Troubleshooting MyChart Video Visits

Updated: 4/14/2020

Overview

Video visits through MyChart let patients connect with clinicians from home, work, or on the go to address issues that don't require an in-person visit. The patient can connect through the MyChart website or a MyChart mobile app for iOS or Android.

The patient accesses the Video Visit from an alert on the MyChart Home Page or by navigating to "Appointments" > Select the Scheduled Video Visit > "Begin Visit".

Since MyChart uses Zoom technology to conduct your Video Visit, take a few minutes to join a test Zoom meeting before the date of your Video Visit. Use the test link to verify your technology is adequate and audio and video are setup prior to your appointment.

*Disclaimer: This URL will direct you to the Zoom Support website, a third-party website, owned and operated by an independent party over which The Christ Hospital Health Network has no control. For the purposes of completing a trial Zoom Video Visit, this website will not ask for any personal or identifying information. Any link you take to or from the Zoom Support website (third-party website) will be at your own risk. Any use of the third-party website will be subject to (and any information you provide will be governed by) the terms of the third-party website, including those relating to confidentiality, data privacy and security.

Zoom Trouble Shooting - Patient
My Video Won't Load and/or My Provider Can't See Me

- Verify that your webcam is set up for laptop or desktop computers, go to your control panel or settings menu. Look for your webcam under "devices". Test it to see if it is working, by opening a video chat app (like Google Chat). Make sure your camera is turned on and that nothing is covering your camera lens.
- Verify that you are using a preferred browser (Chrome or Firefox).
- Firewalls and Security: Some employer networks have firewalls which block the audio/video feed.
- Enable your browser to access your webcam When using a computer, the video screen launches. At that time, you should have seen a Zoom pop-up asking to "allow" your camera. Make sure you have allowed access your camera and microphone.
- Confirm that your Zoom Video settings are enabled:
1. Click the arrow next to **Start Video** / **Stop Video**.

2. Select **Video Settings**.
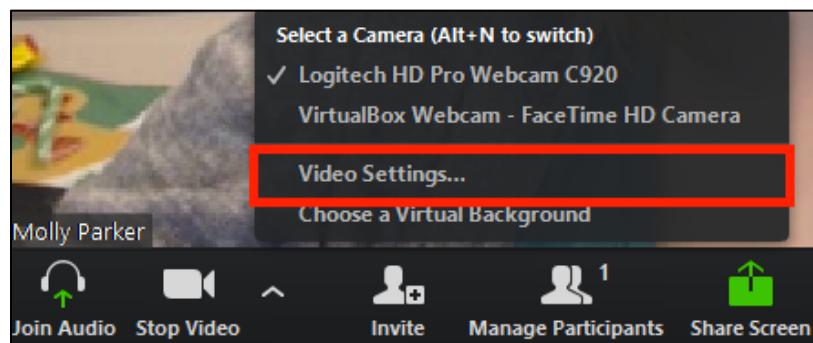
3. Zoom will display your camera's video and settings. If you don't see your camera's video, click the drop-down menu and select another camera.
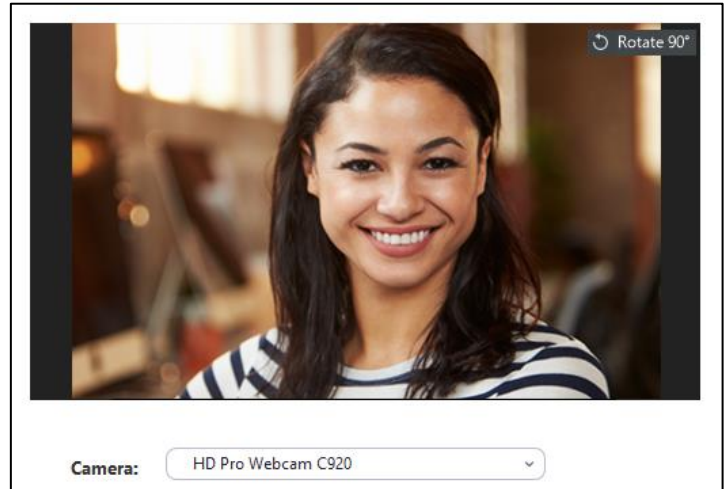
Escalation/Group(s) that handle support:

- Direct the patient to **call their Provider's office** to determine the best next steps. The provider may opt to conduct a different type of visit or provide other instructions.

My Provider Can't Hear Me

- Make sure you have a microphone.
- Make sure your microphone is turned on and unmuted.
- If you are using an external microphone, verify that it is plugged in. Check for loose connections
- You can access your audio settings and test your audio when you are already in a meeting.

1. In the meeting controls, click the arrow next to **Mute**/**Unmute**.

2. Click **Audio Options**. This will open your audio settings.
3. Go to your device panel or "settings" to confirm that your microphone is set-up.

Escalation/ Group(s) that handles support:

- Direct the patient to **call their Provider's office** to determine the best next steps. The provider may opt to conduct a different type of visit or provide other instructions.

I Can't See My Provider

- Your provider may be running late.
- A white video screen usually indicates that the provider has not logged in and you are waiting to connect.
- A black video screen usually indicates that the provider has logged in and the video stream is still loading or the person on the other end needs to enable his/her camera settings.
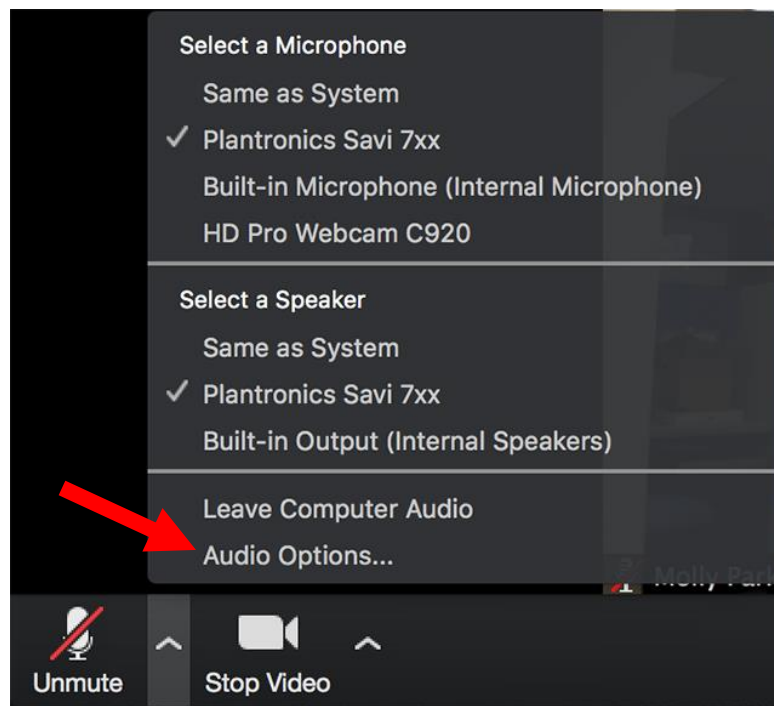
Escalation/ Group(s) that handles support:

- Direct the patient to **call their Provider's office** to determine the best next steps. The provider may opt to conduct a different type of visit or provide other instructions.

I Can't Hear My Provider

- Check your volume settings.
- Verify that your sound system is unmuted.
- If unresolvable, you and your provider can discuss options and explore acceptable work arounds.

Escalation/ Group(s) that handles support:

- Direct the patient to **call their Provider's office** to determine the best next steps. The provider may opt to conduct a different type of visit or provide other instructions.

We are Connected, but the Audio/Video Quality is Poor

- Initial Connection Audio and video may be delayed or fuzzy while initially connecting. If the connection is good, quality should improve after a minute or two.
- Review your system Make sure nothing is interfering with your ability to connect during your appointment time. Unnecessary apps, programs, and devices can slow performance. Closing apps or programs and disconnecting devices sharing your internet feed, will free up resources and promote a better connection.
- Internet Connection A slow internet connection hinders video quality. Check the service and connection indicators on your device to determine strength or weakness. Relocating in the room or area may improve service.
- Try again Log out and log back in to your visit to see if a better connection can be established.
- Work Arounds Sometimes a slight lag in the video feed can still support an acceptable appointment. If quality remains an issue, discuss this with your provider and explore possible work arounds.

Escalation/Group(s) that handle support:

- Direct the patient to **call their Provider's office** to determine the best next steps. The provider may opt to conduct a different type of visit or provide other instructions.

We are Connected, but the Audio/Video Quality is Poor

Initial Connection Audio and video may be delayed or fuzzy while initially

My Video Screen Keeps Freezing Up and/or Kicking Me Out

- Review your system (as above) Look for any connectivity issues.
- Use a preferred web browser: Verify that you are using a preferred web browser (Chrome or Firefox).
- Idle keyboard or web page 10 -15 minutes of inactivity will at times lead to a dropped connection. Periodically refresh your screen to maintain connection, by pressing F5
- Internet Service Provider issues: A restart or reset of your home router may clear up networking issues and improve connection. Contact your Internet Service Provider for instructions.
- Speed Test For persistent connection issues, consider checking the internet connection speed. Look for minimum 25 Mbps Download and 10 Mbps Upload. If using Wi-Fi and your speed is too slow, try using a wired internet connection or restart your router. A call to your internet provider to report your findings may be in order.

Escalation/ Group(s) that handles support:

- Direct the patient to **call their Provider's office** to determine the best next steps. The provider may opt to conduct a different type of visit or provide other instructions.

The "Begin Visit" Button is Missing

- Confirm you are accessing the right appointment. The appointment should be clearly labeled "Video Visit"
- Be sure you have completed E-Check-in. E-Check-in is required before you can begin your video visit
- The "Begin Visit" button appears 30 minutes prior to the start time of the Appointment and remains visible for 30 minutes after the start time – please verify you are trying to access within this time window.

Escalation/Group(s) that handle support:

- If the issue is "The 'Begin Visit' button is missing" or "I clicked 'Begin Visit' and the Video didn't start" then send to **Epic MyChart**

I Clicked "Begin Visit" and the Video Did Not Start

The video connection routes to Zoom video via the internet.

- If you're on a desktop or laptop and Zoom doesn't launch automatically, click the "Start Using Browser" button
- If you're on a tablet or mobile device, be sure you have the Zoom App downloaded. The App is required for mobile devices.

Escalation/Group(s) that handle support:

- If the issue is "The 'Begin Visit' button is missing" or "I clicked 'Begin Visit' and the Video didn't start" then send to **Epic MyChart**

I Can't Cancel or Reschedule My Video Visit in MyChart

- Must call your provider's office to cancel/reschedule Video Visits, they cannot be canceled/rescheduled online.

Escalation/Group(s) that handle support:

- Direct the patient to **call their Provider's office** to cancel or reschedule the Video Visit.

I'm Getting the "Invalid Meeting ID" Message

This issue was caused by a bug in a recent update for the MyChart Mobile App on iOS

- Even though the patient may have recently downloaded or updated, make sure they have updated their MyChart Mobile App to version 9.2.6 or later
- Make sure Zoom is closed and any browser windows were closed after updating the MyChart Mobile App
- If the issue persists, reschedule the appointment – this should resolve the issue

Escalation/Group(s) that handle support:

- Direct the patient to **call their Provider's office** to cancel or reschedule the Video Visit.

Error 500: Data Decryption Failed, Please Check Your Key/Secret & All Other Error 500

- Ensure you're trying to launch your Video Visit from the latest version of the MyChart Mobile app (released to the Apple App Store on 4/2

Escalation/Group(s) that handle support:

- If the issue is "Error 500" then send to **Epic Ambulatory** – High priority

Zoom Trouble Shooting - Provider

Provider and Patient Landing in Different Zoom Meeting IDs

- Have the provider stay in the meeting
- Call the patient to ask them to leave the zoom meeting they are in, Close the Zoom App, and Begin Visit again from MyChart
- Be sure the patient is launching the video again from MyChart, NOT the browser window between MyChart and Zoom App
- Patient should end up in the same meeting as the Provider

Escalation/Group(s) that handle support:

- The provider should call 5-DRDR and work the Clinical Liaison to help troubleshoot.

Provider Seeing a Message the "Host is in Another Meeting"

- Ask the Provider to Log out of Zoom and Epic
- Make sure there are no open Browser Windows
- Make sure the provider has only launched the video once (just Hyperspace or Just Haiku/Canto)
  - Sometimes the video window is hidden behind other windows after launching
- Look at the MPS – are any video icons from previous visits green?
  - If yes, enter the encounter, launch those videos and "End Meeting for All"

- Last resort is to reschedule.

Escalation/Group(s) that handle support:
- The provider should call 5-DRDR and work the Clinical Liaison to help troubleshoot.

Providers Getting Stopped by Pop-Up Message – "Please Wait for Host to Join"
- Ask the Provider to Log out of Zoom and Epic
- Make sure there are no open Browser Windows
- Make sure the provider has only launched the video once (just Hyperspace or Just Haiku/Canto)
    - Sometimes the video window is hidden behind other windows after launching
- Look at the MPS – are any video icons from previous visits green?
    - If yes, enter the encounter, launch those videos and "End Meeting for All"
- Last resort is to reschedule.

Escalation/Group(s) that handle support:
- The provider should call 5-DRDR and work the Clinical Liaison to help troubleshoot.

## Connection Status Issues for Patient & Provider Notifications in Hyperspace & MyChart
- Be Patient - delays of up to 90 seconds are not ideal but are common currently due to the increased utilization on the Zoom side.
- Be sure to close any unnecessary programs and browser windows.

Escalation/Group(s) that handle support:
- The provider should call 5-DRDR and work the Clinical Liaison to help troubleshoot.

Providers and Patients Are Being Kicked Out of Video Session Simultaneously
The following message displays and providers and patients are abruptly kicked out of their video session.
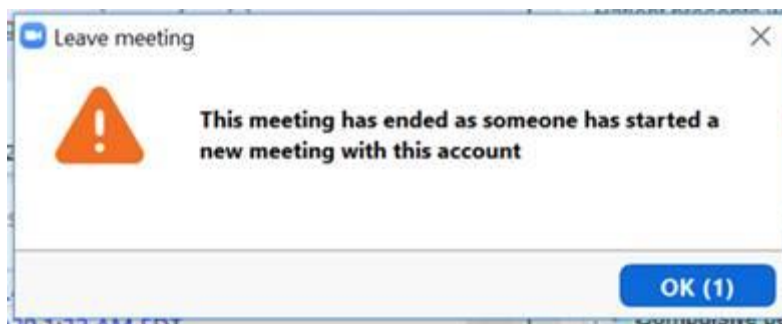
This should be resolved, but if providers do continue to see this issue:
- Grab the URL from the web browser that is trying to launch Zoom, this helps determine some information being passed between Epic and Zoom.
- The provider should first try logging out and then back in.
- If logging out does not fix the issue, reschedule the visit.

Escalation/Group(s) that handle support:
- The provider should call 5-DRDR and work the Clinical Liaison to help troubleshoot.

Escalations

Escalation/Group(s) that Handles Support:

- If the issue is "The 'Begin Visit' button is missing" or "I clicked 'Begin Visit' and the Video didn't start" then send to **Epic MyChart**
- If the issue is "Error 500" then send to **Epic Ambulatory** – High priority
- All other issues, direct the patient to **call their Provider's office** to determine the best next steps. The provider may opt to conduct a different type of visit or provide other instructions.