TELADOC HEALTH

Solo Virtual Visit Guide

Technical Assistance Center

For all technical issues and requests:

- Email: TAC@TeladocHealth.com
- Phone: 855-220-3407
- Chat

Oneida Comprehensive Health Center
- Phone: 920-869-2711

Oneida Behavioral Health
- Phone: 920-490-3790

Oneida Health Promotion
- Phone: 920-490-3780

Patient and Device Best Practice

Perform a pre-call diagnostic before your scheduled visit

Restart your device prior to your scheduled visit

Test your internet speed

Ensure your browser is up to date

Frequently Asked Questions

My provider can't see or hear me. What should I do?
Make sure there are no red Xs on the camera and microphone icons.

My provider still can't hear or see me. What should I do?
Click the gear icon (⚙) and see if you can select a different camera or microphone.

I've been sent back to the Waiting Room. Is my virtual visit over?
No. Your healthcare provider just put you on hold and will be back soon.

Can I take a call during my virtual visit?
No. Do not take or receive phone or video calls because it could end your virtual visit too soon.

I want to end my virtual visit. How do I do that?
Click the red handset icon (📞) and then click End.

Can I use other apps during my virtual visit?
Do not use any apps that use your camera or microphone like Facebook, Zoom, FaceTime, Skype, or Google Hangouts.

I'm having trouble speaking. How can I talk to my provider?
Click the chat icon (💬) to chat with your healthcare provider.

Am I required to complete the survey after my visit?
No, but we recommend you complete the survey.

How do I schedule a follow-up virtual visit?
Contact your healthcare provider.

What is the importance of updating all browsers?
Teladoc Health and internet browsers are constantly updating and improving capabilities, functionality, and security. Update your browser to ensure you are able to utilize the newest features and highest quality.

What happens if a patient has an outdated browser?
The screen will show a pop-up prompting you to update your browser or download the App to support the video session.

Best practices for your visit - Patient

Before Visit:

- Update browsers & operating system
- Use supported browsers/apps
- Enable/Allow camera and microphone
- Allow computer to accept "pop-ups"
- Use Wi-Fi, not cellular service to make connection
- Double check headset/external hardware
- If mobile, put phone in "do not disturb" mode
- Find a quiet area and do not drive while on a call
- Have good lighting

While Waiting:

- Do not navigate away or minimize the waiting room screen or browser while waiting
- Do not take a phone call or text message while waiting or in the visit
- Do not let your phone/device go to sleep
- As soon as your screen dims, tap your screen. This resets the timer to keep your screen awake.
- If you must abandon your visit, tap EXIT to leave, do not close the browser window to leave.

In-Session:

- Do not refresh the screen
- Do not take a call or text
- Do not navigate away

What happens if the patient navigates away or minimizes the screen while waiting? Is the visit terminated?

- On PC: the patient is able to navigate away (not close) without the session terminating. However, the patient may lose track of time or be unaware when provider joins.
- On Mobile: navigating away will essentially keep the session in a "backgrounded" mode. This patient will show as away/left without being seen to the provider after some time. Should the provider join while the patient is gone, the provider may believe the audio/video is not working or the patient isn't able to join. Upon patient returning to the app, the session will prompt the patient to reconnect. Best practice is to NOT navigate away as this has been shown to cause workflow issues for both patient and provider.

What happens if the patient takes a phone call or responds to a text during the visit?

- Before provider joins (in waiting room): may mimic experience above; system will believe patient has navigated away due to cell phone's prioritization of phone calls over all other apps. Recommend patient putting phone in do not disturb mode before visit starts.
- Text during visit with provider: No effect if patient does not navigate away to respond to text.
- Phone call during session: causes audio/video/dropping issues. Recommend do not disturb mode.

Does allowing pop-ups refer to the Desktop experience or Mobile?

- Desktop and Mobile
- Organizations using apps will still need to see the pop-up to download the app at the initial visit.

What happens if the patient refreshes the screen?

Same experience on desktop and on mobile:

- Scheduled visit where doctor has not left
  - Patient goes back to check-in screen, then proceed to back to session
- Scheduled visit where doctor left
  - Patient goes back to check-in, then proceeds back to waiting room.
  - If provider ended session for all, they may or may not be notified (based on Waiting Room setting)
- Non-scheduled visit
  - Back to check-in, must redo check-in process

What happens if the patient lets their screen go to sleep? Do they just have to unlock their screen again?

We have rolled out a feature that prevents the phone from going to sleep; this allows the patient to stay in the waiting room even if they 'walk' away.

Best practices for your visit - Provider

Before Visit:

- Update browsers & operating system
- Use supported browsers/apps
- Enable/Allow camera and microphone
- Allow computer to accept "pop-ups"
- Use Wi-Fi, not cellular service to make connection
- Close all conflicting cam and mic apps (Zoom, Skype...)
- Double check headset/external hardware
- If mobile, put phone in "do not disturb" mode
- Minimize patient waiting time
- Find a quiet area and do not drive while on a call
- Have good lighting

Connecting/In-Session:

- Do not join before the patient has joined
- Do not take a call while in visit
- Do not call a patient on the device they are attempting to join a telehealth session from
- Do not refresh
- Hang up for all once the call is done; do not just close the browser/window/app

Provider & Patient Resource Center

Access best practices, helpful guides, and other useful information to deliver or receive best-in-class virtual care by visiting this link: https://intouchhealth.com/support/

Common Audio and Video Issue - My browser is blocking my camera and or microphone

Check your browser settings to ensure that *.visitnow.org has been granted access to your camera and microphone. If you are using a headset, make sure it is not muted.

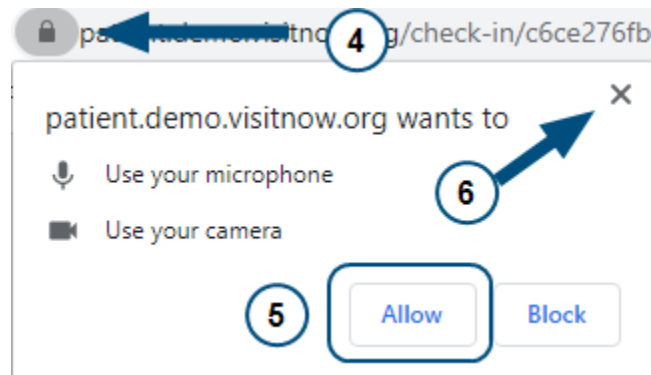## FIREFOX
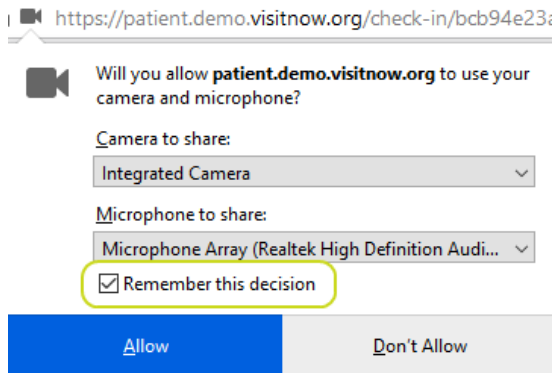
CHROME
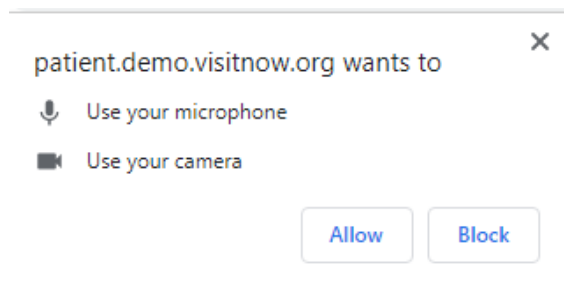
SAFARI
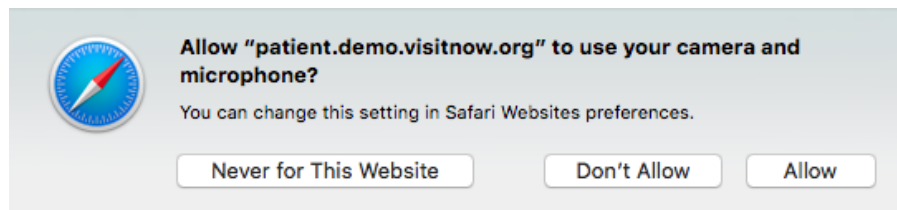
Troubleshoot Audio/Video Issues for Chrome

1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark).
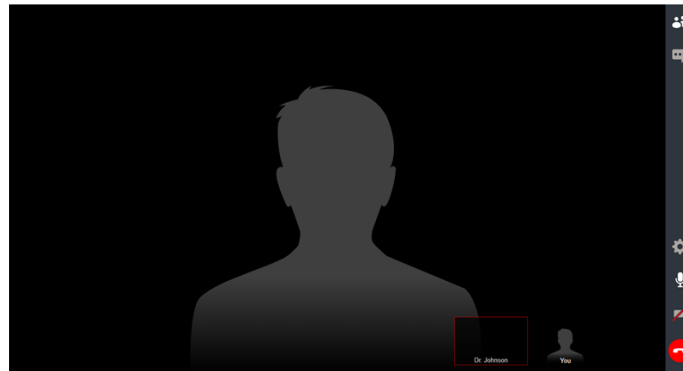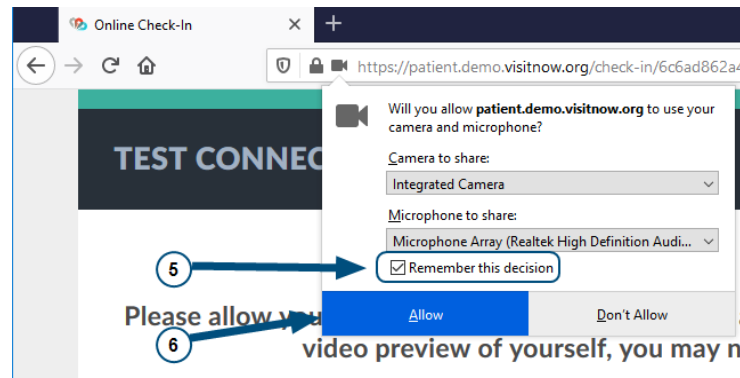

2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), click on the icons to make sure that they are enabled.

3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:
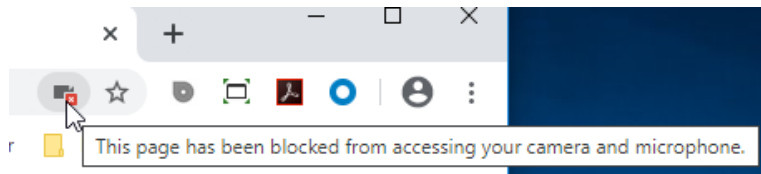

4. Click the lock icon in the upper left-hand corner.

5. Click **Allow**.

6. Click the **X** to close this popup and to return to the virtual visit.

7. Click the refresh button.

Troubleshoot Audio/Video for Firefox

1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark).
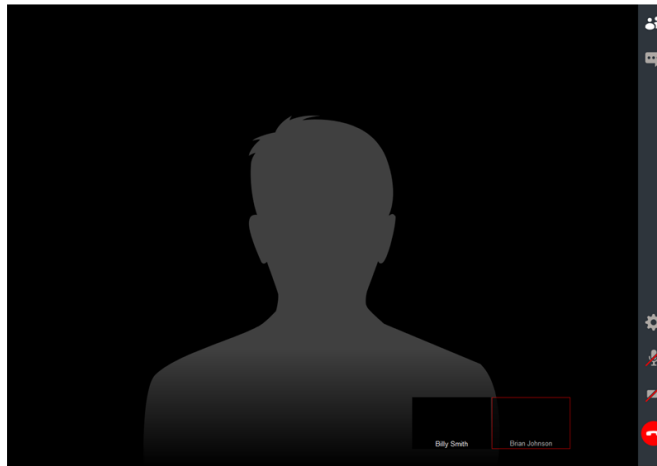
2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), click on the icons to make sure that they are enabled.

3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:
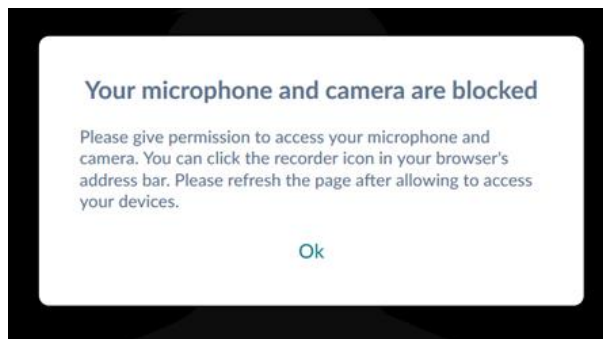
4. Click the camera icon.
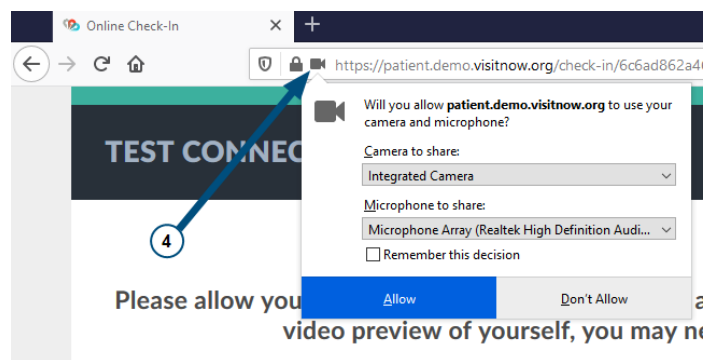
6. Select **Remember this decision** and click **Allow** to return to the virtual visit.

7. Click the refresh button.
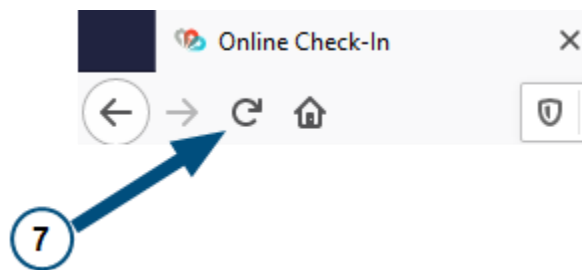
8. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.
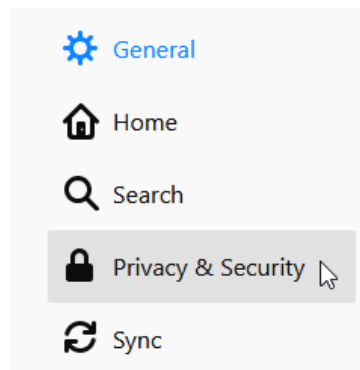9. You are all set for your video session with your medical professional!

Advanced Troubleshooting for Firefox

If you are still having issues with your audio or video connection, follow the steps below.

1. Click the three horizontal lines in the upper right-hand corner of your browser window and select **Options**.
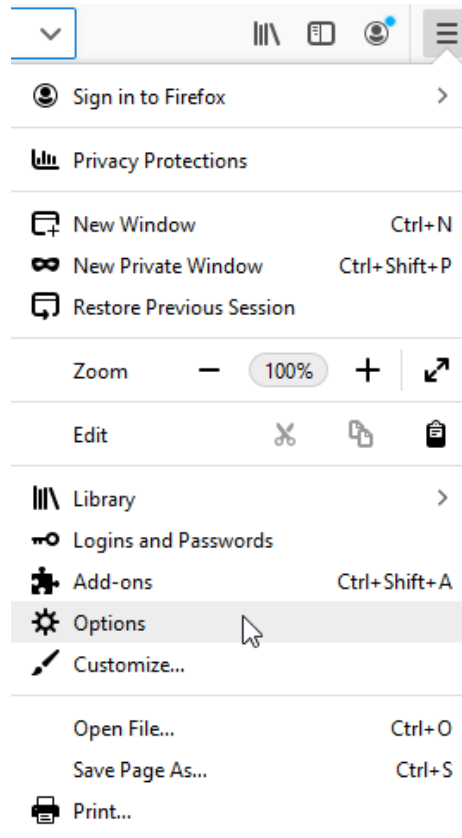
2. In the left sidebar select **Privacy & Security**.

3. Click **Settings** in the Camera or Microphone row, as appropriate.
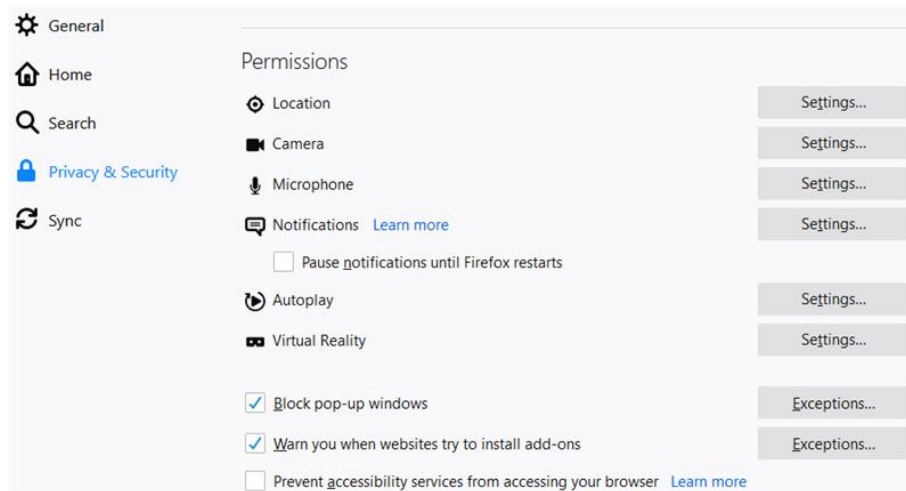
4. For both audio and video issues, make sure **Allow** has been selected for the URL used for your virtual visits.
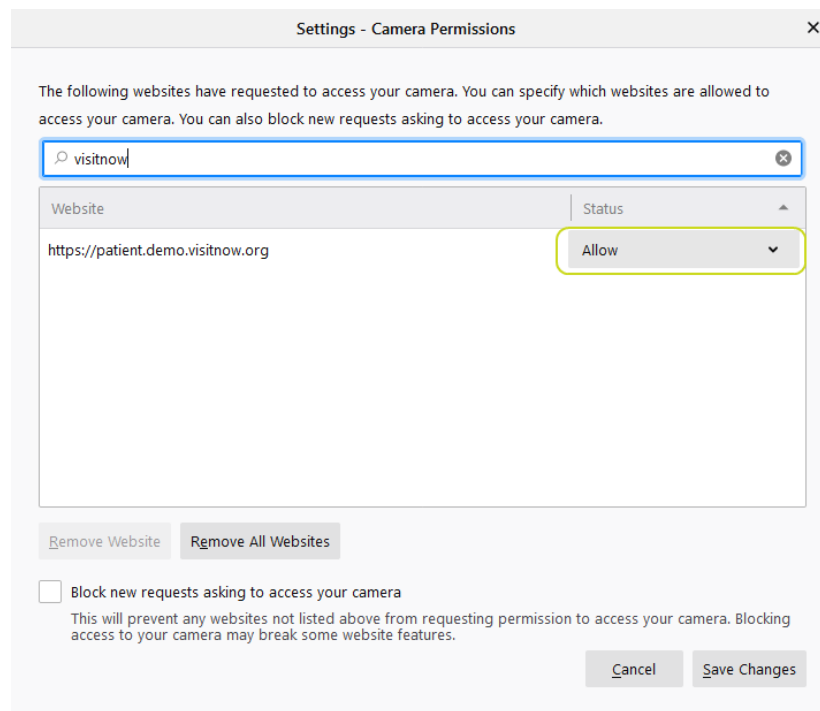
If you are still having audio issues, video issues, or both, make your you are running the latest version of Firefox.

# Troubleshoot Audio/Video for Safari

1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark).
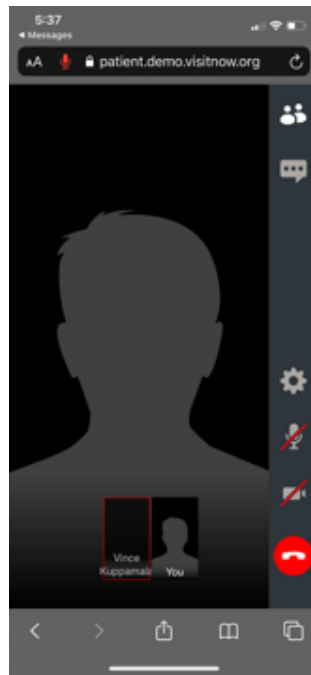

2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), you will need to click on the icons to make sure that they are enabled.

3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:
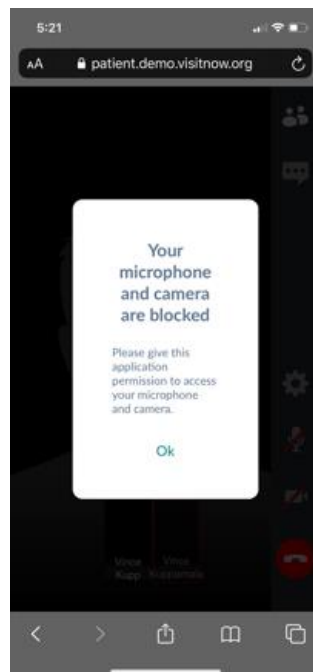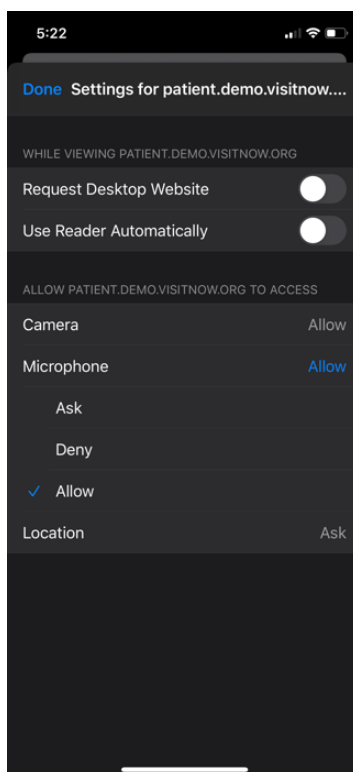
4. Click the icon at the top of your screen with the letters "AA" and click **Website Settings**.
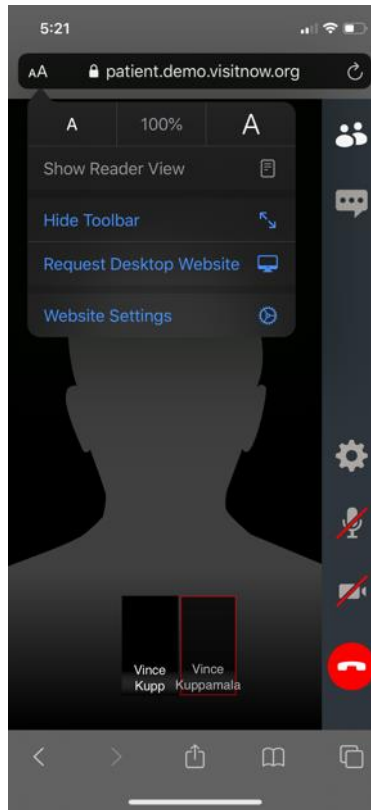
5. Under "Camera" please ensure that **Allow** is checked.
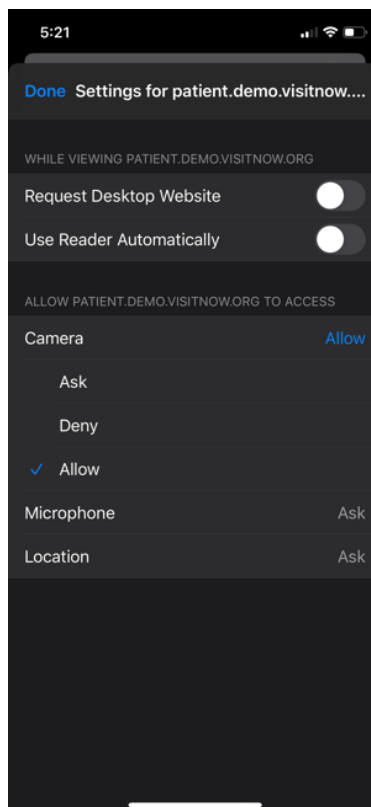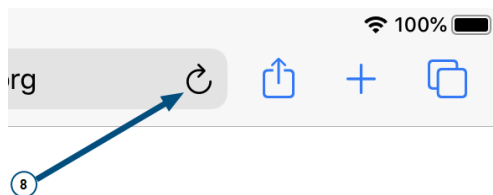
6. Under "Microphone" please ensure that **Allow** is checked.

7. Click **Done** in the top left to return to the virtual visit.
8. Click the refresh button.

9. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.
10. You are all set for your video session with your medical professional!