

Behavioral Health at RAMC

Instructions for Your Telehealth (Virtual) Appointment

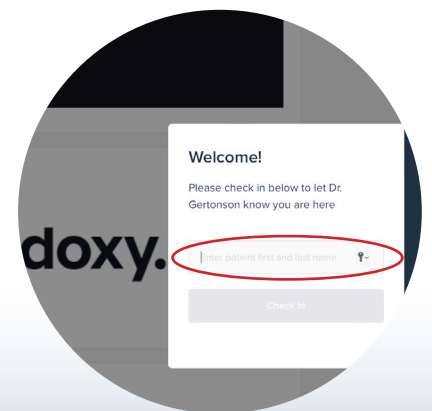
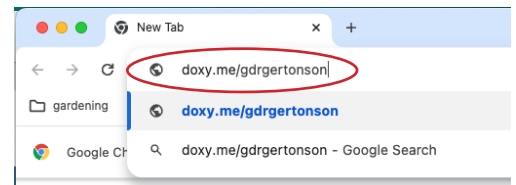
You have a scheduled telehealth (virtual) appointment with one of our Behavioral Health providers at RAMC. Below are some important details for your visit.

Check in Process

The day prior to your appointment you will receive a call from a registration team member to complete the check in process. The call will come from 608.524.8611. This is the same process as when you come to the clinic and check in at the registration desk.

Before Your Appointment

- Prior to your appointment time please have the device you will be using ready and set up. We recommend the location for your visit to be comfortable and private.
 - Test your webcam/camera to be sure it is on and working.
 - Be sure you have audio allowing you and your provider to hear each other.
- Open a web browser (i.e. Microsoft Edge, Chrome). On the top of the web browser you will see an address bar. In the address bar type in the appropriate provider's Doxy.me information which is located below.*
- On Doxy.me, you will see a box that says: *Welcome! Please enter your name and click the check In box.* This will inform your provider that you are on and ready for your appointment. At the time of your appointment, your provider will connect with you.
- Quick tip — *please try to access Doxy.me prior to the day of your appointment.* If you have any difficulties or questions, please call us at 608.524.8611 for assistance.



Thank you for allowing us to serve you!



Call RAMC Physicians Group if you have any questions about your appointment or issues logging in.
608.524.8611

*Doxy.me information for providers:

- Dr. Peter Gertonson – doxy.me/drgertonson
- Dr. Steven Benish – doxy.me/drstevenbenish
- Jennifer Fiegel-Newlon – doxy.me/jenfjn
- Liv Nelson – doxy.me/livnelson
- Kate Fitzpatrick – doxy.me/kateflpc