



Marie C. Weil, PsyD, ABPP, LLC
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Board Certified in Clinical Health Psychology
Silver City, New Mexico (575) 342-1236
WEBSITE: MarieCWeilPsyD.com

Client Telehealth Instructions

Telehealth platform program: Doxy.me <https://doxy.me/>

Doxy.me is HIPAA compliant.

Notes/Instructions for Clients

Equipment needed:

- laptop/desktop computer with a built-in or external (webcam) **camera** or a smart phone or tablet with a built-in camera and **microphone**
- headphones (**earbuds**) are optional but will help protect privacy so others do not hear the psychologist
- Charge your device and have the charger handy at the appointment.

No software and no downloads are required. If you want to learn more about this platform please read here: <https://doxy.me/patients>

Preparing for the Appointment

Click on the following link at the appointment time:

<https://doxy.me/drmariecweil> A **passcode** may be provided for access by Dr. Weil.

The Client may also access the Doxy.me link for the appointment on Dr. Marie C. Weil's website at <https://mariecweilpsyd.com/> by clicking on the doxy.me badge logo.

Steps after clicking link:

Enter Client's full name at prompt. Client enters a virtual waiting room. At the appointment time, the Client will be connected with Dr. Marie C. Weil once she greets and selects them from the virtual waiting room. Make sure your camera and microphone are enabled (on).

Location, duration, tips specifics: Client should be in a **quiet, private confidential place/room where they have the best internet reception** and near the wifi router, if used. They should close other computer windows and programs before connecting to increase video quality. They should ask that others do not interrupt them for 1.5-2 hours. The Client should be fully clothed. They can be at home, work, or car, **but not driving**.

What to bring to the appointment: The Client needs to bring photo ID, paper pad/pencil, charger for their device, their physical address and a name and contact for someone else at the location in the event of an emergency during the telepsychology appointment. Eyeglasses and hearing aides should be utilized if needed.

Breaks: If a stretch or bathroom break is needed please ask, this will be accommodated.

Problems/Questions at or during the appointment

Technology problems or connection problems:

Call Dr. Marie C. Weil at the following telephone number (575) 342-1236 if you have problems connecting with technology at the appointment time. Provide Dr. Weil with your telephone/call back number. Do NOT Text, instead make a telephone call please. Texts are **not** processed. If you have problems while connected in Doxy.me virtual telepsychology session, you can also type in the Chat Box to Dr. Weil.

If technology should be interrupted during the telepsychology session, the Client should attempt to reconnect on the link <https://doxy.me/drmariecweil> at least three times. If the Client cannot connect, they should then call Dr. Weil at 575-342-1236.

Emergencies

Dr. Weil will verify your photo ID. She will ask the Client to identify an emergency contact at their location and verify their physical address. If there is an emergency or crisis, Dr. Weil may contact that person. If the Client has a medical emergency during the appointment, they should contact 911. If the Client has a mental health emergency contact 911 or the National Crisis Line at 1-800-273-8255.

Payments

Dr. Weil is able to accept all major credit cards as payments for sessions during the doxy.me telehealth call. If you are paying with a credit card, please have this available.