



# Video Visits: Frequently Asked Questions

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If you are having trouble with your video visit, here are some resources:

## **What if I have a technical issue with my video visit?**

To have the best experience, do your video visits 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 e-mail [HIM-PatientPortal@med.umich.edu](mailto:HIM-PatientPortal@med.umich.edu) or call (734) 615-0872.

## **Patient Portal Help Desk hours:**

Monday through Friday: 7:00 AM - 7:00 PM

Saturday: 8:00 AM - 1:00 PM

## **Where can I learn more about video visits?**

Learn more through Michigan Medicine's Video Visit website:

[UofMHealth.org/virtual-care-video-visits-new-zoom-format](http://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 if you need to reschedule, call the clinic number listed on your appointment plan.

## **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 they used to start the visit.

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

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.

## **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 you're using a headset, make sure the headphone jack is connected (and try disconnecting and reconnecting your headphones).
- Make sure there is nothing covering the speaker on your device.

## **Tips for a successful video visit:**

- Video visits should be done through the MyUofMHealth mobile app on a smartphone or tablet. Mobile web browsers are not supported.
- You can use a computer to access your MyUofMHealth account at [MyUofMHealth.org](https://www.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](https://zoom.us) is downloaded on your device.
- Make sure your smartphone or tablet is charged and you have a strong wireless internet or cellular data connection.
  - Be aware that some networks (especially business wireless networks) may block video visit access, even if there is a good wireless 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.
- 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.
- 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, your provider may be able to rejoin soon. Keep the video connection active and **do not close the video window**.
- 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.
- 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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