TWIN CITIES
P H Y S I C I A N S
Onsite Primary Care

At Twin Cities Physicians, we pride ourselves in providing onsite primary care to our patients in their senior communities. Now innovative technology allows our providers to conduct virtual appointments, making working with our team more efficient, accessible, and convenient than ever before. Given changing restrictions during this time, telehealth is a great alternative when face to face visits with your provider are not possible.

To facilitate a telehealth visit, you will need a device with internet access and a browser. This device must have a camera, speaker, and microphone so that you are able to see and speak to your provider. Smart phones or tablets are ideal given their portability, but a laptop or desktop computer can certainly work as well. Your community may have restrictions on staff utilizing their personal phones, but consideration may be given to these unique circumstances at this time. Our telehealth program requires no download, is HIPAA compliant, and will not store any information on the device. More information can be found at https://doxy.me/patients

You may be working directly with our providers to initiate a visit, or you may call our office and follow the prompts to connect with a staff member who can help to connect you with a provider. We will walk you through these few steps to help you connect with a providers:

> Note: It is important to ensure that you have a strong internet connection before you begin your visit.

1. Please gather recent vital signs and medication list for the patient in need of a visit. Whenever possible, please have the patient's chart available in case the provider has questions.
2. Give your phone number to the person who is assisting you with setting up the telehealth visit. If we are unable to connect, we may need to call you to troubleshoot the problem.
3. You will be given the web address of the provider you will be connecting with. Please enter this address in your device's browser. Please note that this web address is specific to the provider you will be working with. On Android devices please use Chrome or Firefox, and on iPhones please use Safari 11+.
4. Once the website loads, you will be prompted to enter the name of the patient who is in need of a visit with that provider. Please enter the patient's first and last name here and click "Check In."

5. From here, you may be prompted to allow the program to access your device's camera and microphone. Please allow the requested access.
6. From here, you will enter the waiting room. Wait here for the provider to initiate the visit.
7. Once the provider has started the visit, you should be able to see and hear them. They can see and hear you as well. Notice the "gear" on the bottom of your screen. Click this if you would like to select a different camera or microphone than the one currently in use.
8. If you are having issues with your connection, please close your browser and restart your session from set #1. If the issue continues, please see the questions at the bottom of https://doxy.me/patients for advice on troubleshooting.
9. Once you are connected to the provider, you may begin the visit. The provider may ask you to move the camera to any area that needs to be examined, such as a wound or lesion. Continue the session until the patient and provider have asked all the necessary questions.
10. Once the visit is complete, the provider will end the visit.
11. You will be brought back to the check-in screen on your device. If you have other patients ready and in need of a visit, you can now check them in and start back at step #4. If you do not wish to begin another visit, please close your browser.

For more information regarding Twin Cities Physicians telehealth: CLICK HERE