

Patient Tech Support – Video Visit Troubleshooting Guide

Common Issues:

I. Audio, Video, App Crashing issues

a. *If patient states they are having issues hearing/seeing the provider, or the provider hearing/seeing them:*

- Patient must be using a mobile device and the mobile app
 - Web browser on mobile device and computer not supported
- Ensure patient has latest version of iOS/Android
- Ensure patient has latest version of MyChart app
- Confirm patient's cellular or Wi-Fi connection. The Wi-Fi or mobile data icon should have at least 2 bars. If you don't see 1 bar, the patient will need to move to where they have a better connection.
 - If the patient's cellular connection or Wi-Fi network are running slow, or other users are streaming audio or video on the same Wi-Fi network, they might have these issues:
 - Connection alerts or unable to connect
 - Choppy video calls
 - Black screen
 - Dropped calls
- Kill any applications that are open on the device that may be using the camera or microphone
 - If the Camera app crashed, or if different apps crashed in the background of your phone, it could have caused your phone's camera/microphone to stop working.
 - iOS: Double-tap the "Home" button to view apps currently running. Swipe up to close an app.
 - Android: Tap the multi-task button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left of right to close an app.
- Ensure MyChart app has permission to use camera and microphone
 - iOS: Go to Settings > Privacy > Microphone and switch on the toggle for MyChart.
 - Android: Go to Settings > Apps & notifications > App permissions > Microphone and switch on the toggle for MyChart.
- Unplug any accessories and disconnect any Bluetooth headsets.
- Avoid blocking the microphone with your fingers or case while holding the device or recording video.
- Remove screen protectors, films, or cases that cover the microphone or iPhone receiver.

- Clear any debris from the microphones or phone receiver.
- Delete and reinstall MyChart application
- Restart your device.
- Encourage patient to use headphones
- To check if the phone's microphone is functioning, you can do these steps:
 - Find the Voice Memos app and open it.
 - Tap the record button to let your iPhone's microphone capture any sound. We suggest that you try to record your voice as if you're simulating a call.
 - When done recording, tap the red record button again.
 - Tap Done.
 - Name the recorded sound with anything you like.
 - Now that you have saved it, try to tap on the file and listen to it. If you hear nothing or simply static, you can bet the microphone is not working.

II. Test hardware or Begin Visit button not appearing

b. If a patient states they do not see the test or begin visit button, check the following:

- Have the patient confirm the appointment says Virtual Visit in the MyChart app.
 - If it is not listed as Virtual Visit, then the clinic must properly reschedule the appointment, and the button will appear
- Ensure the patient is using a mobile device and the mobile application
 - If a patient is attempting to use a web browser, the button will not appear, and the visit cannot be initiated.
- Ensure patient has latest version of iOS/Android
- Ensure patient has latest version of MyChart app