

## 7.2 Doxy.me



### Description:

Doxy.me is a simple, safe and secure, cloud-based telemedicine platform that incorporates clinical workflows such as patient check-in and waiting room into its design. It can usually integrate with electronic health record or practice management software. It is free to use for unlimited message, voice, and video communications, making it an invaluable tool for many practices. There are paid tiers available which provide additional features (e.g., group calls available with the Professional or Clinic packages)

**Company:** Doxy.me, LLC

**Company website:** <https://doxy.me>

### FDA & Regulatory:

[Doxy.me was designed and built to support the workflow of healthcare providers and that includes following necessary rules and regulations associated with HIPAA.](#) Doxy.me complies with all these regulations.

Doxy.me enables [covered entities](#) to be compliant with HIPAA in several ways:

- Does not permanently store [Protected Health Information](#)
- Operate according to the [Privacy and Security Rules](#)
- Conduct risk analysis and management
- Have disaster preparation plans in place
- Partake in ongoing training for all required staff
- Sign a [Business Associates Agreement](#)

### Data Sharing:

[Data Sharing and Privacy Overview](#)

### Platforms & Modality:

[Minimum System Requirements Overview](#)

### The minimum requirements to host a call on Doxy.me

To have a successful call with someone, you must have:

- Mac/PC/Linux/Chromebook with camera, microphone and speakers
- Internet connection with at least 2 MBPS download and upload speeds (due to so many people currently on the internet)
- Google Chrome, Mozilla Firefox or Safari 11+ (latest release versions)
- You'll need to have the [latest operating systems](#) such as Windows 10 or MacOS Catalina to obtain the latest versions of the browsers listed above
- Javascript must be enabled (this is enabled by default and will give you a message in Doxy.me that you need to enable it)

- Make sure TCP ports 80 and 443 are open (sometimes firewalls will block these ports, ask your IT team if you can't connect with someone if this is causing it)

For iOS and Android:

- Use Safari 11+ on your iOS devices ([latest version of iOS](#))
- Google Chrome on your Android device

### **Security & Privacy:**

[All data is encrypted, your sessions are anonymous and none of your information is stored.](#) Doxy.me adheres to HIPAA, PIPEDA and GDPR data privacy requirements.

### **Cost & Payment:**

[Tiered pricing packages with various features related to workflow and important extension products:](#)

- Free version
- Professional: \$35 per month (group calling and file transfers available at this level)
- Clinic: \$50 person per month (group calling and file transfers available at this level; custom BAA available at this level)

### **Details**

- [Resource Library of Doxy.me Articles](#)
- [Doxy.me YouTube Channel](#) (overview and troubleshooting videos)
- [How to Sign Up and Start A Call video \(1 minute\)](#)
- [Having a Call video \(30 seconds\)](#)
- [Check-in Flyer for Patients – First Visit](#) (available in multiple languages)