

Video Visit Troubleshooting Tips/Tricks



Provider Troubleshooting Tips

Test Hardware

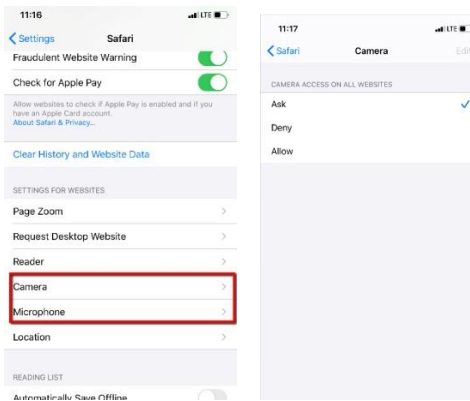
- To test hardware, use: https://healthcare.univago.com/api/meeting_self_test.

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, to have your default browser changed. For personal devices, default the browser to **Chrome/Safari**.

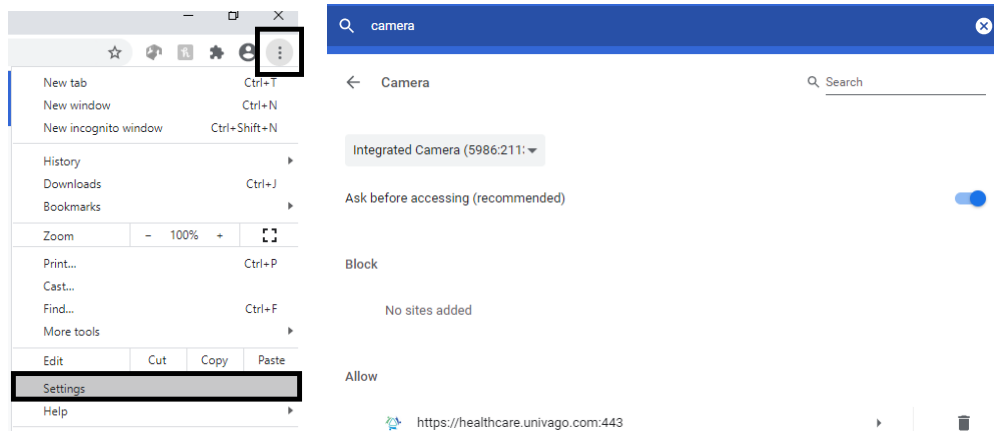
Issue: Provider cannot connect due to camera/microphone being blocked in **Safari/Chrome** on smart device when going through **Haiku/Canto**.

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 refresher 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.
- **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.

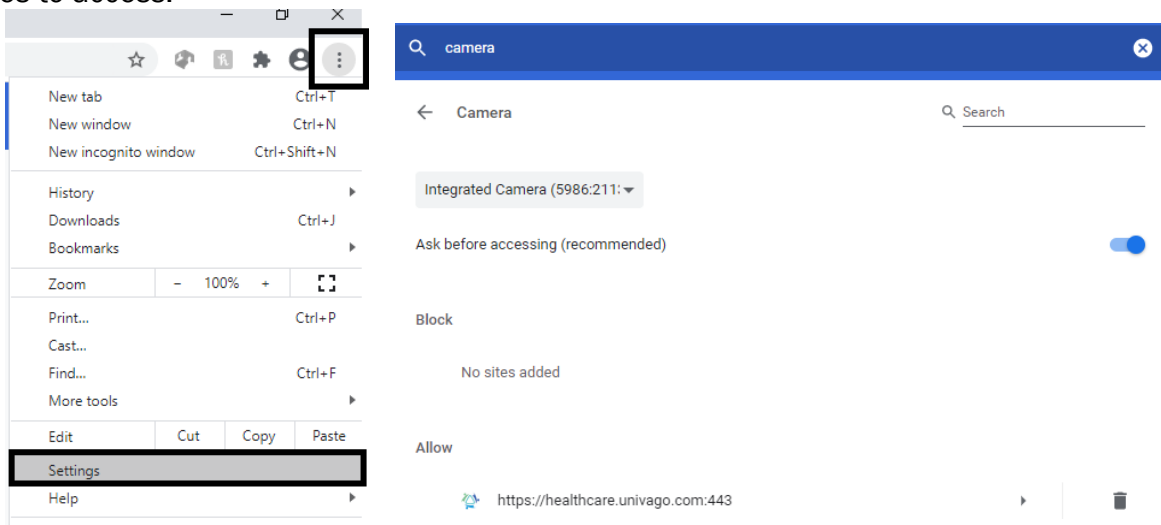
Resolution: Have the patient hang up the active phone call and refresh browser window. Video feed will not connect while the patient is in an active call.

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.