

## 视频就诊：常见问题

### Video Visits: Frequently Asked Questions (Chinese)

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如果您遇到与视频就诊有关的问题，这是一些相关的资源：（中文）

If you are having trouble with your Video Visit, here are some resources:

如果视频就诊时遇到技术问题，我该怎么办？

What if I am experiencing a technical issue with my video visit?

视频就诊应通过智能手机或平板电脑上的 MyUofMHealth 或移动应用进行，以实现最佳体验。如果使用电脑有互联网浏览器，插件以及兼容性问题可能会导致就诊无法进行。如果您遇到任何的技术性的问题，请发送电子邮件到

[HIM-PatientPortal@med.umich.edu](mailto:HIM-PatientPortal@med.umich.edu)，或致电(734) 615-0872。

Video visits should be done via the MyUofMHealth mobile app on a smartphone or tablet for optimal experience. If using a computer with an internet browser, plug-ins and compatibility issues may cause the visit to fail. If you experience a technical issue, please email [HIM-PatientPortal@med.umich.edu](mailto:HIM-PatientPortal@med.umich.edu) or call (734) 615-0872.

如需通过中文口译员进行通话，请先拨打 1.877.810.4720

To call with a Chinese interpreter, please first dial 1.877.810.4720

*帮助台的工作时间:*

Help Desk Hours:

- *周一至周五早上 7:00 至下午 7:00*  
7:00 Monday – Friday: 7:00 a.m. to 7:00 p.m.
- *周六至周日: 早上 8:30 至下午 5:00*  
5:00 Saturday – Sunday: 8:30 a.m. to 5:00 p.m.

我在哪里可以了解更多有关视频就诊的信息？

Where can I learn more about video visits?

密西根医学部视频就诊网站: <https://www.uofmhealth.org/virtual-care-video-visits-new-zoom-format>

Michigan Medicine Video Visit Website: <https://www.uofmhealth.org/virtual-care-video-visits-new-zoom-format>

**如果我有疑问或需要重新安排，应该和谁联系？**

**Who do I contact if I have questions or need to reschedule?**

如果您对您的预约有疑问或顾虑，或需要重新预约，请拨打预约单上的诊所号码。

If you have questions or concerns about your appointment, or need to reschedule, call the clinic number listed on your appointment itinerary

**如果我不小心在视频就诊过程连接中断，应该怎么办？**

**What if I accidentally disconnect from the video visit?**

参与者若不小心离开视频就诊的话，可通过与初次进入就诊同样的方式重新登陆。

Participants can accidentally leave the video visit and log back in by using the same process used to start the visit initially

**如果我的无线信号很强，但仍不能连上 MyUofMHealth 移动应用。那该怎么办？**

**What if I have a strong wireless connection, but cannot connect to MyUofMHealth mobile app?**

MyUofMHealth 应用可能会被某些（商业的地点）无线网络阻止访问。如果您无法连接，您可以在条件许可的情况下考虑将 Wi-Fi 无线网络换成手机移动网络，或移步至不同的无线网络。

The MyUofMHealth app may be blocked by some wireless networks (places of business). If you cannot connect, you may want to consider switching from wi-fi to a cellular network if possible or move to a different wireless network.

**如果我听不到健康照护提供者的声音，那该怎么办？**

**What do I do if I cannot hear my provider?**

- 检查以确认您的音频没有被静音

Check to make sure your audio is not muted

- 检查以确认扬声器连接正确

Check to see if your speakers are connected

- 如果使用耳机，请确认插孔已连接（断开并重新连接）

If using a headset, make sure jack is connected (disconnect and reconnect)

- 确认没有其它物品覆盖在扬声器上

Make sure there is nothing covering the speaker on your device

### 确保视频就诊成功的小提示：

#### Tips for a successful video visit:

- 在智能手机或平板电脑上通过 MyUofMHealth 移动应用来进行视频就诊--不要使用电脑或网络浏览器。

Video visits need to be done via the MyUofMHealth mobile app on a smartphone or tablet.

**备注：不支持移动网络浏览器。**

**Note:** Mobile web browsers are not supported.

- 您可以用计算机通过 MyUofMHealth.org 网站登录您的 MyUofMhealth 帐户。与使用智能手机或平板电脑上的 MyUofMHealth 应用程序相比，使用台式计算机或笔记本电脑可能会遇到更多技术问题。

You can use a computer to access your MyUofMHealth account at MyUofMHealth.org. You may have more technical problems using a desktop computer or laptop instead of the MyUofMHealth app on a smartphone or tablet.

- 下载所有 MyUofMHealth 移动应用更新。

Download all MyUofMHealth mobile app updates.

- 确保将 Zoom 下载至您的设备。

Make sure Zoom is downloaded on your device.

- 确认您的智能手机或平板设备电量充足，无线网络或手机移动网络连接的信号够强。

Make sure your smartphone or tablet is charged and you have a strong wireless internet or cellular data connection.

- 调高音量，确保相机、麦克风和扬声器没有被手或手机壳挡住。

Turn up the volume and make sure the camera, microphone and speakers are not blocked by your hand or phone case.

- 关闭其它应用，免除干扰。

Turn off other apps so there is no interference.

- 某些网络（特别是商用无线网络）即使连接状况良好，也可能会阻止视频就诊的接入。

Some networks (especially business wireless networks) may block video visit access even if there is a good wireless connection.

如果您的提供者无法按照计划进度按时问诊，您可能需要等候他们加入视频就诊。不要从视频就诊中退出。**如果等待时间超过预定问诊时间15分钟，请致电您的诊所。**

If your provider is running behind schedule, you may need to wait for them to join the video visit. Do not log out of the video visit. Call your clinic if the wait is longer than 15 minutes past your scheduled appointment time.

- 如果您不小心在通话过程中挂断电话，您可以按照首次进入就诊的相同步骤重新返回视频就诊当中。

If you accidentally hang up during the call, you will be able to get back into the visit by taking the same steps you took to first enter the visit.

- 请确保使用最新版本的 Chrome 或 Safari 网络浏览器进行计算机连接。

Make sure that you are using an updated version of Chrome or Safari web browser for computer connection.

**视频就诊期间如果视频连接断开，该怎么办？**

**What should I do if the video connection is lost during a video visit?**

- 如果连接断开，但您仍可以看到视频，那么医疗提供者可能很快会重新加入。保持视频连接处于活动状态，**不要** 关闭视频窗口。 If the connection is lost but you can still

see your video, the provider may be able to rejoin soon. Keep the video connection active and **do not** close the video window.

- 如果连接断开，请按上述步骤重新启动视频就诊。您可能会被安置于虚拟候诊室，直至医疗提供者重新开启视频就诊。 If you lose your connection, restart the video visit following the steps above. You may be placed in the virtual waiting room until the provider is able to restart the video visit.
- 如果无法重新开启视频就诊，您的医疗提供者将通过电话完成诊疗服务或提供下一步指引。请务必身处您在电子签到上登记的电话附近。 If the video visit cannot be restarted, your provider will call you to complete the visit or provide further instructions. Be sure to be near the phone that you listed in the eCheck-In.

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