

DOXY.ME Telehealth for Outpatient / Staff Instructions

- Doxy.me is Apalachee Center's telehealth program.
- Clients are required to have access to a device (computer, tablet, or smart phone) with a camera and microphone, WIFI or a data plan, and Microsoft Edge, Google Chrome, Firefox, or Safari browser.
- Clients must provide Telehealth Consent.
- Keep in mind this is a mental health appointment. The practitioner needs to be able to visually see you. Please select an appropriate environment for your appointment, (i.e., private, quiet location, not driving or riding in a car/bus, *not while doing another task like shopping*).
- Clients must have a strong WIFI/data connection, with an appropriate device.
- *If your practitioner feels you are not in an appropriate environment for a mental health discussion or does not have access to the appropriate equipment/connection, the call will be stopped and rescheduled.*
- Clients should login 5 to 10 minutes early to allow for any technical challenges which may arise and use of the appropriate web browser options. You are encouraged to complete the pre-call test to ensure your connection and equipment are properly working prior to your appointment to avoid technical delays.
- You will receive two text messages; one at the time the appointment is made and again approximately 1-hour prior to the appointment time.
- If a client does not have access to their text message or email with their provider's link, the client can login to an appropriate browser and go to the Apalachee Center Landing Page: <https://ApalacheeCenter.doxy.me> and then select the provider
- Clients will be prompted to enter their name (first name, last initial) and check-in. They will be placed in a waiting room until the provider starts the call.
- Assistance is available by contacting your program's support staff
 - Central Receiving Facility: (850)523-3483
 - Mobile Response Team: (800) 342-0774 extension 4802 or 4803
 - Community Action Team: (850) 523-3444
 - Outpatient Services: (850) 523-3333 Option 8

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How to Create a Desktop Shortcut in the Appropriate Web Browser

1. Right-click a blank area of the desktop and select **New > Shortcut**.

2. Copy and Paste this URL:

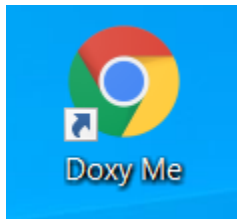
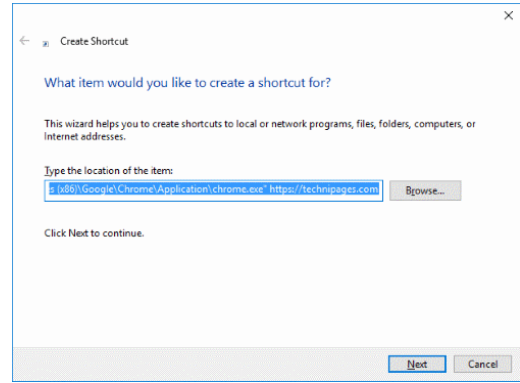
"C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" <https://apalacheecenter.doxy.me/>

3. Select **NEXT**

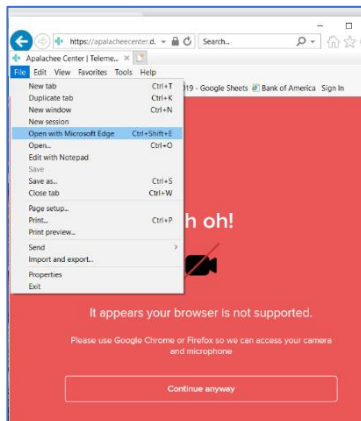
4. Enter a name for the shortcut. Example: Doxy.me

5. Select **Next**.

6. Select **Finish**.



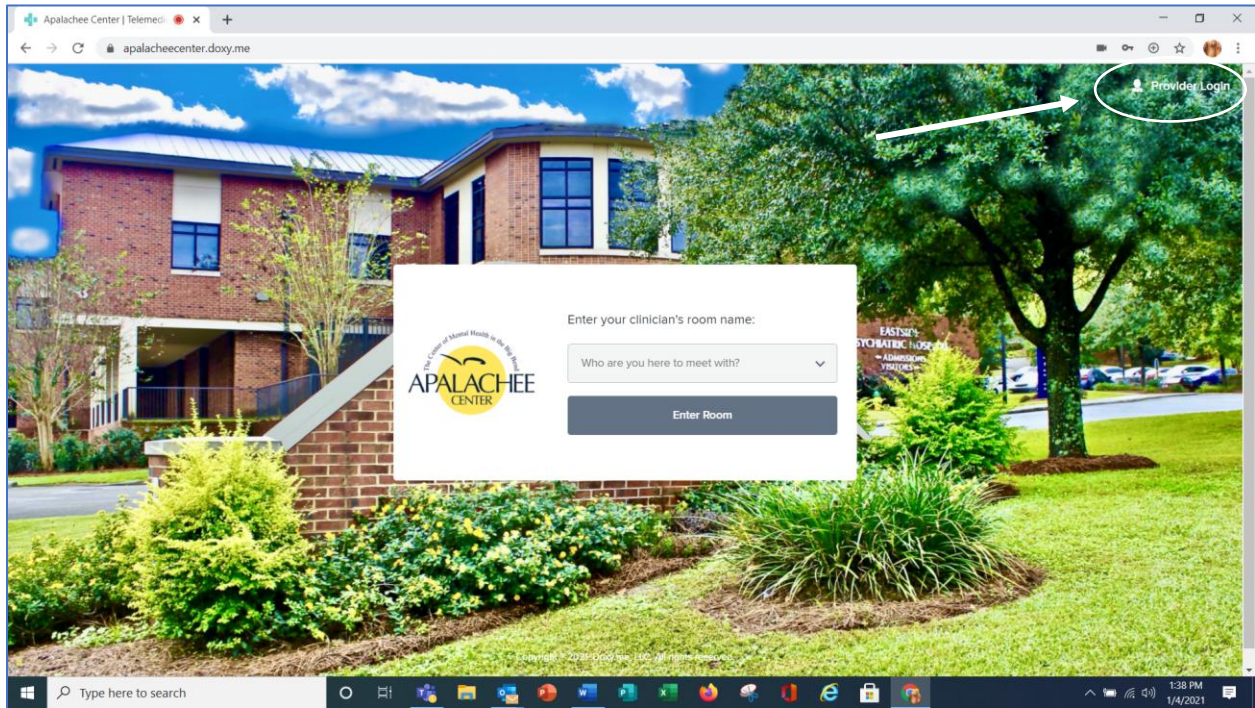
Once Shortcut is created, user will simply double-click to open.



If user opens in Internet Explorer (IE – the default program on most ACI computers), they can go to **FILE** and select **Open with Microsoft Edge** and the application will open another window using Microsoft Edge which is an acceptable browser.

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In the upper right-hand corner of the page is the Provider Login link.

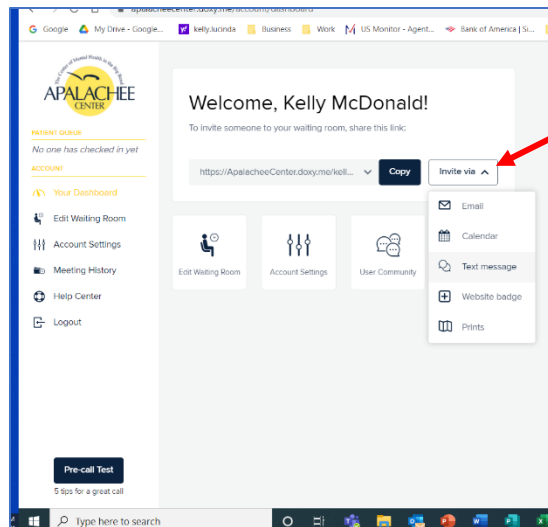
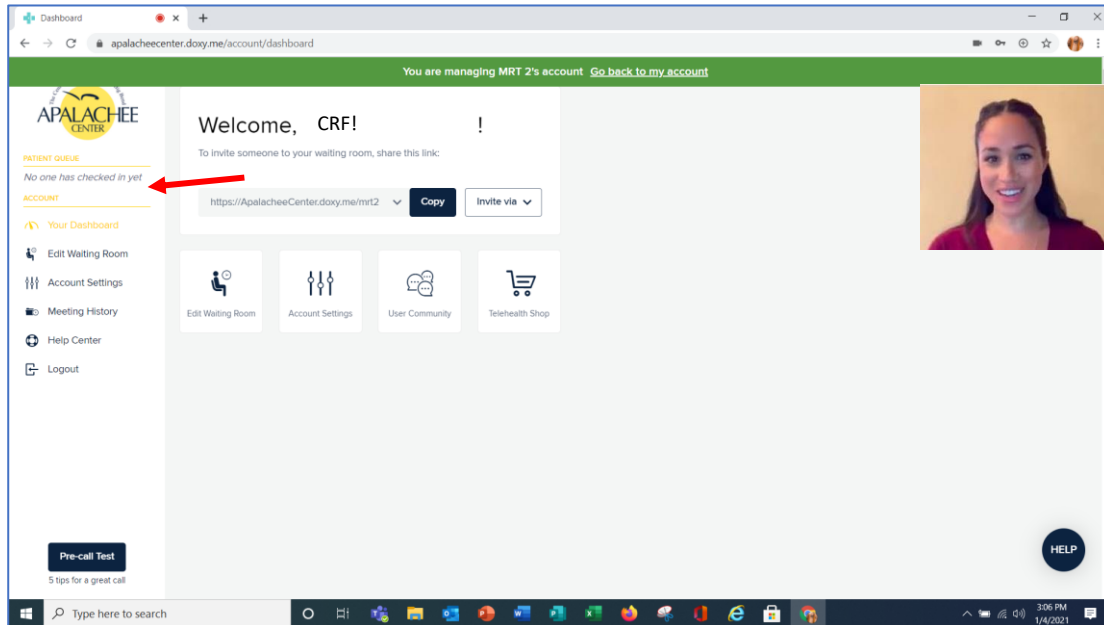


User will enter the appropriate login and password.

A screenshot of the 'Sign In' page for the Apalachee Center. The page features the Apalachee Center logo at the top. Below the logo, the text 'Sign In' is displayed. There are two input fields: one for the email address 'mt2@apalacheecenter.org' and another for the password, represented by a series of dots. To the right of these fields are two buttons: 'Login with Google' (red) and 'Login with Facebook' (blue). Below the input fields is a checkbox labeled 'Remember me on this computer'. At the bottom of the form is a dark blue 'Sign In' button and a link for 'Forgot Password?'.

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Once logged in User can monitor the waiting room in the upper left-hand corner.



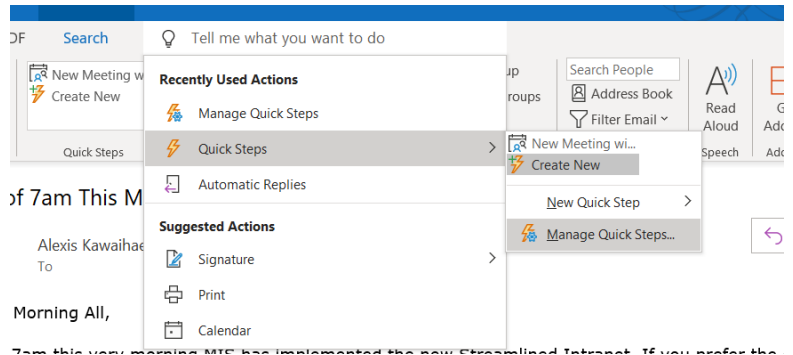
User can send an instant link via email or text message by selecting the drop-down menu **Invite Via**. User will enter the email address or mobile number.

NOTE: Support Staff will typically not be involved in starting the call, but this is being included in the training, so if a practitioner should have a challenge, the support staff could possibly assist.

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How to set up Doxy.me Quick Steps

Under the **Home** Ribbon, Select **Quick Steps>New Quick Steps>New Meeting**



Select **Options>Show Options:**

Enter the following Information

Subject: Practitioner Name

To: acitext; practitioner's email;

Location: client phone number

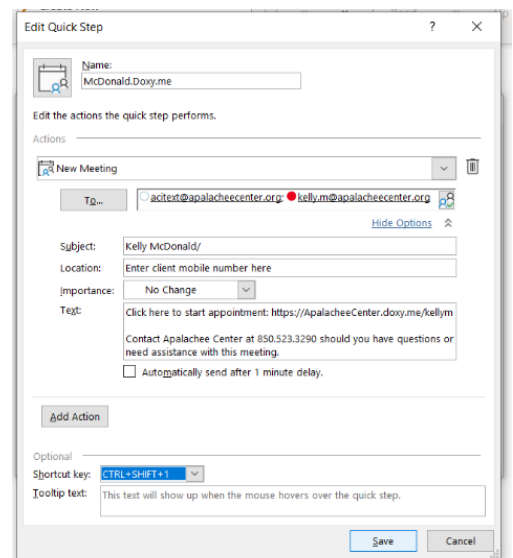
Text to be added to the Quick Key

Click here to start appointment:

<https://apalacheecenter.doxy.me> This will be specific to the practitioner/URL

Contact Apalachee Center should you have any questions regarding this online appointment (enter program's direct phone number).

NOTE: A Quick Step should be set for each practitioner the act as support with appointment setting.



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For a text message to send staff must enter the client's phone number in the Location. Staff can add more information in the body of the calendar invite, this entry will also appear in the text message, (i.e., please have insurance information at time of telehealth appointment, be prepared to provide clinician with a list of current medications, co-pay amount, etc.)

AutoText which appears in SMS sent to client

Online Appointment: Kelly McDonald, Day, Date, Time Eastern Time

5 to 10 minutes before the appointed time, click the link below to access your online appointment.

Using Microsoft Edge, Google Chrome, Firefox, or Safari browser on a computer or mobile device. You will be prompted to check in. Be sure to allow access to your camera and microphone.

Click Here to begin appointment: <https://ApalacheeCenter.doxy.me/practitioner>

Contact Apalachee Center at XXX-XXX-XXXX should you have questions or need assistance with this meeting.

Tips for a better online appointment

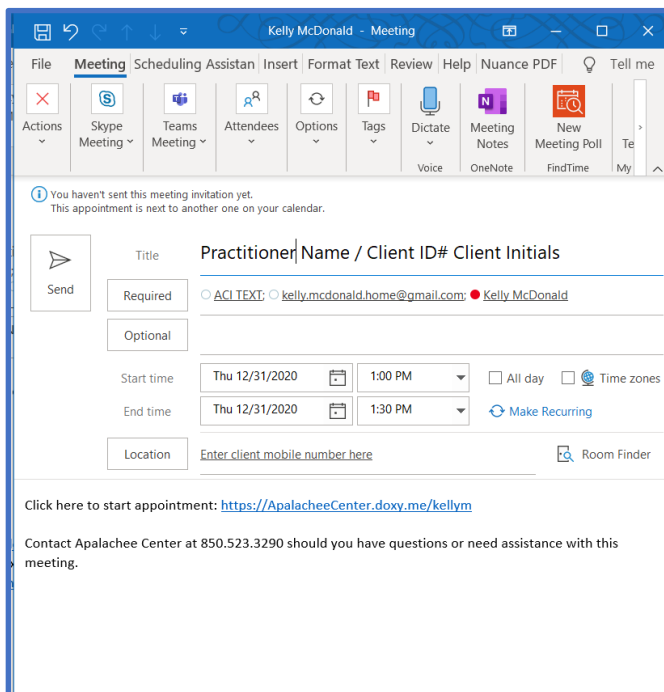
- *Have a strong internet connection with access to Google, Safari, or Firefox browser*
- *Restart your device before your appointment*
- *Login 5 to 10 minutes early to allow for any technical issues*
- *Find a private and quiet place for your appointment*
- *Use earphones to reduce echo*
- *If practitioner feels client is not in an appropriate environment for a mental health discussion or does not have access to the appropriate equipment/connection, the call will be stopped and rescheduled.*

Calendar Access (Refer to Tech Tip Sheet)

Once the appropriate Quick Step(s) are completed the Practitioner should share calendar with limited details with all support staff. If there are multiple support staff scheduling, they should also share their calendars with other support staff with editing privileges. This will allow all support staff to edit/delete appointments when necessary.

Appointment Process

1. Open Outlook Email
2. Select appropriate Practitioner Quick Key
3. Title: Practitioner Name (will default)/**Client ID# Client Initials**
4. Required: ACI TEXT; Practitioner Email; **Enter Client Email** – use semicolon (;) to separate multiple email addresses
5. Select **Start Time**
6. Select **End Time**
7. Location: **Enter Client Mobile Number(s)** – use semicolon (;) to separate multiple numbers
8. Click **SEND**



The screenshot shows the Outlook 'Meeting' form. The title is 'Practitioner Name / Client ID# Client Initials'. The 'Required' section includes 'ACI TEXT', 'kelly.mcdonald.home@gmail.com', and 'Kelly McDonald'. The 'Optional' section is empty. The 'Start time' is set to 'Thu 12/31/2020 1:00 PM' and the 'End time' is 'Thu 12/31/2020 1:30 PM'. The 'Location' field contains 'Enter client mobile number here'. A 'Send' button is visible on the left. At the bottom, there is a link to start the appointment: <https://ApalacheeCenter.doxy.me/kelym> and contact information for Apalachee Center at 850.523.3290.

NOTE: Invite will appear on the calendar of support staff as well as the practitioner's calendar.

Support Staff should be able to view all appointments on the Practitioner's calendar and should have access to edit other support staff's calendar invites.

If an appointment is cancelled, the cancellation information will go to all emails and phone numbers on the invitation.