



March 24, 2020

RE: Doxy.me Telehealth Platform Instructions for Clients

Hello!

In this unprecedented time, Northeast Youth & Family Services is working hard to offer continued services to our clients, keeping in mind that we want to provide a way to keep everyone healthy and safe.

NYFS has implemented Doxy.me in order to provide Telehealth services to our clients. It is a simple platform for both therapists and clients alike. Please see the attached user information for clients.

If you choose to utilize Telehealth to continue your clinic sessions, the appointment scheduling process for you has changed slightly – if you see Jorie, Jocelyn, Sarah, Steven, Dr. Chauhan, Vicki and Laurel, please call our front desk at Shoreview at 651-486-3808 or White Bear Lake at 651-429-8544 to schedule your appointment with your clinic-based therapist. **Our school based clients and NETS clients will schedule their appointments through their therapist.** We will ask you for your preference to receive Telehealth and either a working email or your cell phone number. Telehealth can be provided either through your computer or a smartphone. Once your appointment is scheduled, you will receive an invitation to your virtual session with your therapist – all you do is click the link and you will be placed in a virtual waiting room until your appointment begins with your therapist.

We will also need a consent to treat signed for Telehealth, which will be sent to all of our active clients receiving services at this time, via email or United States mail, and will need to be returned to NYFS as quickly as possible. If you already have an appointment scheduled, we will need to ask you for verbal consent until the consent to treat form can be signed by you.

Thank you for your patience as we move forward to serve you with Telehealth. If you have any questions, please feel free to contact your therapist, our front desk staff or myself.

Sincerely,

Lisa M Paquet
Clinic Manager
Northeast Youth & Family Services
Phone: 651-486-3808

GETTING STARTED FOR PATIENTS

How to check in for your video visit

1 Use a computer or device with camera/microphone



PC and Mac
Chrome | Firefox | Safari



Android
Chrome



iOS
Safari

2 Enter your clinician's doxy.me web address into the browser

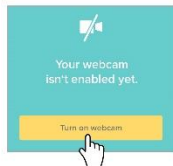


3 Type in your name and click check in



- ✓ Secure
- ✓ No software to download
- ✓ HIPAA compliant
- ✓ No registration needed

4 Allow your browser to use your webcam and microphone



5 Your care provider will start your visit

Call Tips

- Have a good internet connection
- Restart your device before the visit
- Use the [Start Test](#) button in the waiting room
- Need help? Send us a message <https://doxy.me>