

## 视频就诊：常见问题

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

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如果视频就诊出现问题，以下是相关资源：

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 have a technical issue with my video visit?

要获得最佳体验，请通过智能手机或平板电脑上的 MyUofMHealth 移动应用程序

(APP) 进行视频就诊。如果使用的是带有互联网浏览器的电脑，插件以及兼容性问题可能会导致就诊失败。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。

To have the best experience, do your video visits should be done through the MyUofMHealth mobile app on a smartphone or tablet. If you're 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.

#### 患者门户服务台工作时间： Patient Portal Help Desk hours:

- 周一至周五早上 7:00 至晚上 7:00 点      Monday—Friday: 7:00 AM - 7:00 PM
- 周六：早上 8:00 至下午 1:00 点      Saturday: 8:00 AM - 1:00 PM

#### 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?

更多信息详见密西根医学部视频就诊网站：[UofMHealth.org/virtual-care-video-visits-new-zoom-format](https://UofMHealth.org/virtual-care-video-visits-new-zoom-format)

Learn more through Michigan Medicine's Video Visit Website:  
[UofMHealth.org/virtual-care-video-visits-new-zoom-format](https://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 if you need to reschedule, call the clinic number listed on your appointment plan.

### **如果我不小心中断了视频就诊怎么办？**

What if I accidentally disconnect from the video visit?

参与者若不小心离开视频就诊，可通过与之前登入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 they used to start the visit.

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

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

MyUofMHealth 应用程序可能会被某些无线网络（如商业场所的无线网络）阻止访问。

如果无法连接，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，或换一个无线网络。

The MyUofMHealth app may be blocked by some wireless networks (like wireless networks through 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.

### **如果我听不到医疗提供者的声音，那该怎么办？**

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

- 检查确认您的音频没有被静音

Check to make sure your audio is not muted.

- 检查确认扬声器连接正确

Check to see if your speakers are connected.

- 如果使用耳机，请确保已连接耳机插孔（并尝试先断开再重新连接耳机）

If you're using a headset, make sure the headphone jack is connected (and try disconnecting and reconnecting your headphones).

- 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:**

- 视频就诊应通过智能手机或平板电脑上的 MyUofMHealth 移动应用程序来进行。

不支持移动网络浏览器。

Video visits should be done through the MyUofMHealth mobile app on a smartphone or tablet. 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](http://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.

- 请注意，有些网络（尤其是企业无线网络）可能会阻止视频访问，即使无线网络连接良好。

Be aware that some networks (especially business wireless networks) may block video visit access, even if there is a good wireless 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.

如果您的医疗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约诊时间 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 you're waiting longer than 15 minutes past your scheduled appointment time.

- 如果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，那么您的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, your provider may be able to rejoin soon. Keep the video connection active and do not close the video window.

- 如果连接完全断开，请重新开始视频就诊。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 completely, restart the video visit. 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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