

## TELEPSYCH INFORMATION

- Using a chrome or safari browser: type in the web address:

[www.doxy.me/danielleputrowpsynp](http://www.doxy.me/danielleputrowpsynp)

- If you can, please test the system and your microphone well before the appointment. Just put "test" as the patient's name and log out once you've seen that it works.

- Try to log in 10" before your appt time. If I don't start the appt right away, I may be running late due to tech issues or people needing extra time. Please be patient. Feel free to send a chat message through doxy if I'm more than 10" late and I'll try to reply and let you know the status.

- If you have difficulty logging on, call Melissa at 480-775-4240. If she doesn't answer, send a portal message.

- **MEASUREMENTS: All patients will need to measure their weight before every appointment.** If your child is on a stimulant medication, please also take their heart rate/ pulse. If you are an adult on stimulant medication, blood pressure measurements are mandatory. **Please get weights and pulses/ blood pressures before signing into the appointment** (within 24 hours before). I strongly encourage everyone to purchase a scale if you don't have one, and adults on stimulants need a blood pressure cuff. Omron is a reliable brand that has \$35 ones on Amazon.

- Smartphones and ipads tend to have the easiest connections. Laptops and computers seem to have more issues, especially with sound. Being physically close to your router and asking family members to not stream video/ use zoom, etc during our appointment also helps connections. Use chrome, safari.

- Please feel free to portal message/ call if you have questions- we aim to help in whatever you need.

- Since we are doing both in office and telepsych appointments, it can get confusing to know which format each person is requesting. To confirm the format for your appointment: on the onpatient app, click the calendar icon; under the date of your next appt, it should say "telepsych" or "in person" / "in office". If there is just a dot, that means we don't know which format you want. Please msg us/ call us and let us know.

- Except for new patients, you generally get to choose which format you prefer. If you are using insurance, double check with them that they are still paying for telepsych visits. You are ultimately responsible if they deny the claim.