

Telehealth Troubleshooting FAQ

07/24/2024 9:31 pm EDT

1. My patient did not receive their email reminder. Is it possible to send another link?

When a video visit is booked, an email is automatically sent to the patient after saving the appointment. You can also send additional reminders with a [reminder profile](#) or with an [appointment reminder](#) in the appointment window.

Schedule Appointment

Scheduled:	01/08/2021	Time:	10:30AM	Exam:	Exam 1
Duration:	30 minutes	<input type="checkbox"/>	Allow overlapping	Color:	
Notes:	<input type="text"/>			Status:	<input type="text"/>
Consent Forms:	<input type="text"/>			0h 5m	<input type="button" value="View Clinical Note"/>
					<input type="button" value="Start Video Visit"/>
					<input type="button" value="View All Appointments"/>

- Recurring Appointment** A scheduled appointment cannot be converted to a recurring series.
- Arrange a Follow-up Reminder**
- View Active Reminders:**

Choose a Reminder Profile:

SMS Text	15	minutes	before	<input type="button" value="Edit"/>	<input type="button" value="Preview"/>	<input type="button" value="Delete"/>
Email	15	minutes	before	<input type="button" value="Edit"/>	<input type="button" value="Preview"/>	<input type="button" value="Delete"/>

Voice and Text Reminders are only delivered between 5:00 AM to 11:00PM.

You can also send the link again via email, text, or copy once you have started the video visit.

Click on the **Options** menu and select **Video Visit Information**.

Jenny Harris

Female | 40 | 02/11/1980

Options ▾

Waiting for patient to join.

Video Visit Information

Consent Forms 0 / 0

Save Screenshot to Documents

By clicking on the desired button(s), the link will be sent to the email or phone number on file for the patient.

Video Visit Information



Patient Video Visit Link

<https://onpatient.com/login/?next=/telemedicine/video/b11668989aca431aa4470b1d5534249a/>

Resend Appointment Email

Text Link to Patient

Copy Link

Close

Note: The video visit link is valid 30 minutes **BEFORE** and 30 minutes **AFTER** the scheduled appointment.

2. During the video visit, the screen goes blank.

Once the video visit has been joined by either party, it is best practice to wait for either the patient or provider to wait for the other party to join. Leaving and rejoining the visit could cause issues. Please check your browser, in some cases, Firefox does not function correctly with video visits. If possible please try a different browser. We recommend using Chrome or Safari.

3. I am experiencing audio/video issues during a video visit.

- Ensure that the browser's ([Chrome](#), [Safari](#), [Firefox](#), [Edge](#)) camera and microphone are enabled correctly on the device.
- Please only run the current telehealth visit. Do not operate other programs or applications that also use audio/video features on the same device.
- Please check that the device is up to date and capable of supporting video and audio. In some cases, an external camera and/or microphone may be needed.

4. My patient is prompted to log in to **OnPatient** to start their video visit.

If your patient has or had an OnPatient account, they will be prompted to log in to their account. This gives them the ability to check in for their appointment. They can request a [resend](#) their OnPatient invite.

Tips on Telehealth Visits

From time to time, there may be issues with the patient's video connection. For example, if their video connection is not enabled, their screen will appear "blank" and you will be unable to see them. In cases like this, it's possible that the camera on the patient side is either not set up properly or the browser doesn't have permission.

Since we do not have access to the patient's device, some questions to ask to help troubleshoot are:

- Do you have a Webcam on your device?
- Do you have it set up correctly to have video calls?
 - [Instructions for Chrome](#)
 - [Instructions for Safari](#)
 - [Instructions for Firefox](#)
 - [Instructions for Microsoft Edge](#)
- Which browser do you use?

- Did you give permission to the browser to access the Camera & Microphone?
 - If the patient is using a computer, are they able to join instead on a mobile device?
Sometimes a mobile device is easier to join video visits with.
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