

Video Visits: Frequently Asked Questions

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

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

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 or call (734) 615-0872.

Help desk hours:

Monday – Friday: 7:00 a.m. to 7:00 p.m.

Saturday – Sunday: 8:30 a.m. to 5:00 p.m.

Where can I learn more about video visits?

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

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

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

What if I accidentally disconnect from the video visit?

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

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

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.

What do I do if I cannot hear my provider?

- Check to make sure your audio is not muted
- Check to see if your speakers are connected
- If using a headset, make sure jack is connected (disconnect and reconnect)
- Make sure there is nothing covering the speaker on your device

Tips for a successful video visit:

- Video visits need to be done via the MyUofMHealth mobile app on a smartphone or tablet.
Note: Mobile web browsers are not supported.
- 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.
- Download all MyUofMHealth mobile app updates.
- Make sure Zoom is downloaded on your device.
- Make sure your smartphone or tablet is charged and you have a strong wireless internet or cellular data connection.
- Turn up the volume and make sure the camera, microphone and speakers are not blocked by your hand or phone case.
- Turn off other apps so there is no interference.
- Some networks (especially business wireless networks) may block video visit access even if there is a good wireless connection.

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

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

- 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.
- 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.
- 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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