

Troubleshooting Technical Issues and Creating an Environment Conducive to Clinical Care



GENERAL GUIDELINES

- Both provider and patient should plan ahead to minimize interruptions (conduct audiovisual check, discuss scheduling considerations, have necessary materials available, etc.) and maximize privacy (discuss location and logistics for provider and patient to avoid unintended breaches).
- Each provider and clinic must establish an Emergency Action Plan. At the beginning of every encounter the, provider should document the patient's emergency contact number and physical location in the electronic health record before proceeding with the visit.



AUDIO TIPS

- Audio via a headset or earphones will best support patient privacy; headsets are ideal for audio quality. If using a headset mic, the microphone should be adjusted so it is just below your mouth and not directly in front or above it.
- Minimize distracting noises (e.g., tapping, paper shuffling) and consider muting microphone when not speaking.
- Because there can be transmission/receipt delays, periodically confirm understanding and give extra time for the patient to respond.



VISUAL TIPS

- Use bright natural lighting if possible. Providers should indirectly face the light source and avoid being backlit.
- Providers should use the self-view on their camera to check how they are "framed" and identify any potential distractions in the visual background.
- When possible, patient and provider cameras should be placed at the same elevation as the eyes; the camera should not be angled to look up into your face or down onto your head.
- If using a dual monitor setup, make sure there are no distracting images or inappropriate content (e.g., PII/ PHI) that may be visible to the patient.



TECHNICAL ISSUES

- Test audiovisual equipment and connectivity prior to initiating the patient encounter.
- If there are technical issues during a session, attempt to troubleshoot the difficulty with the patient. Try the simple brief strategies below to correct the technical problem and/or end the conference and dial back in. If that fails, consider completing the session by telephone.
- **Troubleshooting audio issues:**
 - Ensure connections are securely fastened and correct inputs are selected.
 - Verify speakers are on and volume is turned up.
 - Remember to enable patient's microphone (Attendee Tab) if not already Auto-Enabled.
 - If you hear an echo, increase the distance of the microphone from the speaker or discontinue use of an external speaker.
 - Use the Audio Set-Up Wizard (in the Meeting drop-down menu) when setting up your meeting and/or if you encounter sound problems.
- **Troubleshooting video issues:**
 - If using an external camera, make sure the connections are securely fastened in the correct input; if using an internal camera, make sure the camera is clear and turned on.
 - If you cannot see your patients, check that you have enabled their webcam (Attendee tab) and guide them through the above process.
 - If bandwidth is low, lower video resolution, or pause (freeze) webcam (this will leave a still image onscreen).
 - If the patient is moving, ask them to sit still. Excessive motion increases video bandwidth requirements.
- **Troubleshooting connection issues:**
 - Wired internet connection is ideal; ensure the network/phone cable is securely attached in the correct input slot.



PROTECTING PRIVACY

- Meeting information, notes, resources, etc., will remain in a meeting room until deleted by users. Safeguard PHI by 'cleaning' the room and clearing the chat pod after each patient session.
- Avoid using patient names or other PII in usernames, meeting invitations, and meeting URLs.
- When inviting a patient to an Adobe Connect meeting, ensure that "Block Incoming Attendees" is checked.