

## How to Attend Your Doxy.me Appointment



San Mateo County Behavioral Health and Recovery Services (BHRS) uses a HIPAA-compliant version of Doxy.me.

To ensure that you are using the HIPAA-compliant version of Doxy.me, please use the appointment link sent to you by your SMC BHRS provider.



If you are joining a group session, to ensure your privacy, do not type your full name. Only type your First name and Last Initial.

**Patient Flyer (one-page guide) for How to Attend your Doxy.me appointment.**

Click on the language to skip to your preferred language.

[English](#)

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**More translations of the “Patient Flyer” are available on the Doxy.me website at:**

<https://help.doxy.me/en/collections/1342237-for-patients>

## 5 Steps to Check In for Your Video Visit

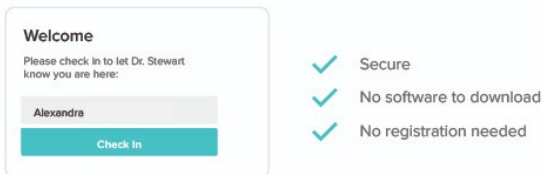
**1 Select Device**  
Use a computer or device with a camera and microphone.



**2 Go to Provider's Room**  
Enter your provider's doxy.me room web address into the browser.



**3 Check In**  
Type in your name and click **Check In**.



**4 Enable Webcam and Microphone**  
Allow your browser to use your webcam and microphone.



Doxy.me is encrypted and HIPAA compliant

**5 You're In!**  
Wait for your provider to start the call.

### Tips for a Great Call

- Restart your device before your visit.
- Connect to the internet with an Ethernet cable or strong WiFi signal.
- Ensure your browser is updated to the most recent version.
- If possible, use a newer device and make sure it is fully charged.
- Try disconnecting other devices from the WiFi you're using.
- Click **Pre-call Test** in the waiting room to make sure your system is ready for the call.

### Need Help?

If you need more assistance, don't hesitate to contact us!

Call  
**(844) 436-9963**

Send a message  
[support@doxy.me](mailto:support@doxy.me)

# Como registrarse para su visita

## Consejos para una llamada exitosa

Tenga una conexión fuerte de wifi o use un cable ethernet

Reinicie su computadora antes de su visita



### 1 Utilice un ordenador o dispositivo con cámara / micrófono



PC y Mac:  
Chrome | Firefox | Safari



Android:  
Chrome

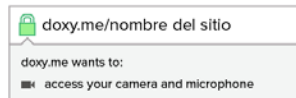


IOS:  
Safari

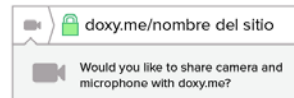
### 2 Ingrese el sitio web del doxy.me de su médico en el navegador



### 3 Permitir que su navegador para utilizar tu webcam y micrófono

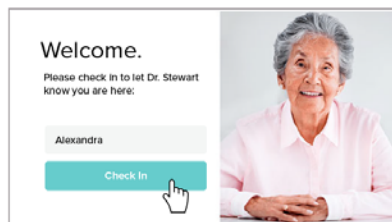


En seleccione  
"Allow" en el indicador



En seleccione "Share  
Selected Devices" en el indicador

### 4 Escriba su nombre y haga clic en "check in"



- ✓ Seguro
- ✓ Sin descargas
- ✓ Medidas de HIPAA
- ✓ No requiere registraci3n

### 5 Su proveedor comenzará su visita

Si necesitas ayuda antes de la llamada haga clic en la parte inferior a la derecha de doxy.me.

# 如何開始您的視頻看診

## 1 使用電腦或配有攝像頭/語音的裝置



普通電腦或蘋果電腦(Chrome / Firefox / Safari 瀏覽器)



安卓系統(Chrome 瀏覽器)



iOS 系統(Safari 瀏覽器)

## 2 在瀏覽器搜索欄中輸入醫生的doxy.me 網址



## 3 輸入您的名字，然後點擊登入鍵



- ✓ 安全
- ✓ 無需下載軟件
- ✓ 符合HIPAA 隱私權政策
- ✓ 無需註冊

## 4 允許瀏覽器啟用您的攝像頭和語音裝置



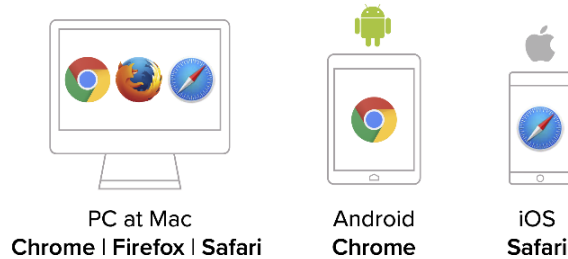
## 5 您的醫護人員將開始看診服務

### 通話建議

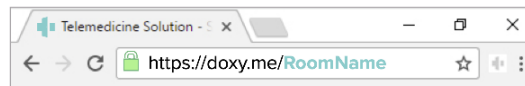
- 請確保您有良好的網絡連接信號
- 每次看診前請重啓您的設備
- 在看診之前，可以嘗試通過左下角按鍵進行一次通話測試
- 如需幫助，請發訊息到 <https://doxy.me>

# Paano Mag Check-in Bago Simulan Ang Pagbisita Sa Video

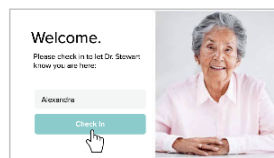
## 1 Gumamit Ng Computer O Aparato Gamit Ang Camera At Mikropono



## 2 I-type Ang web address na doxy.me sa inyong browser

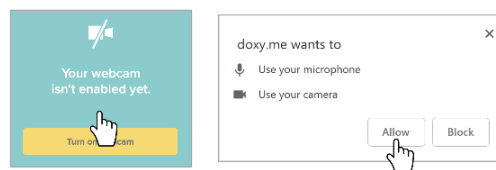


## 3 I-type Ang inyong pangalan at I-click Ang Check-in



- ✓ Siguradong Secure
- ✓ Walang Software Na Kailangan Para Mai-download
- ✓ HIPAA Approbado
- ✓ Walang Kailangan Para Magparehistro

## 4 Pahintulutan Nyo Ang Inyong browser Na Gamitin Ang Webcam at Mikropono



## 5 Sisimulan na ng inyong doctor ang inyong pagbisita

### Mga Tips Sa Tawag

- Tiyakin Nyo Na Mayroon Kang Isang Mahusay Na Koneksyon Sa Internet
- I-restart Ang Iyong Aparato Bago Simulan Ang Pagbisita
- Isubok Nyo Munang Tumawag At Pindutin Ang Nasa Kaliwang Ilalim Bago Sa Araw Ng Inyong Pag-Bisita
- Kailangan Nyo Ng Tulong? Magpadala Sa Amin Ng Mensahe <https://doxy.me>