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How to place a call with Doximity Dialer Video

Last updated April 19, 2020.

If you're a patient trying to join a video call with your medical provider; see our [Joining a Video Call as a Patient - Frequently Asked Questions](#) article.

For general Dialer questions; see [Dialer Feature in the Doximity App - Frequently Asked Questions](#).

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General Questions

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help them?

Other Frequently Asked Questions

13. Can I edit the message sent to my patient?

14. Do video links ever expire?

15. Are video calls recorded?

16. How do I make sure my personal mobile number is available to patients when I place a video call?

17. Where can I find a record of the video call?

18. How do I rejoin a video call with my patient?

19. Will my personal number ever be visible to my patient?

20. I am seeing a message that an error occurred and I am unable to join the patient video call.

General Questions

1. Who can use Doximity Dialer Video?

To use any of Doximity Dialer's communication tools (video, calling, voicemail or texting), you must be:

- A verified Doximity member

- If you're a physician, NP, PA, pharmacist or medical student, you can use [Dialer now](#)
- Otherwise, you must also be on a physician's [Care Team](#) on Doximity

2. Which devices can I make Doximity Dialer Video calls on?

iPhone users: must at least have **software version**

11.0. Don't know which software version your iPhone has?

- Open your iPhone Settings app
- Tap General
- Tap About
- Then, you'll see the *Software Version* listed

Android users: must at least have **software version**

6.0. Don't know which software version your Android phone has?

- Open your phone's menu, tap System Settings
- Scroll down toward the bottom
- Select About Phone from the menu
- Select Software Info from the menu
- The OS version of your device is shown under Android version

3. How do I start a video call with my patient?

[How to Use Video Calling in the Doximity App | 90 Second Tutorial Video](#)

- **Have an iPhone?** [How to Place a Doximity Dialer Video Call \(iPhone\)](#) (step-by-step)

instructions)

- **Have an Android? [How to Place a Doximity Dialer Video Call \(Android\)](#)** (step-by-step instructions)

1. Enter your patient's number in Dialer
2. Tap the green video call icon to invite your patient to the call
3. We'll send a text to your patient letting them know you're ready to video call
4. Join the video call when you're ready

4. What does the process look like for the patient I'm calling?

[What Your Patient Sees | 90 Second Explainer Video](#)

[Step-by-Step Instructions To Send Your Patients](#)

1. Your patient will receive a text from an 882-86 short phone number inviting them to the video call
2. Your patient will have to give consent to receiving messages
3. Your patient will see a secure message with a link to join the video call; the message includes your name
4. Your patient will be brought into the video call room

5. Can I add a third participant to my video call?

Yes, to add a third participant to your call (another patient, translator, doctor, nurse, resident, etc.), tap the Share button in the top right corner of the call

screen. This will prompt you to share the video call URL via text or email.

Note: Sharing the link through the app will NOT keep your number private. Recipients will see your personal line.

6. Can I join a video call on my desktop computer or iPad?

We're working on building out functionality for video calls on desktop computers & iPad. For now, video calls can be joined from most web browsers; if you're unable to connect via your mobile device, you can try using a desktop computer or iPad.

1. Copy the link sent to you in SMS notification: <https://dialer-api.doximity.com/video/<<code>>>
2. Email the link to yourself (or type directly into your browser)
3. Open the link on a web browser on your desktop computer or iPad. You'll need to be signed into Doximity to access the link.

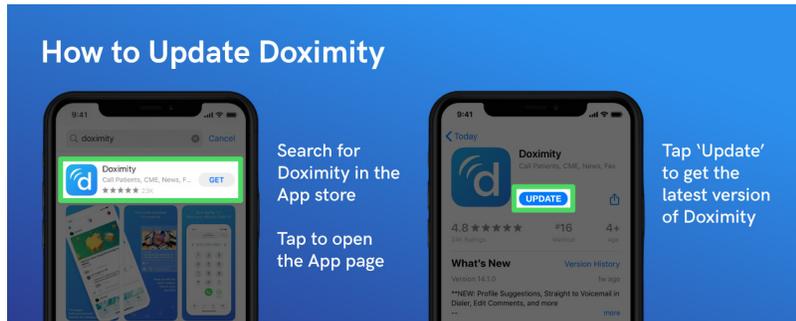
Note: You cannot be connected to a video call on more than one device.

7. I don't see an option for the Doximity Dialer Video function on my app.

Make sure you have the latest version of the Doximity app on your mobile device. How to check your app version:

iPhone users:

1. Tap this link to the [Doximity app](#) in the App Store on your phone
2. Tap Update
3. If this doesn't work please delete and reinstall your Doximity App

**Android users:**

1. Tap this link to the [Doximity app](#) in the App Store on your phone
2. Tap Update

If you do not see the update button or are unable to update for any reason, please reach out to support@doximity.com

8. Is Doximity Dialer Video HIPAA Compliant?

Doximity was created to simplify and support the work of healthcare providers. Our platform is secure, facilitating encrypted, HIPAA compliant communications with patients.

Read more [here](#).

[Patient Support Questions](#)

9. What are your tips & tricks for successfully joining Doximity Dialer Video Calls with my patients?

Telehealth can be tricky. Here are our top 3 tips to help you connect with patients without becoming IT support.

- 1. Call your patient via Dialer before your call.** This helps set the stage and explain that they will receive a text when you start your Dialer Video Call. It also confirms that the time you planned to talk still works for the patient.
- 2. Good Internet Connection.** While on the call, both you and the patient will need strong wifi or cell service.
- 3. Joining via Desktop.** We are currently working on a desktop version of the Dialer Video Calling feature for clinicians. If patients want to join via desktop, they can. Here's how: Have your patient copy the video call link you sent them, have them email it to themselves, open the link they sent on their desktop.
- 4. Enabling their microphone & camera.** In order to join your video call, every patient must enable their camera and microphone for Safari on their Smartphone device.

To help your patients do this we created this step-by-step guide:

1. Patients with

iPhones: [How Patients Can Enable iPhone Mic & Camera](#)

2. Patients with Android

phones: [How Patients Can Enable Android Mic & Camera](#)

10. Which browsers can my patient use to join video calls?

Patients can access link from a mobile device or web browser; the following browsers are supported:

- **iOS Mobile Device:** Safari
- **Android Mobile Device:** Google Chrome, Firefox
- **MacOS Desktop:** Chrome, Safari, Firefox, Edge
- **Windows Desktop:** Chrome, Safari, Edge

11. How can my patient participate on the video call on their computer?

While we are currently working on a desktop version of the Dialer video calling feature for clinicians, there's an easy workaround for patients who want to join via desktop.

1. Have your patient copy the video call link you sent them

2. Your patient should then email the link to themselves
3. Your patient can then open the link they sent to themselves on their desktop by clicking on the link.

12. My patient is having trouble turning on their microphone and/or video, how can I help them?

In order to join your video call, every patient must enable their camera and microphone for Safari on their Smartphone device. Here are step-by-step instructions on how patients can enable their mic and camera.

- **Patients with iPhones:** [How Patients Can Enable iPhone Mic & Camera](#)
- **Patients with Android phones:** [How Patients Can Enable Android Mic & Camera](#)

Other Frequently Asked Questions

13. Can I edit the message sent to my patient?

No. For security purposes, we do not allow you to edit the message sent to patients.

14. Do video links ever expire?

Video links expire 5 hours after the call is first placed. Video links change every time you start a new video call; video links cannot be re-used for other patients.

If patients access a link after the expiration period, they will see a screen that tells them the link is no longer accessible and to contact their medical provider's office.

15. Are video calls recorded?

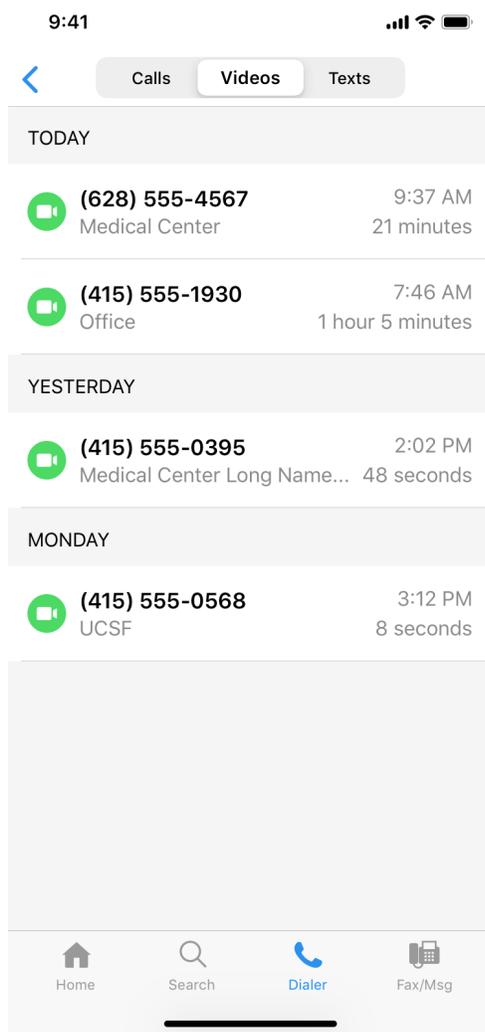
No, video calls are NOT and will NEVER be recorded.

16. How do I make sure my personal mobile number is available to patients when I place a video call?

Make sure to select the proper "caller ID" number at the top of the Dialer screen *before* initiating the video call. The number selected as caller ID will be used in the secure message sent to your patient. E.g., If you select your office number of (415)555-4444, then the message will display "If you have any questions, please call (415)555-4444."

17. Where can I find a record of the video call?

Go to the "recents" button on the Dialer tab. You'll see an option for "Videos". This includes a list of all video calls including the timestamp and total call duration.

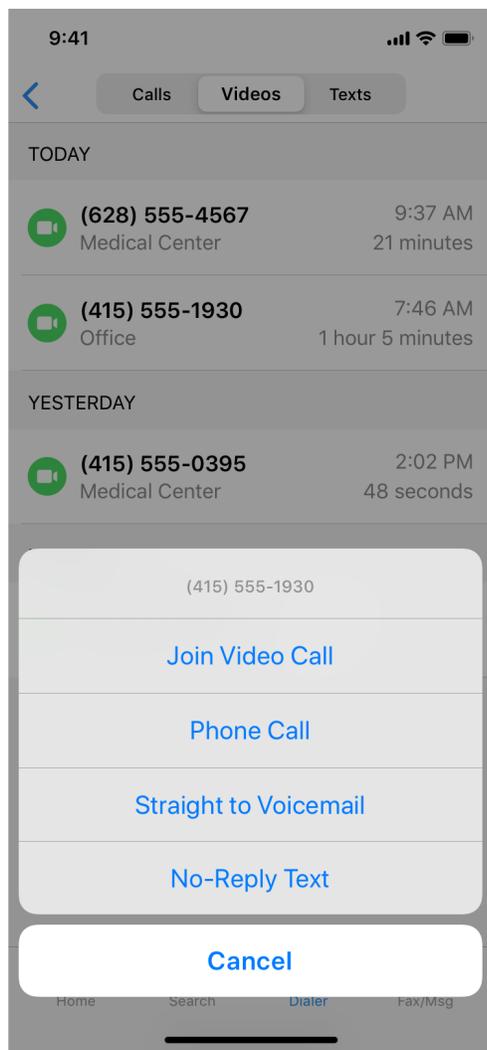


18. How do I rejoin a video call with my patient?

The video call link will be accessible by the patient for 5 hours after it's first created. If you hang up the video call with your patient, you can rejoin in one of two ways:

1. Tap "rejoin" on the screen when you first hang-up
2. Go to your "recents" and open the "Videos" tab. If you hold down one of the call records, you'll see an option for "Join Video Call". Tapping this will bring you back to the video call.

Your patient will need to access the video call through the link sent via SMS.



19. Will my personal number ever be visible to my patient?

No. The caller ID number used in the Dialer App is what your patient will see on their device and on their phone bills. Your personal number will never be available to the patient through Dialer.

20. I am seeing a message that an error occurred and I am unable to

join the patient video call.

Dialer Video requires a strong wifi or cell service connection. If you see this error while on wifi, we recommend switching your network connection to use cellular service.

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