

# Northwest Gastroenterology Clinic

## Telehealth Visit



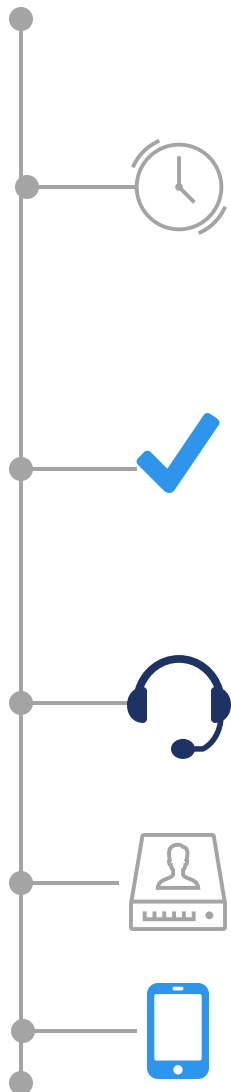
We use a HIPAA compliant telehealth provider called [doxy.me](https://doxy.me).

You DO NOT need to download anything prior to your appointment.

Your telehealth appointment will NOT be through MyHealth, however you can find your after visit summary in the portal after your visit.

### Preparing for your telehealth/ virtual visit

- Approximately 10-15 minutes prior to your appointment time a medical assistant will call you on the phone number you provided to our office when you scheduled your appointment.
  - If you miss the medical assistant's phone call, they will attempt to reach you two more times.
  - If you need to contact us during your appointment time, please call our office at 503-229-7137, then select option "0" to be connected with our reception staff.
- The medical assistant will check you in for your appointment and update your demographic and insurance information.
- They will also gather some clinical information from you including:
  - Any medications you are taking
  - Allergies
  - Your medical history
  - Your height and weight
- The medical assistant will ask you which way you would prefer to receive your link to the telehealth appointment (either by email or text).
- The medical assistant will send the link and will stay on the phone to help connect you to the "waiting room."
- Once you are connected to the waiting room, the medical assistant will disconnect and the provider will join the appointment.
- After your appointment, the medical assistant will call you to schedule any additional appointments or tests ordered by your provider.



# How to check in for your video visit

## 1 Use a computer or device with camera/microphone



PC and Mac  
Chrome | Firefox | Safari



Android  
Chrome

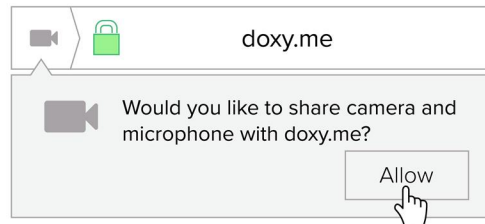


iOS  
Safari

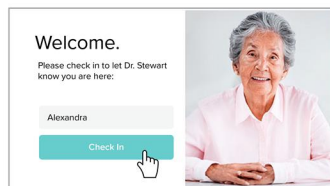
## 2 Enter your clinician's doxy.me web address into the browser



## 3 Allow your browser to use your webcam and microphone




## 4 Type in your name and click check in



- ✓ Secure
- ✓ No software to download
- ✓ HIPAA compliant
- ✓ No registration needed

## 5 Your care provider will start your visit

### Call Tips

- Make sure you have a good internet connection
- Restart your device before the visit
- Test your camera and mic from the waiting room
- Need help? Send us a message  <https://doxy.me>