

## EMC TELEMEDICINE INSTRUCTIONS

1. PATIENT NEEDS TO GO TO THE FOLLOWING LINK **ON THEIR CELL PHONE OR COMPUTER**  
<https://doxy.me/emcservicesofflorida>

(\*\* PATIENTS CAN ALSO DO THIS JUST BEFORE OR AFTER THEIR APPOINTMENT IN THE CHIROPRACTIC OFFICE )

2. TYPE YOUR FIRST AND LAST NAME, THEN HIT CONTINUE
3. SELECT “**GIVE ACCESS TO CAMERA AND MIC**” (YOUR COMPUTER OR PHONE MAY REQUIRE YOU TO HIT ‘**ALLOW**’ SEVERAL TIMES AFTER THIS)
4. YOU WILL THEN ENTER A **VIRTUAL WAITING** ROOM (THINK OF IT AS WAITING YOUR TURN IN A DOCTORS OFFICE TO BE SEEN)

a. PLEASE WAIT **AT LEAST 5 MINUTES** BEFORE A PROVIDER COMES ONLINE AND BEFORE CONTACTING JENNIFER (305) 721-4714

b. **DO NOT LOG OFF AND ON** THE DOXY ME PORTAL, THE PROVIDER WILL NOT BE ABLE TO SEE YOU ON THEIR SCREEN IF YOU ARE NOT LOGGED ON AND WAITING

c. IF YOU ARE ON A COMPUTER, THE RIGHT HAND SIDE OF THE SCREEN WILL SHOW “**OFFLINE**” OR “**ONLINE.**”

i. **OFFLINE** DOES NOT MEAN THAT THERE IS NO PROVIDER AVAILABLE → YOU MAY NEED TO WAIT AT LEAST 5 MINUTES BEFORE A PROVIDER LOGS INTO THE SYSTEM TO SEE YOU

ii. **ONLINE** DOES NOT MEAN THAT THE PROVIDER WILL SEE YOU IMMEDIATELY → THEY MAY BE WITH ANOTHER PATIENT AT THAT TIME.

- THE PROVIDER WILL USUALLY COMMUNICATE WITH YOU THROUGH THE MESSENGER OPTION TO LET YOU KNOW IF THEY ARE BUSY

d. IF YOU ARE HAVING **TECHNICAL ISSUES** OR THERE **IF NO PROVIDER HAS COMMUNICATED WITH YOU AFTER 5 MINUTES OF BEING LOGGED INTO THE DOXY PORTAL** DURING THE SCHEDULED WORKING HOURS ON THE CALENDAR PROVIDED, PLEASE **CALL OR TEXT** JENNIFER (305) 721 - 4714