

Getting Started with Doximity Video Calls for iPhone

During the COVID-19 outbreak, UI Health is using video visits so you can have your appointment with your doctor or care team from the comfort of your own home.

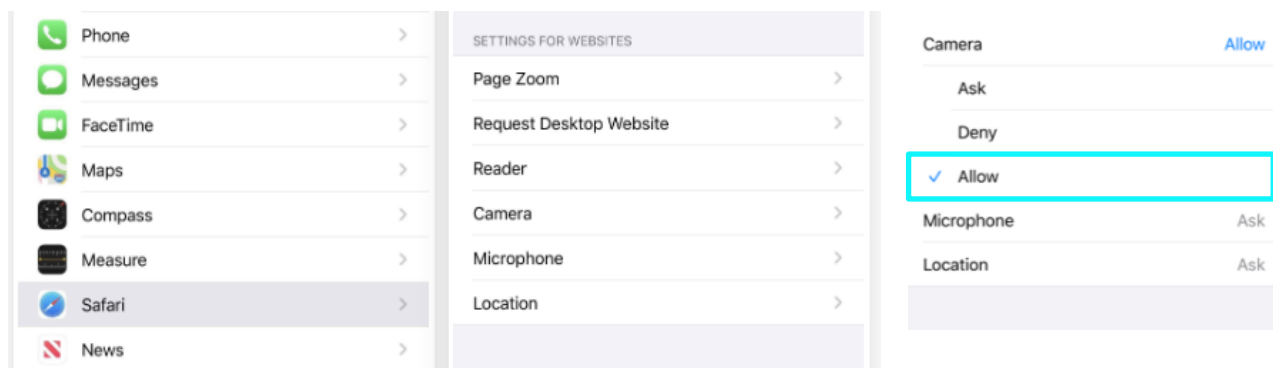
This guide includes tips and steps on how to join your video visit on your iPhone.

How to Join a Dialer Video Call on Your iPhone

1. You will receive a text from an **882-86** short phone number inviting you to join your video call.
2. To join the call, **click** the link in your text messages.
3. Once clicked, you will be brought to the **video call room** and prompted to enable your camera permissions so you can hear and see the provider on the video call.
 - Note: You will only have to enable your camera and microphone for the first call. Any other video calls will be one click.
 - You may also receive a call from an Unknown or Unavailable phone number for this visit.
 - Please contact the clinic if you need to cancel or if you have any other questions about your visit.

How to Enable your Microphone and Camera on iPhone

1. After receiving the video call invite, you will click on the link.
2. Tap 'Allow,' which grants you access to join the video call with your doctor.
 - If you do not see the 'Allow' button, then you will need to go into your phone settings:
 1. Go to **Settings** on your device.
 2. Scroll down and open the **Safari** tab.
 3. Ensure Camera and Microphone are set to **Allow**.



How should I prepare my space for my video visit?

Video Visit Best Practices

- Restart your device
- Connect to Wi-Fi
- Close any other open apps before you start your video visit
- Keep your device software updated
- Know where your volume control is so you can adjust the volume to your liking or mute/unmute your speakers

Camera Best Practices

- Be at least 3 feet back from the camera
- Have your shades drawn and avoid background lighting

- Look at the camera when you are speaking
- Close doors and windows nearby to keep background noise down

Is my video visit private?

1. Just like a face-to-face visit, your video visit will be private and confidential.
2. Your video visit uses standard encryption for security.
3. Doximity will comply with HIPAA laws to protect your PHI (Personal Health Information).

Tips for Success

1. If you need to cancel or have questions about your visit, please contact your clinic.