

# Video Visit Troubleshooting Tips/Tricks



## Provider Troubleshooting Tips

### Test Hardware

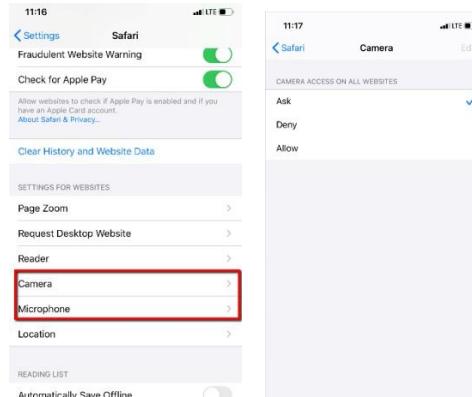
- To test hardware, use: [https://healthcare.univago.com/api/meeting\\_self\\_test](https://healthcare.univago.com/api/meeting_self_test).

**Issue:** When launching video feed, video launches to **Internet Explorer** and will not connect.

**Resolution:** Copy URL and paste into **Chrome/Safari** and refresh browser. Note: **Internet Explorer and Edge** are not supported. If on an HM device, contact the Telemedicine team, [telemedsupport@houstonmethodist.org](mailto:telemedsupport@houstonmethodist.org), to have your default browser changed. For personal devices, default the browser to **Chrome/Safari**.

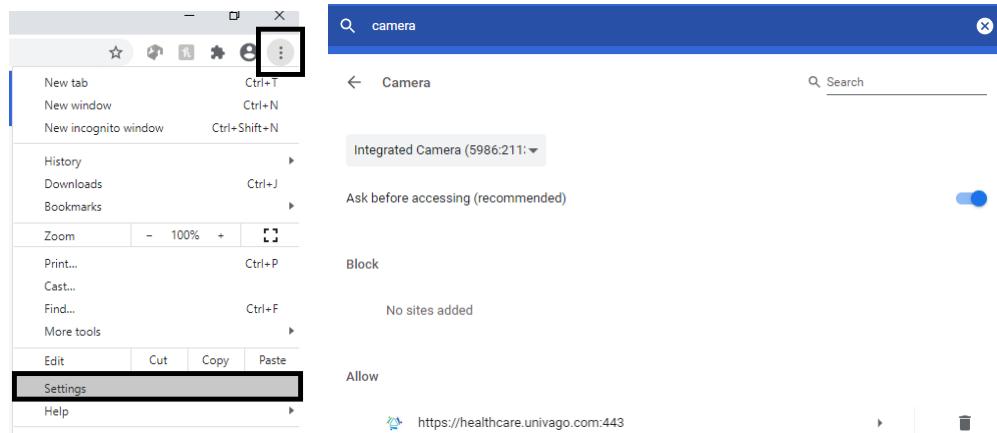
**Issue:** Provider cannot connect due to camera/microphone being blocked in **Safari/Chrome** on smart device when going through **Haiku/Canto**.

**Resolution:** Have the patient go to **Settings** on their smart device, select browser and confirm **Camera** and **Microphone** are set to either **Ask** or **Allow**.



**Issue:** When launching a video visit from a computer, provider receives error message that the camera/mic cannot be accessed.

**Resolution:** Go into **Settings** for your browser > **Camera Settings** >. Confirm browser is not blocked and allows for websites to access.



# Video Visit Troubleshooting Tips/Tricks



Be sure to select **Allow** when receiving popups for camera and microphone on both computer and mobile devices.



**Issue:** Patient and/or provider cannot hear each other.

**Resolution:** Confirm both parties have speaker turned up, and smart devices are not on silent. Have both parties disconnect and reconnect to establish a new connection.

**Issue:** Audio is lost when one party receives an inbound call/text.

**Resolution:** Have both parties disconnect and reconnect to reestablish audio.

**Issue:** Cannot join video call while also on phone call.

**Resolution:** Disconnect from phone call and refresh browser screen. The video feed will not launch when other applications are competing.

**Issue:** Camera icon not turning **green** when patient connects via text invite.

**Resolution:** The **camera** icon on the schedule/mobile view will not turn **green** when patients enter the feed via text invite. Alerts in Epic of patient connections only occur when the patient connects via **MyChart**.

**Issue:** Provider cannot capture image during video visit.

**Resolution:** Have patient submit image via a secure **MyChart** message to provider. This is a known gap with video visits, and the Telemedicine team is working with the vendor to resolve.

**Issue:** Provider loses patient image/video feed when navigating back to Epic to document/view information.

**Resolution:** Resize Epic and **Chrome** to allow both to remain on the screen at the same time. If using dual monitors, place **Chrome** on one monitor and Epic on the other.

**Issue:** When using a docked laptop, webcam is defaulting to the internal webcam, instead of external webcam.

**Resolution:** When in the video visit, select the icon at the top right-hand corner, > **Settings** > **Video Source** > **Select** which camera should be used.

**Issue:** When launching a video visit from a computer, the provider receives an error message that another application has locked the camera.

**Resolution:** Ensure no other application is trying to utilize **Camera** settings (**browsers**, **Teams**, **WebEx**, etc.).

# Video Visit Preparation and Troubleshooting Patient Guide



**Issue:** When using **Safari** on a Mac computer, unable to share content with patient.

**Resolutions:** Switch to **Google Chrome** on Mac devices to utilize content sharing. **Note:** A request has been made to also allow sharing from **Safari**.

## Patient Preparation

- **Test Hardware**
  - To test hardware, use: [https://healthcare.univago.com/api/meeting\\_self\\_test](https://healthcare.univago.com/api/meeting_self_test).
- **MyChart App Download**
  - Patients using a smart device should navigate through the **MyChart** app. For a demo on how to download and connect, watch this video: <https://vimeo.com/433677034/37af42ef2f>.
- **Smart Device Browser Settings**
  - **Safari** (iPhone):
    1. Launch **Safari** on your iPhone or iPad. 
    2. Open any website.
    3. Once the site loads, tap on the 'AA' button in the address bar.
    4. Ignore everything else and click **Website Settings**.
    5. Under the **Allow [website name] to Access** section, you'll see options for **Camera, Microphone, Location**. Tap on each option and you'll see **Ask, Deny and Allow**.
  - **Chrome** (Android):
    1. On your Android phone or tablet, open the **Chrome** app. 
    2. To the right of the address bar, click **More Settings**.
    3. Under **Advanced**, tap **Site Settings**.
    4. Tap the permission you want to update.
- **Computer**
  - Patients can connect to video visits on a desktop or laptop by going to the **MyChart** site, <https://mychart.houstonmethodist.org>.
  - **Chrome** and **Safari** required, **Internet Explorer and Edge** are not supported.
  - **Chrome** (desktop):
    1. On your computer, open **Chrome**.
    2. At the top right, click **More Settings** (three dots).
    3. Click **Settings**.
    4. Under **Privacy and security**, click **Site Settings**.
    5. Select **View permissions and data stored across sites**.
    6. Locate the **Caregility** site, click the three dots and select **Reset permissions**.

# Video Visit Preparation and Troubleshooting Patient Guide



- **Safari** (desktop):
  1. Open the **Safari** app on your Mac.
  2. To change these preferences, choose **Safari > Preferences**, then click **Websites**.
  3. The settings you can customize (such as Reader and Content Blockers) are listed on the left.
  4. To apply a setting to a website on the right, select the setting, then choose the option you want from the pop-up menu next to the website.

## Troubleshooting Tips

*Resetting the device must always be considered when helping patients.*

**Issue:** When connecting via computer, video launches out to **Internet Explorer** and fails to connect.

**Resolution:** Have the patient copy and paste the URL into **Chrome** or **Safari**. **Internet Explorer** and **Edge** are no longer supported.

**Issue:** Browser has blocked website or there are three blue dots spinning.

**Resolution:** Have the patient enable pop ups so the video can launch.

- **For Android users:**
  1. Select three dots in the top, right-hand corner.
  2. Select **Settings**.
  3. Select **Site Settings**.
  4. Select and disable **Pop-ups and redirects**.
- **For iPhone users:**
  1. Open **Settings**.
  2. Click on **Safari**.
  3. Disable **Block Pop-ups**.

**Issue:** Patient's video will not connect due to camera/microphone being blocked in **Safari/Chrome** on their smart device.

**Resolution:** Use the instructions on page one to allow **Camera** and **Microphone**.

**Issue:** Patient is having issues connecting to visit or downloading the **MyChart** app and assistance has not resolved issues.

**Resolution:** To assist the patient with connecting, utilize the **Invite Participants** feature.

To invite a party to the visit via text or email, select **Participants >** on the right-hand side of the screen. In the **Invite** type **select Text or email**, enter the information, then select **Invite**.

# Video Visit Preparation and Troubleshooting Patient Guide



**Issue:** Patient is having issues connecting to video while in an active phone call.

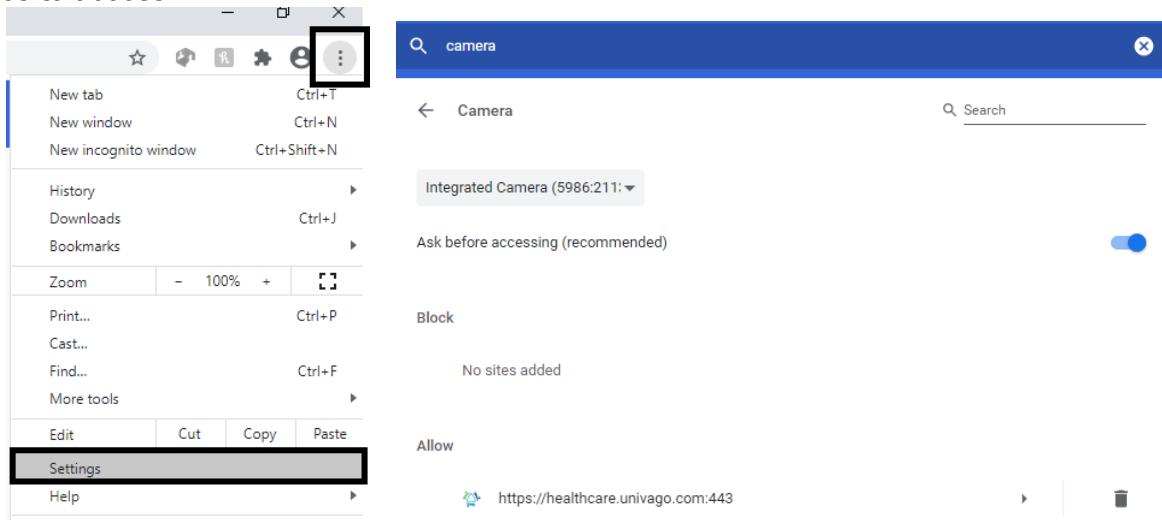
**Resolution:** Have the patient hang up the active phone call and refresh browser window. Video feed will not connect while the patient is in an active call.

**Issue:** Audio and/or video is not flowing both ways after patient has been in waiting room.

**Resolution:** Have both patient and provider disconnect and reconnect to establish a new connection.

**Issue:** When launching a video visit from a computer, patient receives error message that the camera/mic cannot be accessed.

**Resolution:** Go into **Settings** for the browser > **Camera Settings** >. Confirm browser is not blocked and allows for websites to access.



For patient questions/issues, please have the patient contact the support team at 713.441.7265.