

Dear Kent Psychological Associates Client,

Below are easy step-by-step instructions to follow for when you have been scheduled for a televisit. If you have any problems, please contact our office by phone at 330-673-5812 or Secure Message your provider if you are registered with the Patient Portal.

Televisit from computer or smartphone (video)

1. Please visit www.doxy.me
2. Click on “Get started for free” and then “I’m a patient”
3. As a patient, you don’t need to create an account. Just enter in your provider’s doxy.me link which is contained in this email.
4. Click “check in”
5. Your provider will receive a notice that you are ready to begin the televisit
6. At this time, you will be placed in a virtual waiting room.
7. The provider will join you soon after you are in the waiting room
8. If the connection fails, your provider will contact you on the phone number you provided us.

Televisit by phone call.

1. Your clinician will call you at your scheduled appointment time.
2. The incoming call may come from Kent Psychological Associates but may also come from an unknown or blocked number as some providers are working from their homes.
3. Please make sure your voicemail box is not full in case your provider needs to leave you a message.

Other important information

Please watch your email for additional messages. We will be sending you a Telehealth Informed Consent and Telehealth Contact Form. Please complete and sign these forms promptly. Your provider will review these forms and answer any additional questions you have about the telehealth process.