

Summary: Implement Doxy.me for video visits along with best practice video visit workflows. The following includes steps for file transfer to a patient.

Support: Help Desk at 231-935-6053 or Ambulatory Informatics at 231-392-0229.

File Transfer to Patients

- File transfer may be used to securely send information to patients. (Examples for use: patient education, PHQ-2 and PHQ-9 questionnaire, etc.)
- Transferring a file to a patient can be done from the Dashboard or from within a patient call.
- The patient must be checked into the virtual waiting room and in the patient queue before proceeding.
 - Transferring a file from the dashboard:
 - 1. Click on inext to the patient name.
 - 2. Click More.
 - 3. Click File Transfer.
 - 4. Click Select file to share.
 - 5. Select the desired file from your computer.
 - 6. A box will display Waiting for patient to start download.
 - 7. Once the patient selects Download, a notification will appear that the patient accepted the file transfer.

MUNSON HEALTHCARE

Test patient

Your Dashboard

Account Settings

Help Center

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PATIENT QUEUE

ACCOUNT

8. Select either **Send more** to transfer another file, or **Close** if done with transferring.

| File transfer with Test patient \times | | | | Test patient accepted file transfer | 7 |
|--|---------------|-------------------|---|-------------------------------------|---|
| | File transfer | with Test patient | × | File transfer with Test patient | × |
| or Select file to share | Waiting | Test file.docx | | Test file.docx | 8 |
| Request file from patient | | | | Send more Close | |

- Transferring a file within a patient call:
 - 1. Click on **File Transfer** on the menu to the left and follow steps 4-8 above.



Test patient 🖢 🗸 💼 🗸

waiting 4m in /testroom3

from Michigan, United States

2

More

🐴 File Transfer

🖆 ios

X Remove

3

Mobile/Tablet

💋 Safari 14

💭 Chat 🎍 Audio call