



## PATIENT Medpod Video Visits User Guide

The following User Guide is designed to help patients successfully conduct Medpod video visits with their care team members.

### Here's what you can find in this User Guide:

- User Requirements
- Patient Instructions
- Common Questions
- Technical Requirements

### USER REQUIREMENTS

- You will need a computer or tablet (Android or iPad) to utilize the Medpod Video Visit platform
- Depending on the device you are using to connect, use the appropriate browser

<b>Non-iOS Devices</b>	Desktop Computers, Laptops, Smart Phones	Google Chrome
<b>iOS Devices</b>	iPhone, iPad, MAC	Safari
<b>Mac</b>	MacBook Air & Pro	Chrome

- Make sure on ALL devices, including the microphone, speakers, and camera are accessible (Set to Allow)

### PATIENT INSTRUCTIONS

#### Access the Medpod Video Visit Website

- Launch the appropriate browser
  - **Non-iOS Devices:** Google Chrome
  - **iOS Devices:** Safari
  - **Mac:** Google Chrome
- Access the website URL provided by your practice (Example: **facilityname**.amp.medpod.net)
- If prompted, you must allow access to Location, Camera, and Microphone

**Review the “Tips for a Successful Video Visit”**



**Tips For A Successful Video Visit**

  
Use a Laptop or Desktop computer for the most optimal experience.

  
Ensure your Internet connection is strong.

  
iPhone/iPad - Safari

  
Android/Laptop/Desktop/Mac - Chrome.

  
Allow Location, Camera and Microphone.

  
Close all open Apps and Browser.

  
Place your device in "Do Not Disturb Mode".

[Start Your Registration](#)

**Click “Start Your Registration”**

- Enter your First Name, Last Name, Date of Birth, and select your Reason for Visit
- Click “Confirm”



**Enter Patient Information**

[Return](#)

 **First Name \***

 **Last Name \***

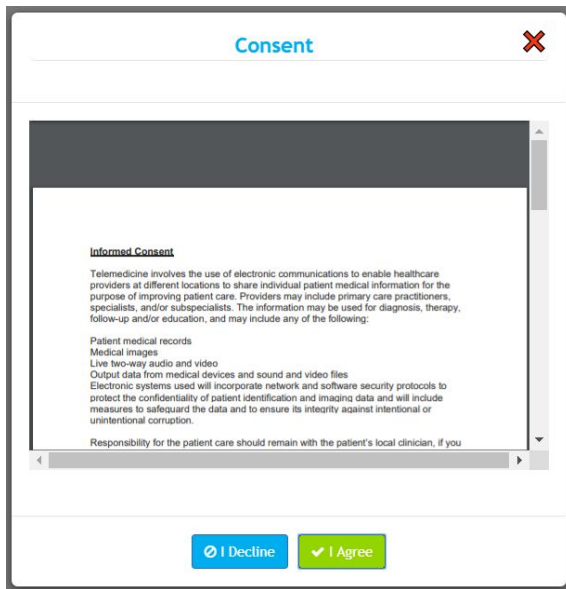
 **Date Of Birth \***

 **Click or Touch To Select the Reason For Visit \***

[Confirm](#)

## Review the “Consent Form” Click “I Agree”

**Note:** If you select “I Decline” for the Consent form, you will not be able to register for a video visit. Please contact your provider to discuss options for your visit.



## Select your Provider

- Depending on how your provider is set up to receive video visit patients, you may see any of the following options.
  - If there are no providers listed, select “Any Available”
  - If your practice has scheduled you to see a specific provider and that provider is on the list, select that provider
- Click “Connect to Waiting Room”



 [Select Your Provider](#)

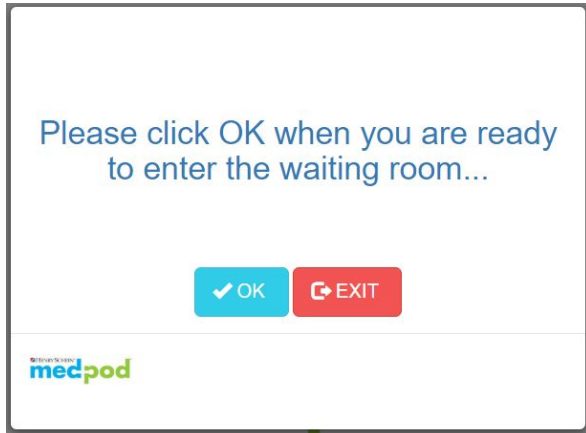
[Return](#)

 Click or Touch To Select your Provider \*

Select One...

 [Connect To Waiting Room](#)

Click "OK" when you are ready to enter the waiting room



You will be placed in the Medpod Waiting Room while your provider is reached.

You are in the waiting room. Please stand by...



TIPS - If you experience a decrease in volume during your visit. Increase the volume or press the refresh button 



↻ LEAVE THE WAITING ROOM

Once your provider connects, your video and audio will be connected and you should see and hear your provider on screen to conduct your visit.

Turn your device to a landscape orientation so that you can see a full screen of your provider and your provider can see a full screen view of you.

## COMMON QUESTIONS

### Q: My computer is not connecting

- Are you connected to the Internet?
- Is the connection sufficient?
- If the connection speed seems slow, perform a speed test
  - Type “Speed Test” into your browser and select one to test
  - Upload speed should be at least 1.5 to 2.0 mbps
- What computer or device are you using?
- Are you using the required browser?
  - Non-iOS Devices: Google Chrome
  - iOS Devices: Safari

### Q: I received an “Organization Not Set” error when logging in

- Verify that the practice is providing the correct practice URL to the patient

### Q: I’m connected, but there is no video / just received an error

- Is there a camera installed on the computer/device?
- Is the camera “Allowed” through the Chrome (Android) or Safari (iOS) browser?
- Is the camera hooked up to their computer?
- Is the camera on?
- Is the camera accessible?

### Q: I’m connected, but I can’t hear

- Do you have external speakers?
- Are they plugged in and/or turned on?
- Are the microphone or speakers “Allowed” through the Chrome (Android) or Safari (iOS) browser?
- Is the speaker volume on and/or turned up?

### Q: How long does it take for the session to timeout due to inactivity?

- 15 minutes, please be sure to engage in some activity with your device or computer to prevent a timeout

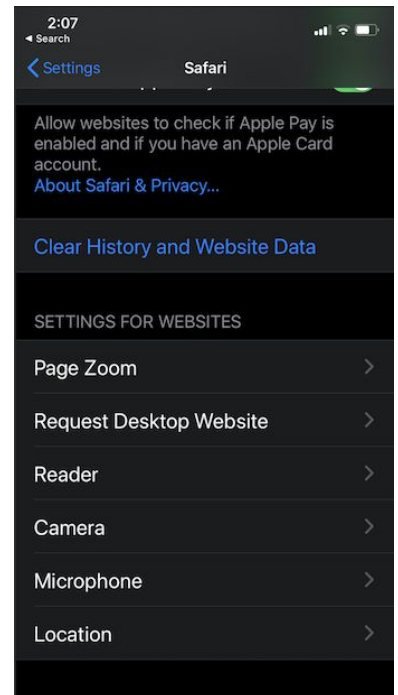
### Q: If I am using a phone, what is the best screen orientation?

- **Landscape:** Turn phone to a LANDSCAPE orientation so that patients and providers can see a full view of each other; phones may need to have settings adjusted to allow for screen rotate
  - Android
    - Most devices: Open Settings – Accessibility – Turn on Auto-rotate Screen
    - Samsung Galaxy devices: Swipe down on screen to access Quick Settings, ensure Auto-rotate screen is enabled (not locked)
  - iPhone
    - Open the Control Center
    - With Face ID: Swipe down from top-right corner of screen
    - With a Home Button: Swipe up from the bottom edge of the screen



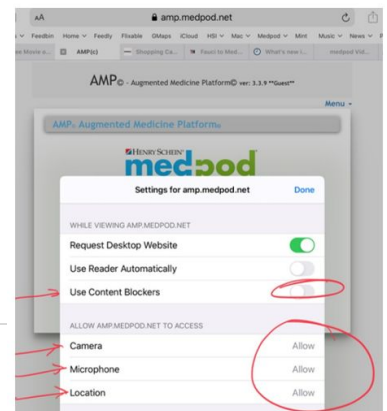
**Q: How do I allow the required Medpod website access to my Location, Camera, and Microphone? I received an error “Failed to get Media Stream”**

- Medpod video visits requires access to Location, Camera, and Microphone settings on your device. See below for options to allow access for future Medpod website visits.
- **Android devices using Chrome:**
  - While in the Chrome app, to the right of the address bar, tap More (triple dots) – Select Settings – Site Settings
    - **Select “Location”:** If the Medpod URL does not show in your “Allowed” list, select “Blocked”, locate the URL, click on it, under Permissions select Access your microphone, click “Allow”
    - **Select “Access your camera”:** If the Medpod URL does not show in your “Allowed” list, select “Blocked”, locate the URL, click on it, under Permissions select Access your microphone, click “Allow”
    - **Select “Access your microphone”:** If the Medpod URL does not show in your “Allowed” list, select “Blocked”, locate the URL, click on it, under Permissions select Access your microphone, click “Allow”
- **iPhone / iPad using Safari:** To have a call on iOS devices, you need to **provide access to your webcam and microphone.**
  - Open Settings – Select Safari – scroll to the following and set to “Allow”:
    - Camera – Camera Access on All Websites – Ask or Allow (To allow all)
    - Microphone – Microphone Access on All Websites – Ask or Allow (To allow all)
    - Location – Location Access on All Websites – Ask or Allow (To allow all)  - Make sure you are not in private mode in Safari 11+
  - Ensure your iPad doesn't have the zoom feature enabled
  - If you are still unable to see yourself in the video feed, you may need to check a few things in the following order:
    - Restart the Safari browser app
    - Make sure your camera works with FaceTime.
    - Make sure there is nothing blocking the camera and is clean of any dirt or smudges



**Q: I’m using an iPad and cannot connect**

- Make sure all “Content Blockers” are “Off” for the Medpod website and that Camera, Microphone, and Location are set to “Allow”



## TECHNICAL REQUIREMENTS

### Browser

- Non-iOS Devices: Google Chrome
- iOS Devices: Safari

**Internet Speed:** Minimum Upload speed should be at least 1.5 to 2.0 mbps

**Mobile Device or Desktops:** Medpod Video Visits will work on the following platforms (Utilizing the appropriate browser):

- Windows PC
- Apple Macintosh (Laptops and desktops)
- iOS Devices (iPhones and iPads)
- Linux PC
- Windows Tablet
- Android Tablet

**Desktop Computer Requirements:** Desktop computers must be equipped with camera, microphone, and speakers and have adequate CPU power to process video (i3, i5 or i7)

**Mobile Device Requirements:** Mobile devices must have a video camera, microphone, and speakers and be enabled to “Allow” access to

- Location
- Camera
- Microphone

### Operating System:

- Microsoft Windows 7/8/8.1/10 or latest
- Mac OS X 10.7.5+ or latest
- IOS 12.2 or latest
- Android 5 or 6 or latest
- Linux Fedora or Debian distributions

### CPU Recommended:

- Intel Core i3, i5 (3.3 GHz or higher)
- Intel Core i7 (3.0 GHz or higher)

**RAM:** 2GB minimum, 4GB or more recommended

### Web Camera Recommended:

- Logitech c910, c920, c930e
- Logitech Conference Cam CC3000e
- Any good quality USB or built in webcam capable of 720p video and equipped with a microphone

**Audio:** Any good quality speakers

### **Bandwidth**

- For HD (1280×720 pixels) resolution at 30 frames/sec, we recommend 2Mbit/sec (which will support 2 streams, e.g. main video + plus a scope, or main video and an interpreter)
- Full HD (1929 x 1080 pixels) resolution require double bandwidth and nHD (640×360 pixels) require a quarter of the HD bandwidth