Physicians
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Virtual Visit

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Troubleshooting Guide – Virtual Visits

Issues	Problem	Troubleshooting/Action Steps	Note
Audio	Provider can't hear patient	Ensure patient is not on the phone (same device) when joining the vidyo room. It can affect the microphone settings	
		In Vidyo, click on the gear setting and ensure your correct audio device is selected (Sennheiser headset, Jabra speakerphone, etc..)	
		If patient has a lot of apps open on their phone, it can affect audio settings. Have patient hard close any apps not using for the visit and rejoin	
	Patient can't hear Provider. (Provider should attempt action)	In Vidyo, click on the gear setting and ensure your correct audio device is selected (Sennheiser headset, Jabra speakerphone, etc..) Ensure that your microphone is not muted, either on the cord/cable from your headset or in the Vidyo settings	
	Sound is coming through Dragon mic	In Vidyo, click on the gear setting and ensure your correct audio device is selected (Sennheiser headset, Jabra speakerphone, etc)	

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Video	Self-view screen is black / patient cannot see provider.	Two possibilities: 1) If the provider is using a docked laptop, the folded laptop's camera is still in use. Either another device should be selected or the laptop opened. 2) The PC's video drivers need to be updated via Device Managers.	
Video	Self-view screen is an endlessly spinning circle	Close any other programs or windows that are using the camera (eg, already-opened Vidyo rooms, Zoom etc). Also worth checking whether the video drivers are updated in Device Manager.	
Consent	Patient signs consent, but stays on same consent page	Patient might have to hit continue a couple of times to move forward	known bug. Fix coming in April
Dragon	Dragon mic not picking up dictation speech	When opening Dragon, select Powermic-II from drop down menu.	The dragon phone app can install on a smartphone as an easily usable alternative mic. Dragon software also has keyboard hotkeys that can be customized to use headsets / mics similarly to the handheld.
Haiku	The provider joins the virtual room and is quickly kicked out of the room.	Switch to your cellular provider. After joining the room, Wi-Fi can be re-enabled. Be sure to "hang up" to end the visit or leave the room.	Known bug. Fix coming with Epic Haiku's next update.

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Patient Side Issues	Patient's video crashes before they can get in the room	Using Comcast WiFi Suggest patient use smart phone with cell service.	Known bug in MHC - Fix coming in April.
	If a patient is using a phone for the virtual visit	if the patient joins the virtual visit while still on the phone with the MA, the audio will not work in the visit MAs educate patients to **not** join the visit until after they hang up the phone - Remind patients to not answer a call while in a visit (part of the patient tip sheet) to **not** join the visit until after they hang up the phone	Ask the patient to leave "hang up" the visit by clicking on the red button with the telephone icon, hang up from the phone call, turn off all other applications and rejoin the visit. -
	If a patient is using a laptop or iPad	Make sure nothing else is using the camera, microphone, or speakers on the device before the visit. Ensure the person does not have their phone paired to a bluetooth speaker, or some other audio device if possible. **Have patient exit, "hang up" visit, shut everything down and then rejoin the visit** Ask patient to consider using a smart phone with the UCHealth application instead	
	Did an MA or other staff member start the visit and then leave?	**MAs need to "Hang Up" from the visit if they leave during the visit.**	

		Any other method such as closing or "X"ing out the application **could cause** issues for the patient and provider.	
	Patient having problems navigating with MHC	MA send visit link to patient and have them open in a Chrome or Firefox browser. Consents (obtain verbal if necessary) and other eCheck-In activities still need to occur.	
Epic Pool for other Concerns	Please utilize the newly created Epic Pool *Telehealth Ops* to allow us to collect issues in real-time. Use the **TELEHEALTHISSUE** SmartPhrase to report a concern in real-time.		

Notes for using Laptop or Desktop PC:

Make sure Vidyo is running in the background – you do not need to sign in or provide a portal address.

- Check your speaker settings (see attached) before each visit as dragon and other applications that use a microphone will change how Vidyo is using the mic

- Use Canto on ipad and tablets

- Don't forget to "hang up" after the visit