

We go the distance, so you don't have to.

RAMC offers a variety of appointments in the comfort and safety of your home, including primary care, orthopedics, dermatology, behavioral health and more!

Visits are available for established, RAMC patients with a smartphone, computer or tablet with audio/visual capability. Don't have this technology? No worries! We can also accommodate appropriate telephone-only visits.

NOTE: You must make an appointment to visit with your provider via telehealth.



Tips for Success

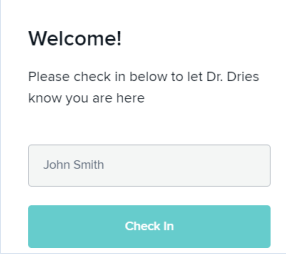
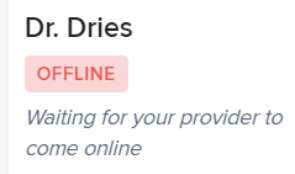
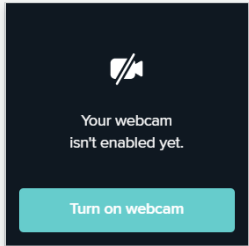
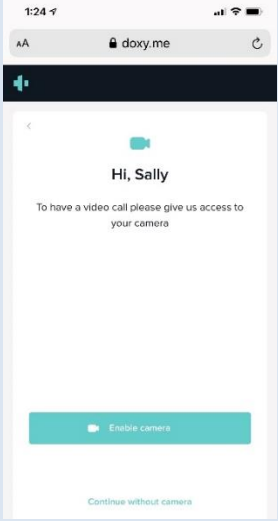
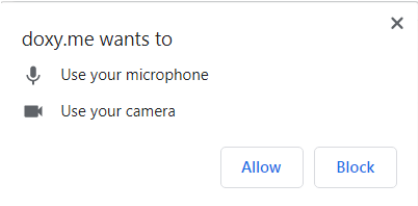


- **You must use an internet browser: Chrome, Firefox or Safari 11+.**
- Steps may vary depending on your device.
- Whatever is behind you (e.g. photos, child, pet), your provider can see via camera.
- You may use headphones for privacy and may be able to hear the provider better.
- Depending on your device, smart phones tend to offer the best picture quality.
- There is an online chat area if you are hard of hearing or encounter sound issues.

What happens when it is time for my appointment?

About 10-15 minutes prior to your appointment, clinic registration will contact you to confirm your appointment and tell you how to connect with your provider.

What do I do at least a few minutes prior to my appointment?

<p>1. Open your internet browser. On cell phones, it is typically located at the bottom of your home screen.</p> <p>You must use Chrome, Firefox or Safari 11+.</p>	
<p>2. Log into the account that registration shared (e.g. doxy.me/drsmith).</p> <p>Note: If you get disconnected, repeat this step to log back into your provider's "waiting room".</p>	

<p>3. Enter your name to check into your provider's "waiting room".</p> <p>4. Click Check In.</p>		
<p>When the provider is ready, your provider will start the call. You will talk with your provider in a private setting like you do in an exam room.</p>		
<p>5. If prompted, click... Turn on webcam (computer setting) or Enable camera (phone setting).</p> <p>This allows the provider to see you during your visit.</p>		
<p>6. If prompted, click Allow so you can use your device's microphone and camera during your visit with your provider.</p>		
<p>7. If use a computer or iPad, ensure your speakers are on. One place to check is in the lower, right-hand corner. Speaker should not have a red line through it.</p>	 <p>Click the speaker to adjust your volume.</p>	 <p>Use your mouse to slide the bar up/down to adjust your volume.</p>

What do I do during my appointment?

When talking with the provider, you can use the buttons at the bottom of the screen to...



Hide video camera – provider can't see you

Mute microphone – provider can't hear you

Click red handset – end your call

Use the message box to send messages/questions to the provider.

Enter your message and click **Send**.

