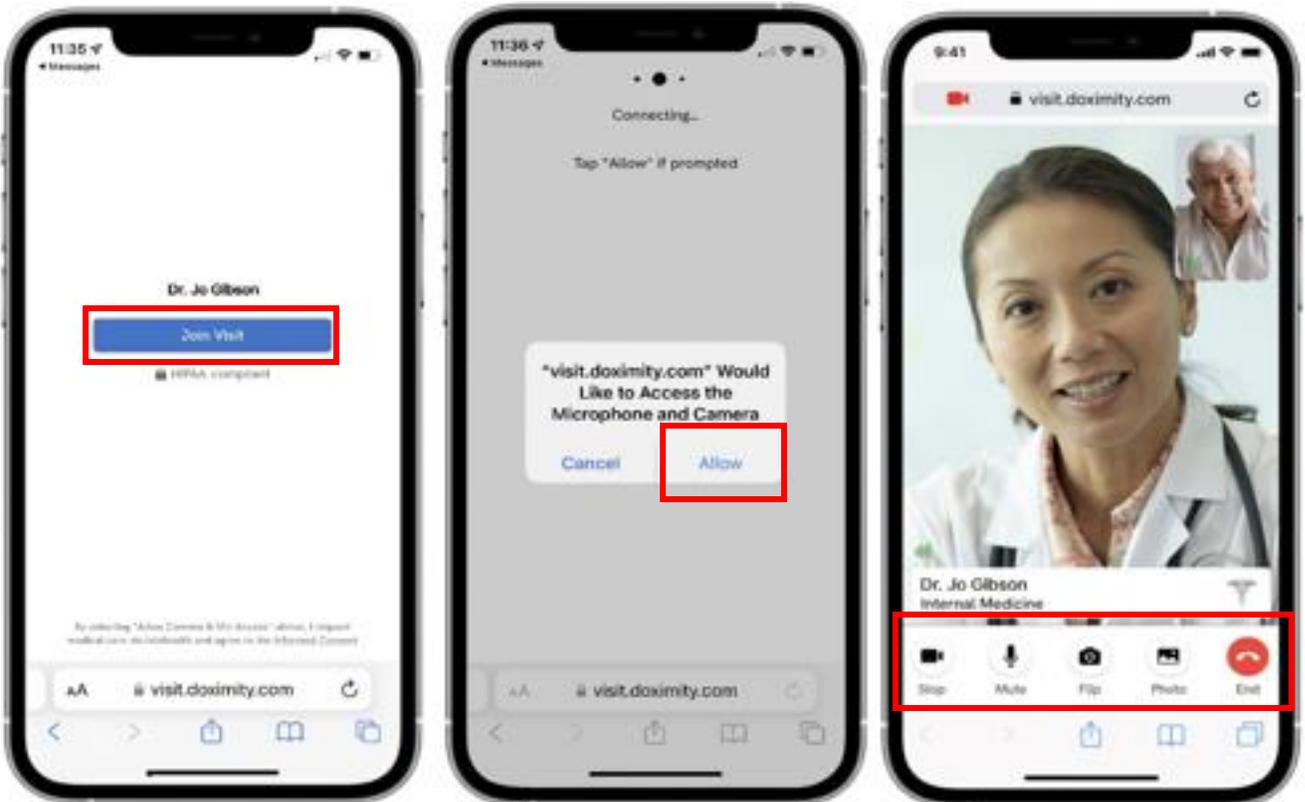
- **Please do not operate a motor vehicle during your visit.**
- **Ensure you have a strong WiFi connection prior to your visit.** If you are not connected to a WiFi source and attempt to complete the visit via mobile data, it is more likely that your visit will be unsuccessful.
- Have any medications/over-the-counter drugs/supplements you are currently taking on hand in case your provider asks about them.
- If other members of your household are streaming videos/games on your WIFI network, it may cause your visit video and audio to lag. If possible, ask others to refrain from using the WIFI network for the duration of your visit.
- Have the device of your choice turned on and charged **30 minutes** prior to your visit.
- If you are hard of hearing, use headphones equipped with a mic for better audio. **Please do not use Bluetooth connected headphones/earbuds as these are not compatible with the software.**
- **Be in a quiet, private place** (Home office, movie room, or bedroom are great places to do a virtual visit) as your visit does require the discussion of your personal health information.
- Your provider may be running early or late. **Be ready for your visit 15 minutes early.**
- **Click your visit link as soon as you receive it.** Your provider is ready for you once they send you the link.
- If you are using a mobile device, it must meet the following requirements for a successful telehealth visit: **iPhone/iPad Safari updated to iOS 15 or newer; Samsung/Android phones updated to Android 9.0 or newer.**
- If possible, have your device's camera at eye-level and be in good lighting where the provider can clearly see your face and your surroundings to ensure an optimal visit experience.

### How to Join Your First Dialer Video Call

1. You will receive a text message from an **882-86** number or an email from a **@nrh-ok.com** email address inviting you to a video call for a Telehealth Visit. You must be able to receive contact from unknown numbers in order to receive the text to conduct a virtual visit.
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.



You will see the following icons on the screen:

- a. Video Camera – tap this to start and stop sharing your video during your visit.
- b. Mic – tap this to turn your microphone off/on.
- c. Camera – tap this to change from your front camera to the back camera on your device.
- d. Photo- tap this to add photos for your provider to view.
- e. End – tap this to end the visit with your provider.

### Doximity Troubleshooting Guide for Patients

#### **What browser can I use for my visit?**

- Any browser should work as long as you have given your browser access to your mic and camera. However, Google Chrome and Safari are the recommended browsers.

#### **My provider emailed me a link and I can't find the email. Where is it?**

- Check your spam and promotions folder in your inbox. You can mark the email as “not spam” so any further emails go to your main inbox.
- Use your email's search feature to search for “Doximity” which will quickly pull up the email regardless of what folder it went to.

**I lost the connection to my visit. How do I get back in?**

- If your connection fails and you are dropped from the call, the provider remains in the virtual visit “room.” You can click on the text or email visit link you were initially sent for the visit to rejoin the visit you were in.
- If you are using a phone, you may need to disconnect from wifi and use cellular data. This may result in data charges to your plan. These charges are your responsibility and NRHS will not be held responsible for any charges that may be incurred.

**My visit link doesn’t work. What do I do?**

- Call your provider’s office and inform them you’re trying to do a visit with your provider on Doximity and the link did not work. The provider will send you a new link.
- If the problem persists, the provider clinic may schedule a new virtual visit through the Norman Regional Virtual Care app.

**Why can’t the provider see me?**

- Make sure you gave your browser permission to access your camera.
- Check that your camera is not covered.
- Close your browser and open the link again.
- Make sure your camera is sharing by tapping the screen and looking at the icons on the bottom of their screen. If the video icon has a slash through it, tap it to begin sharing your video.
- Check your browser settings. Your browser may not allow your camera to be used by Doximity.
- Refresh your browser. Sometimes this serves as a quick fix.

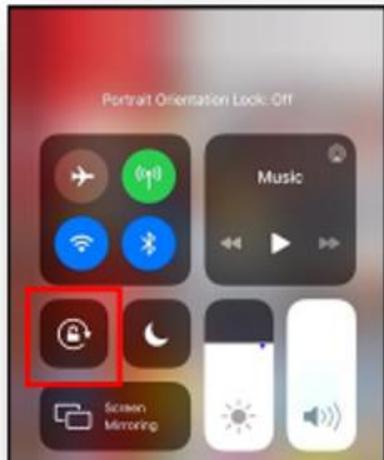
**Why can’t the provider hear me?**

- Make sure you gave your browser permission to access your microphone.
- Close your browser and open the link again.
- Make sure your mic is sharing by tapping the screen and looking at the icons on the bottom of their screen. If the mic icon has a slash through it, you need to tap it to begin sharing your mic.
- Check your browser settings. Your browser may not allow your mic to be used by Doximity.
- Refresh your browser. Sometimes this serves as a quick fix.

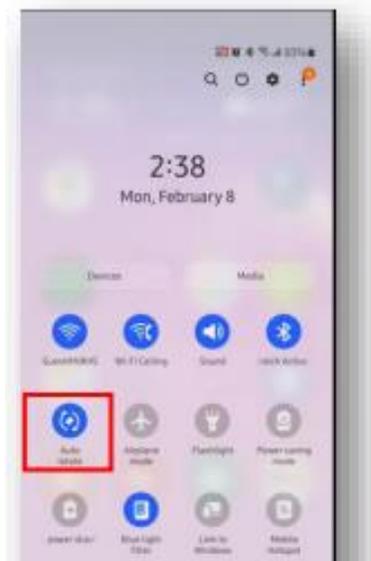
**I started a visit and the video of me is sideways. How do I fix it?**

- Rotate your device 90° and then rotate it back. This should correct your video orientation.
- You may have rotation lock/screen lock/portrait orientation turned on or locked. If so, you may need to change this setting.

**On an iPhone:** pull down the menu from the top right of the screen and click the rotation lock icon until it says “rotation lock: off.” If the icon is white, the setting is locked. To unlock it, simply tap on the icon and it will turn black.



**On an Android:** pull down the menu from the top of the screen and click the “auto rotate” button so it is highlighted blue and turned on. If your icon is grey, the setting is turned off and you simply tap on the icon to turn it on.



**I’m getting a lot of audio feedback during my visit. How do I fix it?**

- Use headphones equipped with a mic for your visit.

**Why does the video lag?**

- There may be a poor wifi connection or mobile signal. Move to an area with a better connection.
- If you’re using a wifi connection, there may be multiple people streaming videos on the same network which slows down the video signal and degrades the quality. If possible, ask others sharing your network if they can reduce the number of users on the network during your visit.
- If you are using a phone, you may need to disconnect from a poor wifi signal and use cellular data. This may result in data charges to your plan. These charges are your responsibility and NRHS will not be held responsible for any charges that may be incurred.

**If I use my smart phone for a visit and I get a phone call during the visit, will it cut off the virtual visit?**

- Receiving a phone call will not end your virtual visit. Simply decline the call to continue the virtual visit.