

# How to check into your Telemedicine Visit at Gramercy Park Dermatology

If your visit requires a visual exam please use your Smartphone for easier mobility.  
*You may also use your tablet, laptop or desktop.*

## BEFORE YOUR VISIT:

- You will receive an Invite via text (preferred) or email *depending on which device you are using* just prior to or at the time of your scheduled visit
- The message will contain a link to Doxy.me, our Telemedicine HIPAA compliant software platform. This link contains one of the names of the doctor scheduled:
  - *Dr. Linda Franks* <https://doxy.me/drlindafranks>
  - *Dr. Pantia Schaffer* <https://doxy.me/pschaffer>
  - *Dr. Andrew Franks*, <https://doxy.me/drandrewfranks>
- Click the link
- Type in your first and last name and Click “Check in”
- The cost of the visit will appear on your screen
- You will be prompted to enter your payment information into “Stripe Secure” an encrypted software platform used by thousands of businesses around the world.
- Once your card is approved, your visit will begin within 5 minutes.

## IMPORTANT TIPS!

- Do not forget to “allow” your browser to use your webcam and microphone. If you want an audio-only visit you may leave your webcam “off.”
- Check to make sure you have a high-quality internet connection
- Please make sure you are in a quiet location with minimal background noise or use headphones as well.
- Provide your cell phone number (preferred) or email when you schedule your appointment.

## AFTER YOUR VISIT:

- *You will receive a receipt for your credit card payment directly from Stripe Secure shortly following your visit via email or text message*
- *If you need an insurance form for your visit, please email your request to [Dita@gramercyparkdermatology.com](mailto:Dita@gramercyparkdermatology.com)*
- *Please note this may take up to 2-3 weeks because of COVID-19*
- *MEDICARE patients will receive a receipt for payment. However, an insurance form cannot be provided as we do not participate in Medicare.*