

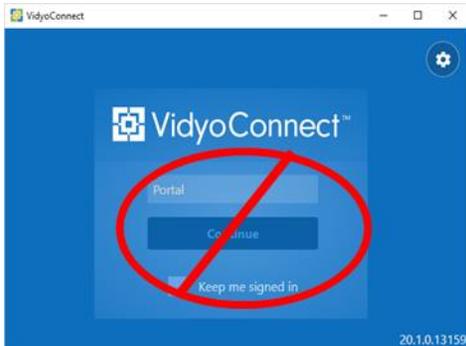
HillChart Video Visit Patient FAQ's & Troubleshooting Issues

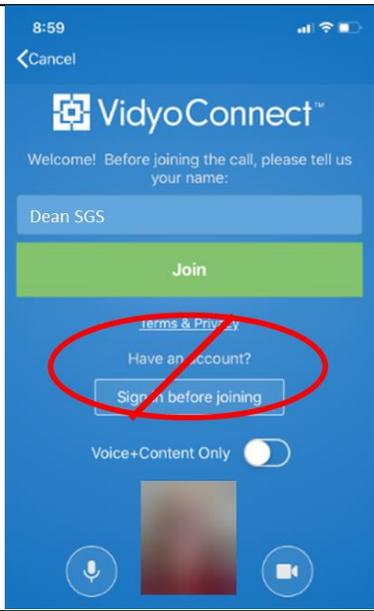
Tip Sheet

Overview

This tip sheet covers some common issues for the patient and how to troubleshoot them.

Common Issues

	Issue/FAQ	Possible Solution(s)/Answers
1	<p>I get the following error when I click "Join the Visit" using my mobile device:</p> <div data-bbox="205 662 699 773" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p>Safari cannot open the page because the address is invalid. OK</p> </div>	<p>You have not downloaded the VidyoConnect application to your mobile device prior to trying to join the video visit.</p> <p>Browse to https://hpmg.health.vidyoconnect.com and download the app from either Google Play or the App Store. Then try joining the visit again.</p>
2	<p>I am trying to bypass the eCheckin process. I click 'Finish Later' but cannot begin/join the visit.</p>	<ol style="list-style-type: none"> 1. If connecting via laptop/desktop, you must click the Details Button to get to the Begin Visit Button. 2. If connecting via mobile device, you must tap the appointment to get to the Begin Visit Button.
3	<p>I do not know what user name and password or portal address to enter after downloading VidyoConnect.</p>	<p>There is no need to enter a portal address or a user name and password. Simply exit out of the application once it has been downloaded. You will never access VidyoConnect directly. Instead, it will be running in the background so that you can connect to your video visit via your MyHillChart account.</p> <div data-bbox="726 1019 1703 1365" style="display: flex; justify-content: space-around;">   </div>

4	Do I need to sign in on the VidyoConnect screen prior to joining the video visit?	No. Simply enter your name and click join:	
5	I am connected to the visit, but cannot hear my provider and/or my provider cannot hear me.	<ol style="list-style-type: none"> 1. If connecting via laptop/desktop, try clicking on the cogs in the upper right-hand corner and test out your microphone. If connecting via a mobile device, tap the screen and make sure your microphone is on. Also try toggling the microphone off and on again (either laptop or desktop). 2. Try disconnecting from the visit and reconnecting again. 3. Try going to your VidyoConnect settings on your mobile device and ensure that you have allowed access to your microphone. 4. Ensure that your volume is turned up on either your mobile device or laptop/desktop. 	
6	I am connected to the visit, but there is a lag in the audio and/or the audio goes in & out.	<ol style="list-style-type: none"> 1. If you are using a Bluetooth, try turning it off and using the phone via speaker instead. 2. Ensure that you close out non-essential applications, as they may be taking up bandwidth that can cause audio degradation. 	
7	I am connected to the visit, but cannot see my provider and/or my provider cannot see me.	<ol style="list-style-type: none"> 3. If connecting via laptop/desktop, try clicking on the cogs in the upper right-hand corner and test out your camera. If connecting via a mobile device, tap the screen and make sure your camera is on. 4. Try going to your VidyoConnect settings on your mobile device and ensure that you have allowed access to your camera. 5. If connecting via laptop/desktop, ensure that your web cam is on and operational. 	
8	I click "Join" but cannot connect to the video visit.	<ol style="list-style-type: none"> 1. You might have too many other applications running/open at the same time. Try closing some of your applications and reconnecting. 	

9	When I try to join the video visit, I receive an error that says “plug in does not support”	<ol style="list-style-type: none"> 1. Ensure that you have the latest updates to your mobile device. Try connecting again once you have updated your device. 2. Ensure that your MyChart app is updated to the latest version. Try connecting again once updated.
10	I am receiving other errors when trying to download the VidyoConnect application and/or when trying to connect to the video visit.	<ol style="list-style-type: none"> 1. Ensure that you have downloaded the VidyoConnect app prior to connecting. 2. Check for and download the latest updates to your mobile device and/or laptop or desktop. 3. Ensure that your wifi is up and running. To check, try browsing to a different website like yahoo.com on your computer or mobile device. If you are unable to open a different site, your internet may be down. 4. Ensure that you are using one of the recommended devices (refer to the recommended equipment section of the “Patient Video Visit Flyer.” 5. Ensure that there is not another program utilizing your microphone and/or camera at the same time (e.g., if you were previously on a WebEx meeting and forgot to log out of the meeting). 6. Try shutting down and restarting your mobile device or computer. 7. If the above steps do not help, please contact a MyHillChart representative at (888) 965-8588 for further assistance. In addition, your practice may contact you via phone to conduct the visit.