



TeleHealth Troubleshooting Guide for Patients

Having trouble connecting to your TeleHealth appointment? Follow these steps to troubleshoot your connection:

1. General Preparations Before Your Appointment

- Make sure you have the correct TeleHealth appointment link from your provider.
 - Use a compatible browser (Google Chrome, Firefox, Safari, or Microsoft Edge recommended).
 - Close unnecessary applications that may slow down your device.
 - Ensure your camera and microphone are enabled for the TeleHealth session.
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2. Internet & Device Troubleshooting

A. Home Internet Connection

- Restart your Wi-Fi router by unplugging it for 30 seconds and then plugging it back in.
- Move closer to your router for a stronger connection.
- Avoid streaming videos or downloading large files during your TeleHealth session.

B. Mobile Data Connection

- If using a mobile device, switch to a stable Wi-Fi connection instead of cellular data.
- If using cellular data, ensure you have a strong signal and disable airplane mode.

C. Device Restart

- Restart your computer, tablet, or smartphone to refresh system processes.
 - Ensure your operating system and web browser are up to date.
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3. Audio & Video Issues

A. No Sound or Microphone Not Working

- Ensure your microphone is not muted in the TeleHealth platform.
- Check your device's sound settings and increase the volume.
- Verify that no other applications are using your microphone (e.g., Zoom, Skype).
- If using headphones, unplug and reinsert them or try without them.

B. Camera Not Working or Video Not Displaying

- Make sure your camera is not covered or disabled.
 - Check your device's camera settings and allow access to the TeleHealth platform.
 - Restart your browser or try using a different browser.
 - If using an external webcam, unplug and reconnect it.
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4. Browser & Software Issues

- Clear your browser cache and cookies.
 - Try an incognito or private browsing window.
 - Disable browser extensions that might interfere with video calls.
 - If using a TeleHealth app, ensure it is updated to the latest version.
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5. Call Still Not Working?

- Try using a different device if available.
- If all else fails, ask if a phone call can be used as a backup method.

By following these steps, most common TeleHealth connection issues can be resolved. We hope this guide helps ensure a smooth virtual visit!