

## TROUBLESHOOTING PATIENT VIDEO VISITS

- Are you signed up for a video visit and not an actual traditional visit?
- Have you completed eCheckin: making payments; updating insurance/ demographics, completing questionnaires. **You cannot start the visit until eCheckin is completed.**
- Make sure it isn't too soon to start the visit. You cannot connect any sooner than 15 minutes prior to the scheduled time.
- How are you trying to connect: On a smartphone or computer?
  - a. Patients who download the MyChart app on their phone or iPad generally have fewer issues than when using a computer.
  - b. If using a smartphone, video visits must be done through the MyChart app. They do not work through a web browser on a phone.
  - c. If you are using a smartphone and you are unable to connect, it is very likely that your Wi-Fi/LTE connection just isn't strong enough. There isn't a whole lot we can do other than suggest that they try a different Wi-Fi network. Obviously, the Wi-Fi connection can also be the problem if you are on a computer.
  - d. Verify that your MyChart app has the latest update.
  - e. If you are on a computer, do you have a camera and microphone installed?
  - f. **Use Internet Explorer. At the moment, Chrome, Safari and most other browsers are not compatible with video visits.**
- If none of these work, please call the Iris helpdesk at (601) 579-5432.