

MyChart Video Visits Tips and Tricks

Caregility October 2021 Upgrade



Audience: Providers

iPhone/iPad Audio Issue

We've identified an audio issue when conducting video visits on iOS devices. This is an iOS issue, and our vendor, Caregility, is currently working with Apple to resolve.

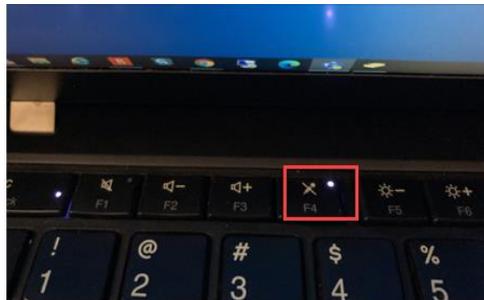
Issue: Low audio output during video visits on iOS devices.

Resolution: While conducting visits on iOS devices, use earbuds. This is a temporary solution but helps significantly.

Laptop Audio Issue

Issue: When prompted, you allowed access to your mic. Now, you can hear the patient, but the patient can't hear you.

Resolution: Make sure the **mute mic** feature on your laptop isn't on (as shown below). If the light is on, hold down the **Fn** key and press the **F4** key. This turns this feature off and allows your mic to work properly.



Issue: You can't hear the patient.

Resolution: Make sure the **audio output** feature on your laptop isn't on (as shown below). If the light is on, hold down the **Fn** key and press the **F1** key. This turns this feature off, allowing you to hear audio output.



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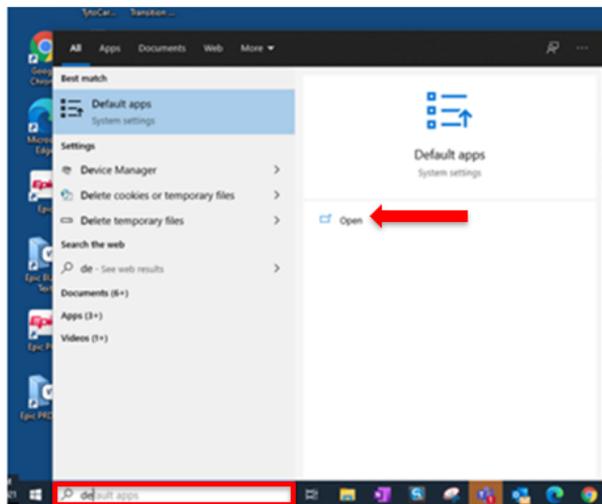
Web Browser Issue

Recommended Web Browser: Google Chrome

Make sure the video is opening in **Chrome** or **Safari**. If it's not, copy and paste the link into your **Chrome** browser.

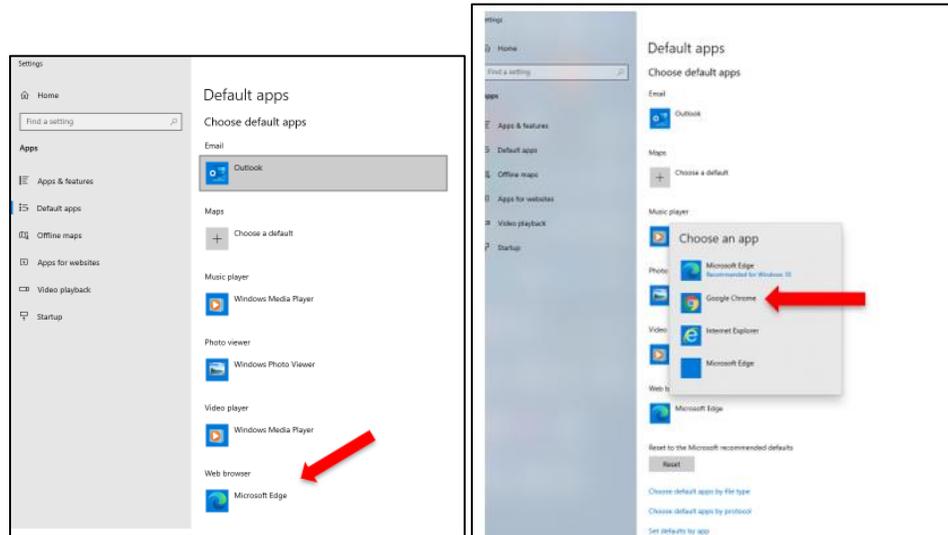
Note: **Internet Explorer** isn't supported, and **Microsoft Edge** isn't recommended.

- If the visit isn't opening in **Chrome**, adjust your computer settings to make **Chrome** the default browser.
 - **Quick Fix:**
 - Locate **Default Apps** in your Windows search bar.
 - Open **Default Apps** and locate **Web browser**.
 - The default browser should be **Google Chrome**. If it's not, change it to **Google Chrome** by clicking **Microsoft Edge**.
 - **Choose an app** will appear.
 - Now, click **Google Chrome** to select it as your default. **Note:** You'll have to do this daily.



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- **Permanent Fix:**
 - Submit a ticket to the IT Help Desk (HELPDESK@houstonmethodist.org) to have your HM-issued computer added to the **AppSense Chrome** policy.
 - When contacting the Help Desk, include your computer name.
 - Once your computer has been added to this policy, your web browser will default to **Google Chrome**.

Connection Issue

Issue: Patient and provider are in the visit but are unable to see or connect with each other.

Resolution: Both the patient and the provider must disconnect from the visit. The provider should reconnect first and then have the patient reconnect. This often resolves the issue.



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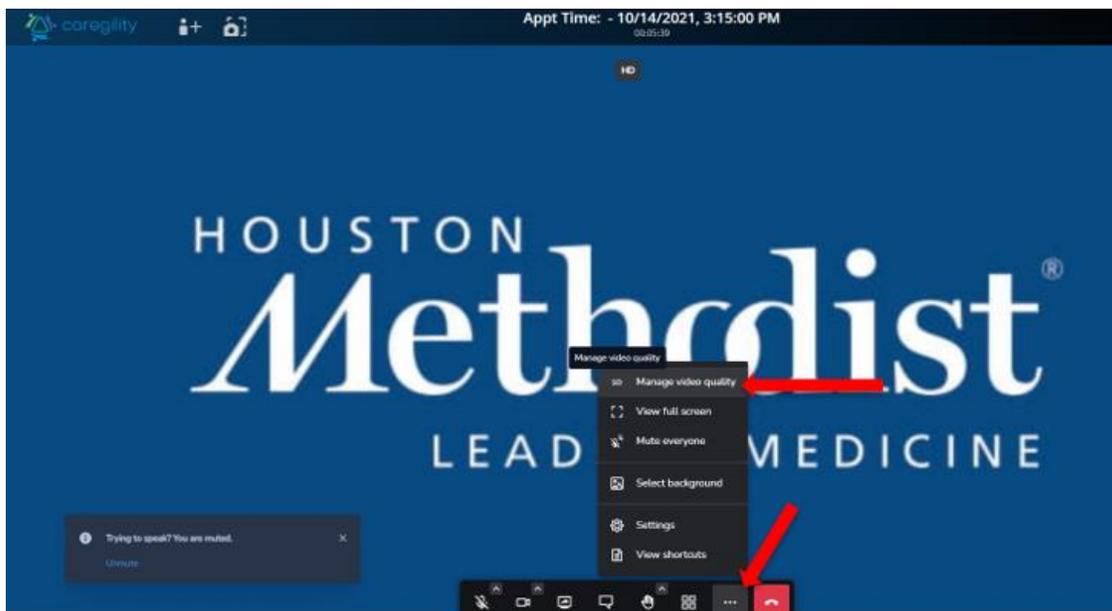


Bandwidth Issue

Issue: Poor video quality.

Resolution: Adjust video quality.

- In the video toolbar, click the **menu** icon .
- Select **Manage video quality** from the menu. The **Video Quality** feature will appear.
- **Note:** When adjusting the bandwidth, selecting **Low bandwidth** will reduce the session to audio only. **Standard definition** is recommended.



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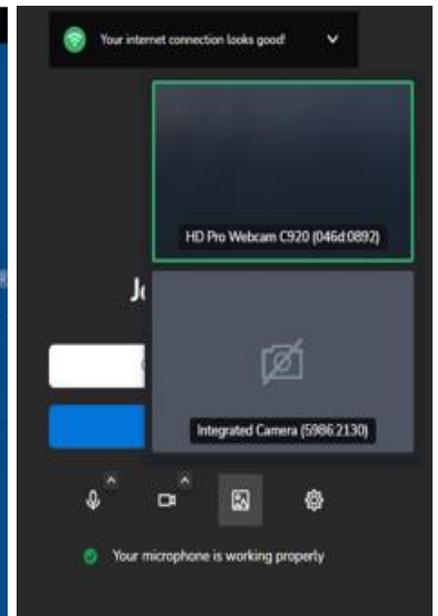
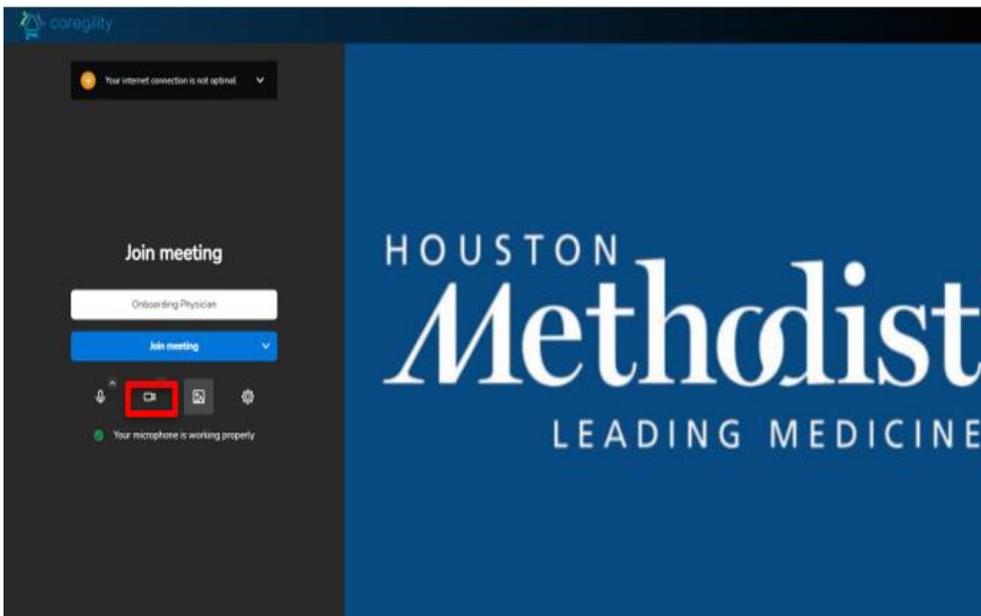


Camera Issue

Issue: Patient can't see you (provider).

Resolution:

- Check the camera to make sure nothing is blocking the lens.
- Some cameras have a covering. If your camera has a cover over the lens, remove it.
- If you're using an external webcam (it's plugged into your computer via USB port), make sure it's connected properly.
- If you're using a laptop with a built-in webcam and have an external webcam attached, before joining the video visit session, select the camera you want to use from the main screen.
 - To do this, click the camera icon . This will allow you to select the camera you're using for the visit. This feature is also available once inside the visit, on the toolbar at the bottom of your screen.

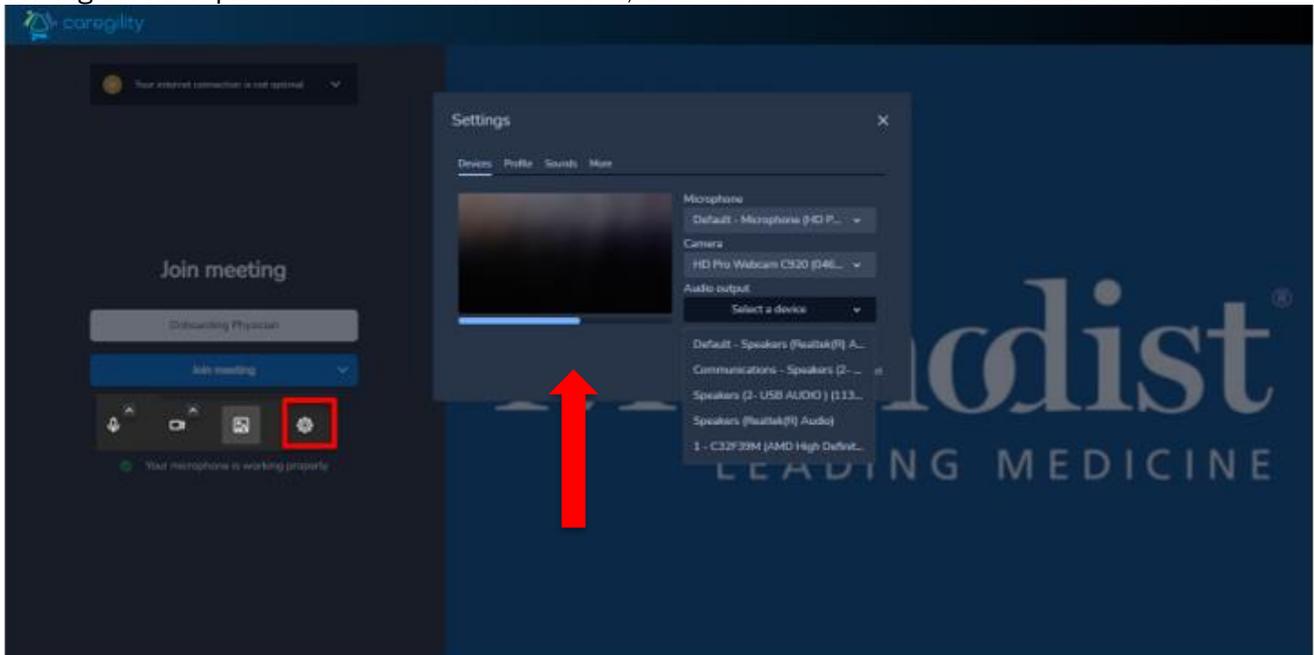


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- You can also select your camera and microphone by clicking the **gear icon** .
- The **Settings** menu will appear.
- Under **Devices**, you can select and test the microphone, your audio output and video.
- Testing the microphone can be seen on the screen, as the **blue bar** moves when sound is detected.



The Telemedicine team is available to assist you. To report any video visit issues or concerns:

- Email TelemedSupport@houstonmethodist.org and cc HELPDESK@houstonmethodist.org.
- Include your callback number and a team member will contact you.