

WELCOME TO TELEHEALTH AT CEDAR VALLEY ORTHOPEDIC SURGERY

Your video conference call is provided through a service called doxy.me

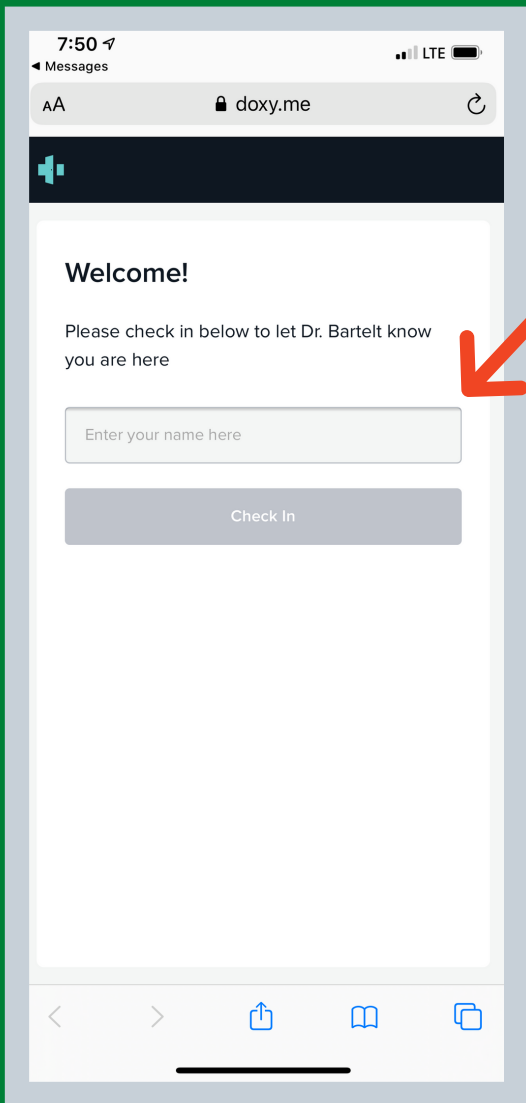
- *There are NO added costs to use the service*
- *It does NOT require an account*
- *The service is HIPAA compliant.*



please note: This is a website (not an application)
The url is doxy.me

- You will receive an email from our office indicating the date and time of your appointment. The email will come from GBGOrtho@cvmspc.com.
- The email will include a personalized link to join the provider via video conference call. Each provider has its own link so you will want to be sure to use the link provided in your email.
- The service can be accessed via smart phone (Apple, Android, Etc), tablet and desktop/laptop. When the time comes for your appointment, you select the link provided in the email.

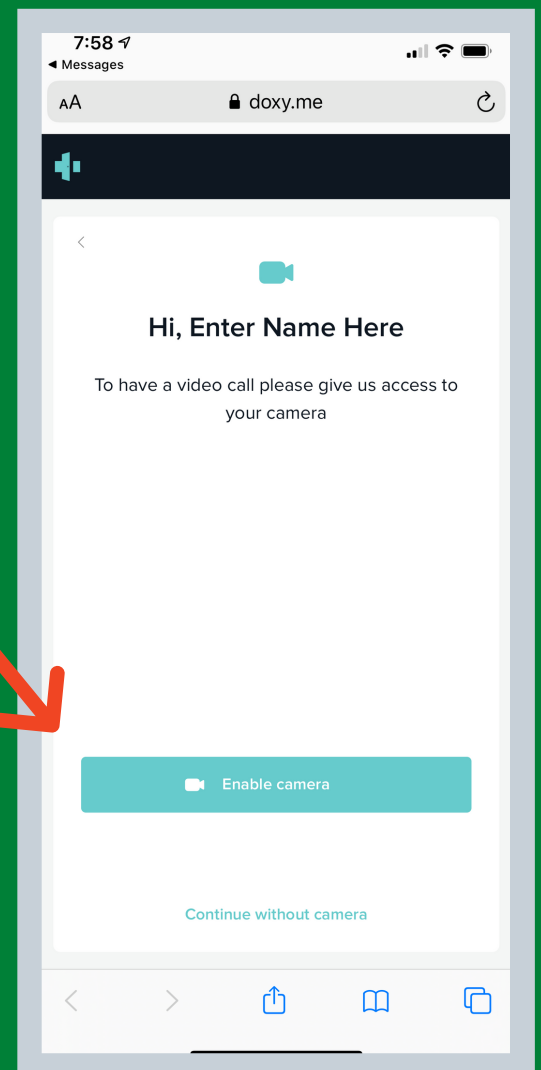
*****Important- you will need a working camera AND microphone in order to use the service*****



1. When you select the link provided in your email, It should take you to the screen below

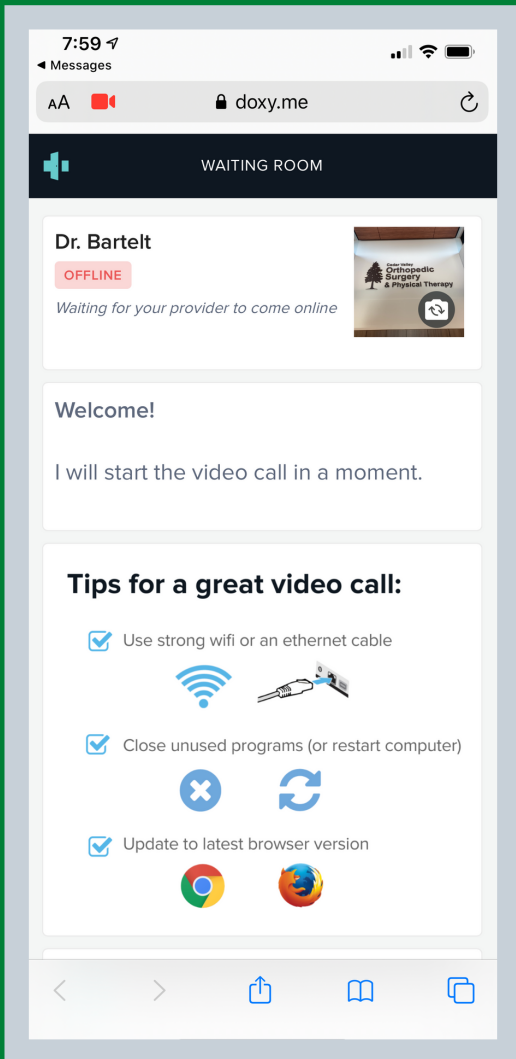
2. You will be asked to enter your name, then select "check in"

3. Next, you will be asked to enable the camera. This is an important step that way your provider can see you when the call is connected.



4. After this is completed, you will be connected to the virtual waiting room. Your provider will see that you are now "available" at this time, and will connect the call when he or she is ready to begin the visit.

Please note: some browsers may be unsupported. Feel free to test the link ahead of time to help have a smooth experience when it comes time for your appointment



Further questions? Do not hesitate to reach out to us at 319 833-5381