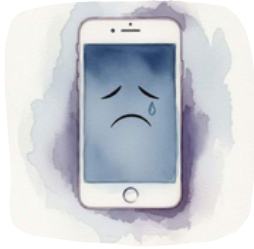# Troubleshooting Tips

Issues with the Patient's Device

Sometimes, a patient's smartphone computer, or tablet used for a video visit can experience technical issues. If a patient's device is acting up:
- **Close other applications** that are not needed during the visit
- **Update software**, such as the web browser
- **Restart** the device
- **Switch devices** (if necessary)

Issues with the Patient's Internet Connection

A stable internet connection is essential for a successful video visit, and connection issues are not uncommon. Should this happen:
- **Connect to a home internet connection** (if the patient is connecting to their cellular network)
- **Move closer to the modem / router** (if connecting on home wifi)
- **Switch devices** (if necessary)

Issues with the Patient's Telehealth Platform

If a patient is having difficulty with the telehealth platform:
- **Close out or restart the platform** and ensure camera and microphone is enabled
- **Confirm** that the device's operating system and browser are up to date
- **Switch devices** (if necessary)

Issues with the Patient's Camera, Speakers or Microphone

And, if a patient is having issues with camera, speakers of microphone, ensure that:
- The camera is not "covered" or being used by another application
- The audio and mic isn't accidentally connected to a bluetooth device like a wireless headset, or switch / disconnect if needed
- The patient isn't on "private" network like on a military base

Resources For Telehealth

Different Types of Telehealth

Equipment You Need

Troubleshooting Best Practices

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Types of Telehealth

Video Visits, often called "Virtual Appointments," allow patients to connect with their providers through a video platform (like Zoom or WebEx) on a computer or mobile device (such as a smartphone or a tablet).

Video Visits are helpful for:
- Visits where a visual assessment is needed
- Managing chronic diseases
- Providing behavioral healthcare services
- Facilitating access to specialty care

Telephone calls with providers can be useful for reviewing and explaining the results of labs and tests, medication management, or when patients are unable to join a video visit.

Telephone calls are widely accessible since most folks have access to a phone, however, telephone calls:
- Lack the visual cues that help providers deliver care effectively
- Often not reimbursed by health insurance.

Clinic-to-Clinic-Visits are similar to Video Visits, but rather than connecting with a provider at home, patients travel to a clinic that has a video device set up in an exam room.

Clinic-to-Clinic Video Visits are helpful for:
- When patients don't have equipment or a stable internet connection in their home
- Require a more extensive physical examination with the help of clinical staff

Messaging between patients and providers usually involves the use of secure messaging platforms like a **Patient Portal** to exchange health-related information.

Messages can be helpful for:
- Addressing non-urgent questions
- Medication refill requests
- Sharing updates on chronic conditions
- Providing patient education materials

Messaging offers quite a bit of convenience and flexibility, however, **messages are not appropriate for urgent medical issues that require immediate attention.**

Remote Patient Monitoring enables patients' vitals to be tracked and monitored in-between office visits by using internet connected devices such as a glucometer, blood pressure cuff, scale, and pulse oximeter.

Remote Patient Monitoring can be helpful for:
- Managing chronic diseases such as diabetes and hypertension
- Reducing hospital admissions and read

Equipment You Need

#1 - An Electronic Device

To successfully connect to a visit, patients need access to an electronic device like a **computer (laptop or desktop), smartphone or tablet that:**
- Has a functioning camera, speaker, and microphone
- Has up to date software or app updates to avoid glitches

#2 - A Cellular or Wi-fi Connection

To successfully join a video visit, patients need a reliable internet connection.
- A home Wi-Fi connection is ideal
- A strong cellular data signal can also work

#3 - A Patient Portal Account

In many cases, patients are asked to join their video visit through a patient portal, such as MyChart, rather than from a text message or email link.

This is especially common for systems that use secure, "integrated" telehealth platforms

#4 - A Telehealth Platform

Depending on the clinic or health system, patients may be asked to download a telehealth platform – like **Zoom, Webex or Microsoft Teams** – on their mobile device or computer before the visit.

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