

# Northwest Gastroenterology Clinic

## Telehealth Visit



### SIGN UP FOR MYCHART

We use MyChart as our primary communication tool.

**Sign up today to make sure you get all of your important communications from our office.**

Use MyChart to complete all of your paperwork for your virtual visit and pay your co-pay through E-check-in.

Confirm your appointments through MyChart so your appointment does not get cancelled.

Message the office using MyChart with non-urgent questions to save your time on the phone.

Receive your after visit summary with your treatment plan via MyChart.

## 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.
- **You will be forwarded to our receptionist to collect any required co-pay for your visit** and then reconnected with the medical assistant. The medical assistant will ask questions about medications and your current symptoms.
- 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 connected, test your camera and mic from 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.



You will receive an appointment reminder three business days before your appointment.

You must confirm you will attend the appointment or your appointment will be cancelled.

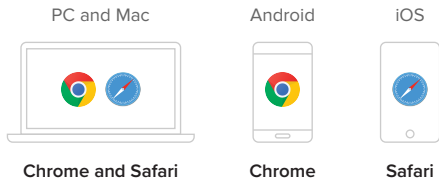


### Tips for a successful video visit:

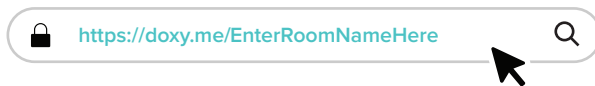
- Restart your device before joining the visit
- Be somewhere quiet, with a good internet connection
- For your safety, providers will not hold video visits while you are driving

# 5 Steps to Check In for Your Video Visit

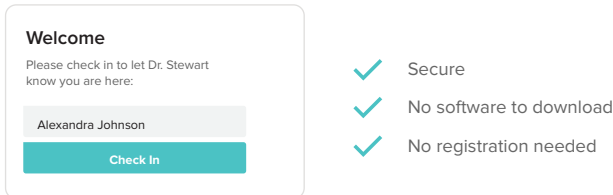
**1 Select Device**  
Use a computer or device with a camera and microphone.



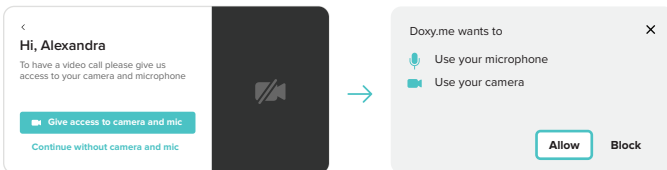
**2 Go to Provider's Room**  
Enter your provider's doxy.me room web address into the browser.



**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**