

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/dralicewilkenfeld>**
(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.