

# HOUSTON METHODIST VIDEO VISITS

## Troubleshooting Technical Issues for Patients

As Houston Methodist providers conduct MyChart video visits with patients, please reference the information below when assessing technical issues that patients may experience during their visit.

### AUDIO & VISUAL ISSUES

**ISSUE:** Patient cannot get audio to work properly on their mobile device to complete the visit.

**RESOLUTION:** Have the patient work through the following steps:

- 1) Make sure the volume is turned up on their device.
- 2) If they are using an iPhone, make sure the sound switch (upper left) is pulled towards them.
- 3) If they have their phone in a case, have them remove it.
- 4) Ask them to use headphones (with mic) if available.
- 5) Restart the application.
- 6) Restart the device.

*Optional workaround: Call the patient on their phone for an audio connection and use MyChart for video connection.*

### CONNECTION ISSUES

**ISSUE:** Patient states they are receiving an error message on their computer browser that states they need a plugin, or their current browser is not compatible.

**RESOLUTION:** The best solution is to use the MyChart app for video visits. If they are unable to use the app, have the patient try a different web browser. If they are using an Apple computer, direct the patient to use Safari or Firefox\*. If they are using a PC, direct the patient to use Chrome or Firefox\*.

*\*Firefox is the preferable option for web browsers while in a video visit.*

**ISSUE:** Patient states they are receiving an error message on their phone that reads they need a plugin.

**RESOLUTION:** Patient is using the mychart.com website which does not have the video function enabled. Please direct them to download and use the MyChart app.



**ISSUE:** **Video is not loading or is slow/choppy while using mobile device.**  
**RESOLUTION:** Ask the patient to connect to Wi-Fi or switch Wi-Fi networks, if available. If Wi-Fi is not working, ask them to get off of Wi-Fi and use their cellular data.

**ISSUE:** **Patient cannot see the option to connect to the video visit after changing their visit from an office visit to video visit.**  
**RESOLUTION:** The visit type was changed and should have been **cancelled and rescheduled** instead. **Cancel** the original appointment and reschedule the visit for the “MyChart Video Visit” visit type.

**ISSUE:** **Patient states the MyChart app is kicking them out when they are trying to connect to their visit.**  
**RESOLUTION:** Ask the patient to restart their mobile device and try again.

## MYCHART ACCOUNT ISSUES

**ISSUE:** **Patient cannot log in to MyChart and needs to reset their password.**  
**RESOLUTION:** Ask the patient to call 832.667.5694 (select *option 1*, and then *option 2*) or click on “**Forgot Username or Password**” under the login button on the MyChart app.

**ISSUE:** **Patient is having trouble signing the consent form.**  
**RESOLUTION:** Have the patient work through the following steps in MyChart:  
**1)** Log in to MyChart.  
**2)** Select “**MESSAGES**” on the app home screen.  
**3)** Select the message titled “**Video Visit Consent Form and Patient Instructions**”.  
**4)** Select the hyperlink “**Telemedicine Consent Form**”.  
**5)** Read and sign the form\*.

*\*If they don't have the consent form message in their account, it means their visit was converted from an office visit instead of being rescheduled. If this is the case, have them use the eCheck-in feature under their visit details.*

*If your patient has any additional questions or further issues with their MyChart video visit, please have them contact the telemedicine support line at **713.441.7265** between 8 a.m. - 5 p.m., Monday - Friday.*

For all provider and staff questions or issues regarding video visits, please email [TelemedSupport@houstonmethodist.org](mailto:TelemedSupport@houstonmethodist.org).

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