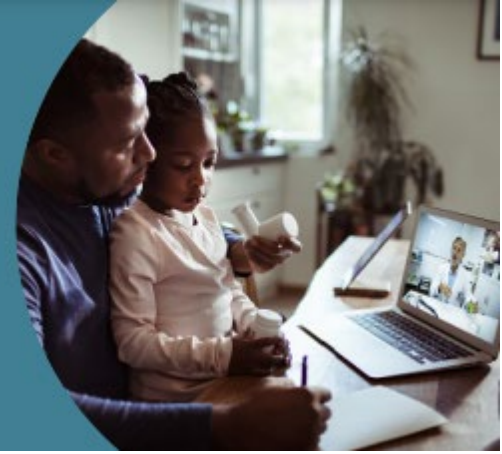


# Telehealth Troubleshooting



BMC has uses Hatch as our telehealth platform. Through our partnership with Hatch, we're able to offer easy, convenient, and comprehensive care to you and your loved ones.

Please review this document for troubleshooting tips. If you are still having issues, please call your doctor's office.

## BEFORE YOUR VISIT

### What browser should I use to connect to a telehealth video visit?

- We recommend Chrome for any computer or Android device.
- Firefox, Safari and Edge are also supported.
- Safari is the only browser you can use on an iPhone or iPad.
- Hatch doesn't work on the native Android browser.

### TIPS

- Make sure the browser you are using is up to date. Usually, your browser will automatically update, but if your settings have been changed, you will be required to start the update.
- Make sure that all other programs that could be using your microphone or camera on your device are completely shut down. This includes Facetime, Zoom, etc. Select these programs in your dashboard, right-click, and select quit. Or you can open the program, and on the top left of the screen, go to **File**, then **Quit**.
- Make sure to check that you are sharing the correct camera and microphone and that you have allowed them. You need to give your browser permission to access your camera and microphone.

### What should I do to prepare before my visit?

Prior to your session with your provider, you are encouraged to:

- Restart the device you are going to use for the visit (your phone, iPad, or computer).
- Make sure you are running the latest version of your web browser (Chrome, Safari, Firefox, Edge).
- Ensure there are no pending software updates, which may block access.
- Make sure your camera and microphone settings allow video sessions.
- Make sure your internet is working and that you have a strong connection.
- Quit all other applications running on your device so that only your video session is running in your browser.

- Other video applications, like Zoom, Facetime, etc. may prevent your camera from working.
- Close extra windows or tabs running on your browser.
- Disconnect other devices from your Wi-Fi, like your cell phone if you are using a computer for your session or vice-versa, if possible.
- If on Wi-Fi, stay as close to your router as possible.
- Stay in one place during your session.
- Use earbuds to prevent common audio issues like feedback, delay, and echo

### **Can I test to make sure my phone/tablet/computer will work for my video visit?**

Yes you can test if your device will work for the visit by clicking this link:


<https://tokbox.com/developer/tools/precalls/results>.

Join your session at least 15 minutes before your scheduled appointment via the link that was sent to you via text or email, or via MyChart. Once in the lobby, select the camera and microphone you want to use. Click "Join Session" to join the session. Your provider will join when they are ready.

### **How do I change the camera and microphone settings to allow video visits on my iPhone or iPad?**

1. Open the Settings app on your iPhone or iPad.
2. Scroll down until you find the Safari application as an option and select it.
3. Scroll down to the "Setting for Websites" section.
4. Locate the camera and microphone options.
5. Select Camera and choose Allow.
6. Select Microphone and choose Allow.

### **How do I change the camera and microphone settings to allow video visits on my Android device?**

1. On your Android device, open the Chrome app .
2. To the right of the address bar, tap More > Settings.
3. Tap Site Settings.
4. Tap Microphone or Camera.
5. Tap to turn the microphone or camera on or off.

If you see the site you want to use under Blocked, tap the site > Access your microphone > Allow.

If you've turned off microphone access on your device, you can control your app permissions on Android to use your mic.

### **What if I can't find my video visit link?**

- Check your text messages/email to find the link. Links are sent to you one hour before your appointment.

- If you have MyChart, log in to MyChart and go to Appointments. The link will be under your appointment information.
- If you still cannot find the visit link, call your doctor's office. Your provider can send you the link again via text or email.

## DURING YOUR VISIT

If you have trouble during your visit, please use the tips below.

### **1. I can't hear my doctor.**

Adjust volume and try plugging in earbuds.

### **2. My microphone or camera isn't working.**

- Go to "Settings" and allow access to your microphone and camera.
- Refresh the page and start the video visit again.
- Quit your web browser and follow the link to check back into the video visit.

### **3. I'm hearing an echo.**

This could be due to poor internet connectivity or having the volume turned up too loud. In some cases, a feedback loop from internal microphone and speakers may occur, causing an echo in the audio feed. If hear an echo, there is also a chance that you have multiple audio devices enabled at once.

Try the following steps to resolve this issue:

- Turn down your volume on your computer.
- Use a pair of headphones or earbuds that have a microphone. Most modern style earbuds, like the ones that come with your phone, will work.
- Make sure that no other applications are open and using the microphone at the same time. (i.e. Zoom, Facetime, etc.)

### **4. I can't get the link to work.**

If you have tried all the troubleshooting tips, please call your doctor's office. We may need to reschedule your appointment.