

# Vita Medica Institute Telemedicine

## Instructions:

Connecting with your provider via Doximity

### What to Expect:

Your provider will reach out to you via Doximity around the time of your appointment – keep an eye out for a text message which will prompt you to connect with video and audio.

### How to Join a Call:

Click on the link within the text to join the Doximity call. You will be prompted to allow the app to access your camera and microphone – please click “allow” when prompted.

### Experiencing Issues?:

If you join a call and cannot hear or see your provider, disconnect from the call and reconnect – this often resolves audio/video issues.

If you are experiencing freezing and/or stuttering in the audio/video, please ensure that you are either connected to a WiFi network, or that you are in a strong cell environment.

### How to Get the Most Out of Your Visit:

Please make sure that you are in a stationary place for the appointment; the provider cannot see you if you are operating a vehicle, and connection is often poor if you are driving.

Make sure that you are in a position to provide your full attention to the provider, just the same as you would if you were in-office