

Video Visit Preparation and Troubleshooting Patient Guide



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.

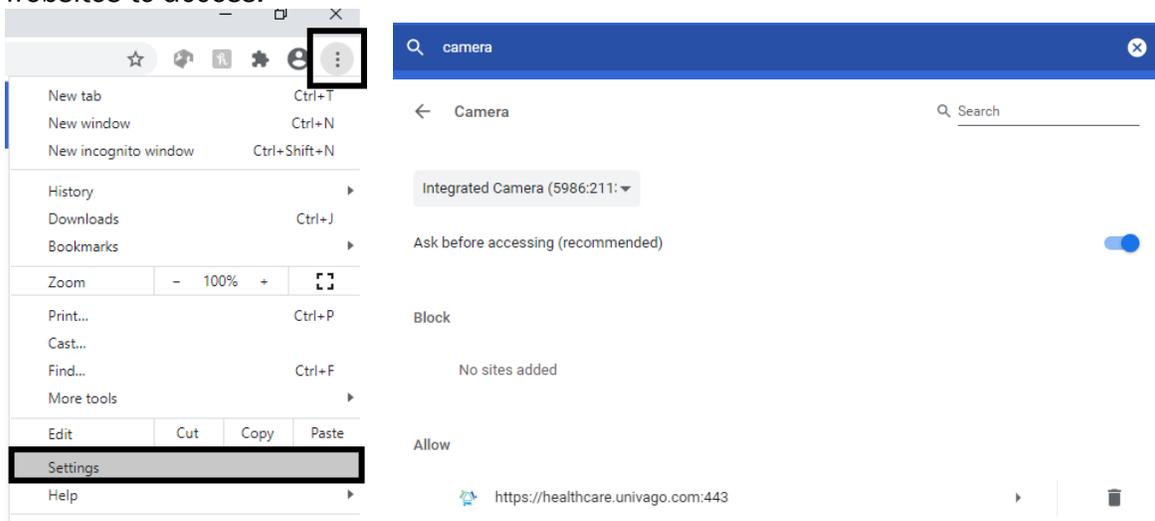
Resolution: Have the patient hang up the active phone call and refresh browser window. Video feed will not connect while the patient is in an active call.

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 832.667.5694.