**FOR PATIENTS:**

TO CONNECT TO TELE-HEALTH SERVICE:

TIPS\*\*\*

-Try and use the Chrome or Firefox browser for better connection

-Make sure your wifi connection is working

STEPS: **(STEPS WITH PICTURES ON NEXT PAGE)**

1. Go to curewellmed.com
2. On the middle of the home page, look for **“Click here to connect to your provider**” and click
3. A new page should pop up (Doxy.me)
4. Type in your full name and click “Check in”
5. It will ask you to give access to your camera and microphone, click **“Enable camera”** and/or **“Allow”**
6. When your provider is available, he or she will start the call. Please wait patiently.

Please login a few minutes early and try the “Precall Test” on the bottom left corner of the screen.

\*\*\*\*MAKE SURE YOU ARE CLICKING ALLOW EVERYTIME TO GIVE ACCESS!

If you have any problems contact [support@doxy.me](http://support@doxy.me/)

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1. When your provider is available, he or she will start the call. Please wait patiently.

If possible, try the pre-call test to make sure your audio and video is working

