

# Epic Telehealth

## Frequently Asked Questions

### PATIENT ISSUES:

Patients may experience a few issues when trying to connect to the new Epic Telehealth visits from their email or MyChart. This document helps troubleshoot some of the most common issues patients have accessing their telehealth visit.

**1. How do I access my Epic Telehealth video visit?**

Patients will access their video visit from their Mercyhealth MyChart account.

**2. I don't have a MyChart account and I don't want to take the time to sign up for one right now. Can I still have a video visit?**

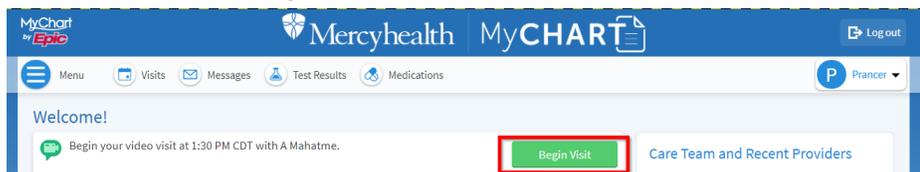
If the patient is not a MyChart user, either the nurse or the provider can send a patient a direct link to the patient's email. PSR's should verify the patient's email and enter it into the patient's demographic information. The clinician can send this direct join link to the patient from the scheduled encounter's Pre-Charting workspace. The patient would then access their email and click on the link in the email to join the video visit. If the clinician does not see a direct join link button within their Pre-Charting workspace, then it means there is no email address on file for the patient.

**3. I'm having problems logging into MyChart and have already tried the "forgot password" link, now what do I do?**

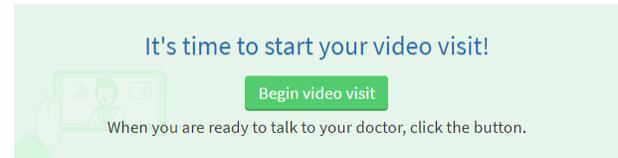
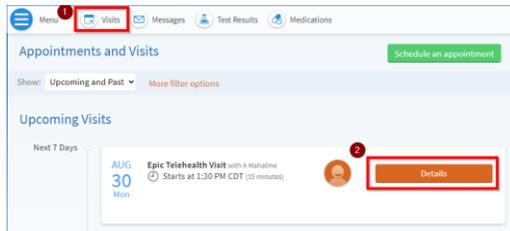
Patients may call the MyChart help line. If you have any questions, please contact (888) 99-MYCHART or (888) 996-9242.

**4. I'm logged into MyChart, but where do I go to join the video visit?**

On the day of the visit, patients can see their upcoming telehealth visit on their main home screen and can join the visit from there.



Patients can also see their upcoming telehealth visit by clicking on the **Visits** button in their top menu bar. Select “Details” to see the appointment information. Click **Begin Video Visit** to join the video visit.

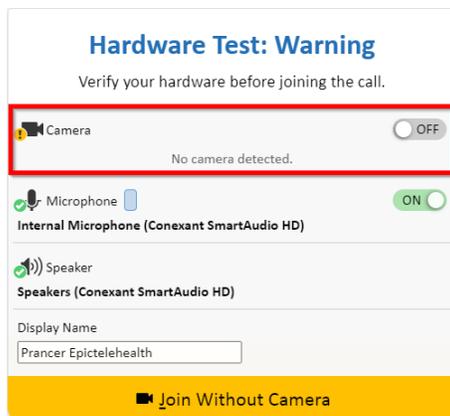


**5. I can see my Epic Telehealth Visit in MyChart, but the Begin Visit button is grayed out and it will not let me click on it.**

The patient cannot join the video visit until 15 minutes before the scheduled appointment time. The **Begin Visit** button will remain grayed out until the 15-minute window approaches, at which time the button will turn green and will allow the patient to join.

**6. I'm seeing a Hardware Test screen and it tells me no camera is detected, what do I do now?**

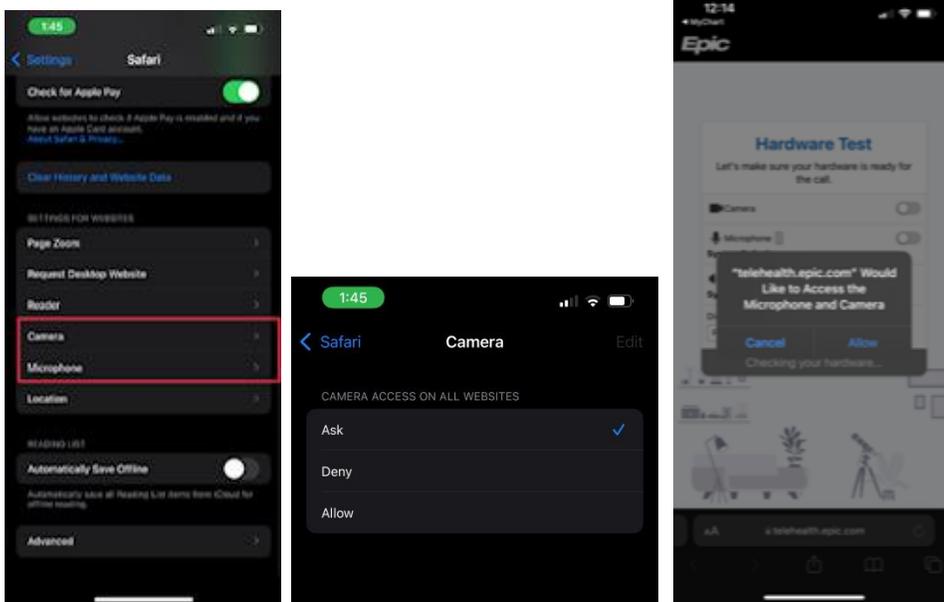
Ask the patient what type of device they are using to try to connect to the telehealth visit. If the patient is using a computer or a laptop, ask the patient if they have a built in camera or web camera plugged into the device. If they do not have a camera attached to the computer or laptop and do not have a webcam that they could plug in, ask them to use a different device such as a tablet or a smartphone. Patients using a cell phone to complete their video visit should be okay as long as they are using a smartphone as they should have a built-in camera. Older flip phones without a camera cannot be used. Tablets should be okay as well since most have built-in cameras.



**7. The Hardware Test failed, but I never saw a pop-up asking me to grant permission?**

If you are using an iPhone and you did not see a pop-up, go into Safari settings, scroll down to the bottom to the camera and microphone section. Click on camera and microphone and make sure the settings do not say “deny”. If they do say “deny”, you will need to set both of them to “Allow” or “Ask”. Once you make those setting updates, try to launch the video visit again,

either through your MyChart account or from the email link that was sent to you. When launching the second time, you should then see a pop-up asking for permission to use the Microphone and Camera. Select Allow.



**8. I clicked the “Join Visit” button on my mobile device, but it doesn’t launch the visit.**

If Safari is configured to block popups, it may prevent the patient from launching the video visit. Have them turn off the popup blocker temporarily in their Safari settings. This could be applicable to other browsers as well.

**9. I am trying to connect, but I am seeing an error: “browser not supported”**

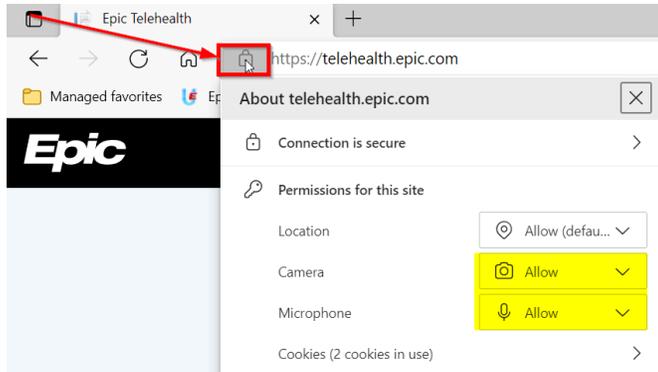
Epic’s Video Client is not compatible with Internet Explorer. If the patient already has access to another browser, they should access MyChart in the alternate browser and attempt to launch the video visit again. If the patient only has access to IE, they should download an alternate browser (Chrome, Firefox, etc). The patient should set the default browser on the device they are using to any browser other than Internet Explorer, and then try to access MyChart and/or the link that was sent to them in their email.

**10. Patient can’t give the browser microphone and camera permissions, or denied by accident.**

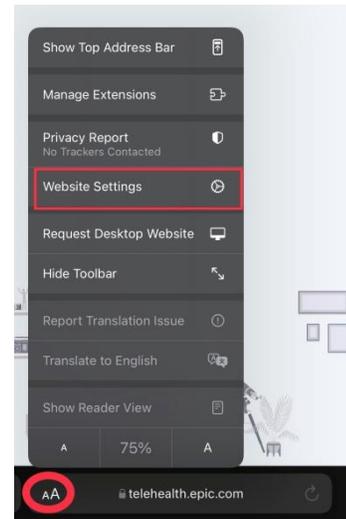
Patients should be asked if they want to allow access to the microphone and camera. Ensure that they are clicking “Allow” when prompted, or update the settings to allow camera and microphone access. If patients are not being prompted to allow access to the camera and microphone, have the patient open up their browser (Chrome, Edge, Safari, or Firefox) and navigate to the site: <https://telehealth.epic.com>. Click on the

“Lock icon” button or the “aA” button (depending on what browser is being used) to the left of the web address. Make sure permissions for the Camera and Microphone are set to “Allow” for both the camera and the microphone.

#### Edge/Chrome:



#### Safari: (aA button > Website Settings)



#### 11. I launched the visit, but now I can't find the video?

Ask the patient if they are using multiple screens. Then, have them look for open browsers in the application bar and open one. The tab should have a speaker on it if they are connected to the visit already.

#### 12. I am having audio and/or video issues.

Have the patient try refreshing their browser. **If that doesn't work, ask the patient to close any applications that could be using the microphone or camera such as a concurrent phone call, WebEx, or social media. The patient won't be able to use audio/video if another application is actively using the device's microphone/camera.**

**If the video feed is delayed or choppy, tell the patient to make sure that there aren't too many applications currently running on the system. The video visit component requires a certain amount of processing power based on the computer's specification, and closing other applications will free some resources and improve streaming quality.**

If the patient is still having audio issues, have the patient click the “More Options” icon at the top of the screen, and then select “Devices”. The patient should check to see if they have other speakers or microphones connected to their device and try selecting a different microphone or speaker to use. Often times, the patient's device could have a

couple different options to choose from. Simply click on the other option available to switch it over and then ask the patient if they can hear you now after doing that.

