

## Televisit Information and Instructions: PLEASE READ THIS PAGE!

A televisit is a 2-way audio/video connection between you and your doctor using either a camera on your computer or your cell phone. Televisits are billed to you or your insurance in the same manner as a standard office visit, and the same co-pays and deductibles will apply.

### MOST IMPORTANT!

Test your ability to do this well before your visit

We may need to reschedule your visit if you have technical difficulties, so please plan ahead

### BEFORE YOU BEGIN: Please check all 5 boxes!

- Hardware:             A smartphone, laptop, or computer  
                               Built-in or connected webcam
- Operating system:    Windows 10 or the latest MacOS (i.e. most modern computers)
- Browser:                 Only these: Google Chrome, Mozilla Firefox, or Safari 11+
- Internet Connection:  High speed internet

### Problems? Check here first:

Old browser versions (common): *Make sure your browser is updated to the latest version.*

Incompatible browsers: *Microsoft Edge and Internet Explorer do NOT work for this.*

iPads: *Challenging. Change Safari settings to allow popups. Better to use a different device.*

Still having trouble? Help is here: <https://help.doxy.me/en/collections/1359402-troubleshooting>

### Televisit instructions

- 1. 15 minutes before** your appointment, go here: **<https://doxy.me/drcarlygordon>**  
(Firefox users: copy and paste directly into the browser address bar)
2. You will see a page that says “Welcome” Enter your name.
3. Click on “Enable Camera” Also, give permission to use your microphone.
4. Click the “Pre-call Test” button at the bottom left and test your connection.
5. Wait for the visit to begin.