

VIDEO VISIT ISSUES

Having trouble starting your video visit?

- Make sure you have completed eCheck-In. You cannot start your video visit until you have completed the eCheck-In process, including verifying your demographics, insurance, medications and allergies. You will also be asked to electronically sign a telemedicine consent and complete any assigned questionnaires.
- Make sure it is not too soon to start your visit. Patients cannot connect any sooner than 15 minutes prior to the scheduled time.
- How are you trying to connect: Smartphone, tablet or computer?
 - a. You will generally have fewer issues if you download the MyChart application on your smartphone or tablet.
 - b. If you are using a smartphone or tablet, video visits can be done either on the Iris website or on the MyChart app.
 - c. If you're using your smartphone or tablet and are unable to connect, it is very likely that your Wi-Fi or LTE connection may not be strong enough. You may need to try a different Wi-Fi network. The Wi-Fi connection can also be the problem if you are using a computer.
 - d. Go to the app store on your phone or tablet and make sure that your MyChart app has the latest update.
 - e. If you are on a computer, make sure you have a camera and microphone installed.
 - f. Most web browsers are compatible for completing video visits, but if you are having issues connecting, try a different browser.
- If all else fails, your appointment may need to be rescheduled or changed to an in-person or telephone visit.