



Video Visit Patient Instructions

BEFORE YOUR VISIT: You have a video visit with an AMP provider scheduled. If you have not done so already, please test to make sure your phone or computer will work. Go to <https://medentmobile.com/telemed/> TO TEST YOUR DEVICE or click on the link you received in either a text or email to test. You can use a smart phone, iPad or computer with a microphone and camera. **If you are using an Apple Device, please make sure you are running the latest iOS version, iOS 14.3 or macOS 11.1.** Instructions on updating your device can be found here: <https://support.apple.com/en-us/HT204204>

If you are active on the AMP patient portal, you can also easily connect to your visit by clicking on the Appointments section. Please make sure your device has a video camera and is using one of the following compatible browsers:

Android: Chrome, Opera, Samsung, Edge

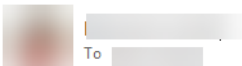
iOS: Safari

Windows: Chrome, Firefox

Mac: Safari, Chrome

If your link is sent by email, please test ON THE DEVICE YOU WILL BE USING FOR THE VIDEO VISIT, then click on the link in the email to make sure your device is compatible. You can also go to <https://www.medentmobile.com/telemed/> to test. PLEASE MAKE SURE YOU ALLOW ACCESS TO YOUR CAMERA AND MICROPHONE.

RE: Video visit scheduled for 03/16/20 @ 1:50 pm



Email/text Example

Reply Reply All Forward

Tue 3/16/20

Subject: Video visit scheduled for 03/16/20 @ 1:50 pm

Your appointment is scheduled for 03/16/20 @ 1:50 pm with DOCTOR TEST.

Click the link at the specified date and time to join the video visit: <https://www.medentmobile.com/telemed/75ef19dd6f256aad8806760953299e21/b40506>.

We recommend connecting via WiFi to avoid incurring mobile data charges.

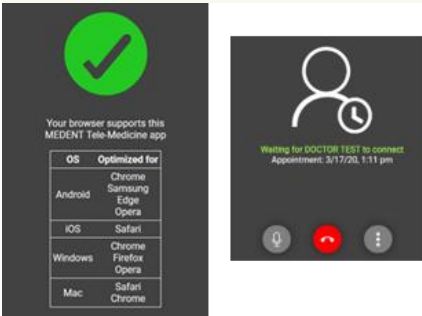
Test the connection by clicking the link prior to your visit.

Do not reply to this notification message. To change or cancel your appointment, please contact the office directly.

If your device will work, you should see a screen like one of these:



Video Visit Patient Instructions



If there is a problem with the video or the browser, you will see a message stating the issue. Please see the troubleshooting tips section below

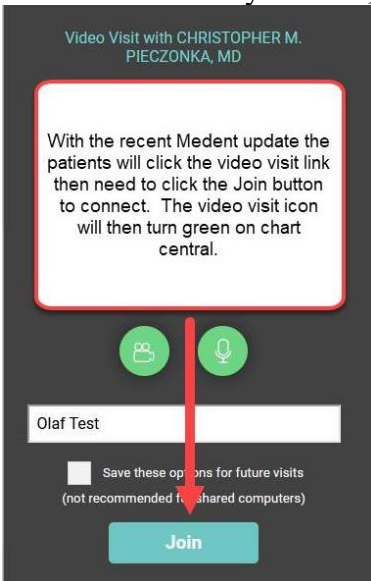
Day of Video Visit: A nurse will call you prior to your scheduled visit to discuss any problems you're having and review your history. You should get a reminder email/text one hour before your visit. This will also have the link in it.

If using an iphone, please do the following prior to your visit to help minimize microphone problems so that your provider can hear you:

Allow Microphone In Safari

- From the Home Screen (Or Where Located, If Not Default) Click On Settings
- Scroll Down to Safari and Click It
- Scroll Down to "Settings for Websites"
- Click On Microphone, Select Either Allow or Ask, Hit the Back Button (<Safari)

When it's time for your visit, click on the link from your supported device. You will see the following screen.



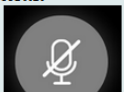
Click the **Join** button to initiate the visit.



Video Visit Patient Instructions

If your provider hasn't joined the video visit yet, you will see the screen stating Waiting for the doctor to Connect. Once you are both connected, your visit will begin. Your video will display in the upper right corner of the screen. The provider's visit will display larger in the middle of the screen. There will be three buttons displaying towards the bottom of the screen. If you do not see them, click or touch the screen for them to appear. See below for button descriptions.

Buttons:



(mute): Mutes the patient's microphone so that the provider cannot hear any audio.



(hang up): Ends the video visit session for both the provider and patient.



(menu): Displays additional options.



(high definition): Increase the video resolution and quality.



(switch camera): Allows the patient to switch to a different camera on the device. This button only displays if the device has more than one camera.



(full screen): Switches the browser to full-screen mode. **Note:** This button does not display on iOS devices.



(chat): Pulls up a chat window that allows the provider and the patient to communicate via text.



(help): Pulls up a troubleshooting window.

TROUBLESHOOTING TIPS



Video Visit Patient Instructions

ERRORS when trying to test link or connect:ACCESS DENIED:

OS	Supported browsers
Android	Chrome
	Firefox
	Opera
iOS	Safari
Windows	Chrome
	Firefox
	Opera
Mac	Safari
	Chrome

Device is missing required hardware like camera or mic.

You will need to use a different device.

BROWSER UNSUPPORTED:

OS	Supported browsers
Android	Chrome
	Firefox
	Opera
iOS	Safari
Windows	Chrome
	Firefox
	Opera
Mac	Safari
	Chrome

iOS: In iOS, video visits are only supported in Safari and not within third party email apps like GMAIL. If you are trying to open the link from a 3rd party email app, press the video visit link in the email and choose Safari to open the link. After receiving the unsupported message, press the compass icon in the top right corner on an iPad or the bottom right corner on an iPhone. This will open the video visit in a Safari browser in normal mode (instead of full screen mode).

Windows- 1) **Internet Explorer is not supported.** Video visits are optimized for Firefox and Chrome. If the link opens in Internet Explorer, **you can cut and paste the link from IE into Firefox or Chrome and it should work.** If you do not have Chrome or Firefox installed, you can type either FIREFOX.COM or CHROME.COM in your address bar and you will be directed to a download site.

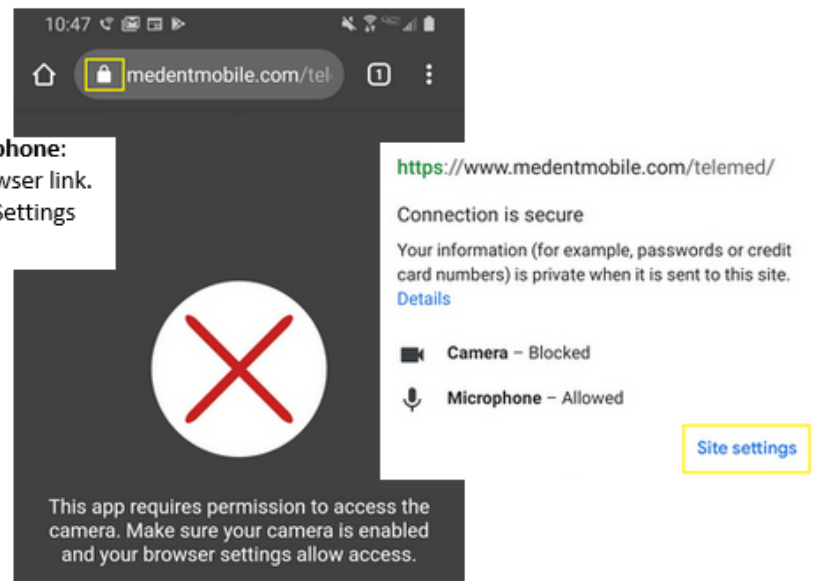
2) If using Chrome and the link previously tested okay, clear cookies (settings> More tools> Clear browsing data)

This app requires PERMISSION to access camera or mic (ANDROID)



Video Visit Patient Instructions

This app requires PERMISSION to access camera or microphone:
Android phones: Click on the LOCK icon in front of the browser link. The next screen will show you which is blocked. Click Site Settings To allow permission.



INVALID LINK: Make sure you didn't already open in another window and are trying to open again.

If the link is greyed out in your message, or when you click you see the message and see "The link you followed is not a valid MEDENT Telemedicine link." with a white circle with a red x, try disconnecting from the WiFi and using data if possible. There could be a setting in the WiFi that is blocking you from connecting.

Unable to access because the browser doesn't support cookies: Chrome- go to Settings > Advanced > Content settings (under the Privacy and security section) > Cookies. Make sure allow sites to save and read cookie data (Recommended) is turned on. Also, make sure medentmobile.com is **not** listed under the heading for Block.

Firefox, go to Options > Privacy and Security. Under Cookies and Site Data, make sure the radio button for Accept cookies and site data is selected.

Didn't receive a video visit link via text: Email helpdesk@ampofny.com, include your cell number and carrier information. We will try to resend your link via text if possible. If not we will email the link to you.

Mic issues: If you are on the call and you can't hear your provider, close the visit window and restart visit to get mic permission prompt in case you accidentally didn't allow. **IPhones/iPads:** need to be running the latest iOS. If you are not and it is prior to your appt time please update. PLEASE SEE ADDITIONAL IPHONE AND IPAD INFORMATION BELOW.

Android: Sound coming from earpiece speaker not loudspeaker- Reboot the phone then reconnect. Android has a known bug that can cause this to happen making the sound hard to hear.

IPhone and iPad tips/tricks



Video Visit Patient Instructions

1. First, Start By Restarting Your iPhone.

- This Can Fix Random Issues
- Proceed To The Following Steps

2. Allow All Cookies for Safari

- From the Home Screen (Or Where Located, If Not Default) Click On Settings
- Scroll Down to Safari and Click It
- Scroll Down to "Privacy & Security"
- You will See "Block All Cookies" In This Section
- Make Sure the Slider Is Clicked to the Left and Grey
- If the Slider Is Pushed to the Right, Click It Once, To Set This to Off

3. Allow Microphone and Camera In Safari

- From the Home Screen (Or Where Located, If Not Default) Click On Settings
- Scroll Down to Safari and Click It
- Scroll Down to "Settings for Websites"
- Click On Microphone, Select Either Allow or Ask, Hit the Back Button (<Safari)
- Click On Camera, Select Either Allow or Ask, Hit the Back Button (<Safari)

4. Make Sure iPhone Is On the Latest iOS Update

- From the Home Screen (Or Where Located, If Not Default) Click On Settings
- Click On "Software Update"
- This Will Either Say "iOS XX.X, Your Software Is Up To Date" or Display The Info to Update the iOS
- If Already Updated, Do Nothing and Close Settings
- If Update is Needed, Follow Onscreen Instructions to Update Your iPhone's iOS
- At Time of Writing, iOS is On 13.4

5. Medent Video Visit Test for Safari (Google Chrome Currently Not Working for This)

- Open Safari (Icon is a Compass, Likely On the Bottom of Your Home Screen)
- Type In the Address Bar At the Top of Safari: medentmobile.com/telemed
- If Successful, You Will See a Green Circle, With a Check Mark
- If Unsuccessful, You Will See a Red Circle With an X
- Take Note of the Message Under the Red Circle
- The Message My Say "Unsupported," "Port Blocked" or something Similar.
- Please Contact the Office and Let Them Know the Message, If the Preceding Steps have been completed, So They Can Discuss This With Medent