Teladoc Health™

Patient App

User Guide

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Patent(s):

http://www.intouchhealth.com/patents

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About Teladoc Health

Teladoc Health is transforming how people access and experience healthcare. Recognized as the world leader in virtual care, Teladoc Health directly delivers millions of medical visits across 175 countries each year through the Teladoc Health Medical Group and enables millions of patient and provider touchpoints for thousands of hospitals, health systems and physician practices globally.

Ranked #1 among direct-to-consumer telehealth providers in the J.D. Power 2019 U.S. Telehealth Satisfaction Study and Best in KLAS for Virtual Care Platforms for 2020, Teladoc Health leverages more than a decade of expertise and real-time insights to meet the growing virtual care needs of consumers, healthcare professionals, employers and health plans..

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Teladoc Health Patient App Overview

Conduct virtual visits with your practitioner, provider, family members, and specialists as needed. The Teladoc Health Patient App is a virtual health platform that works with your browser and desktop and mobile devices.

> **NOTE:** Any and all names used in this document are only used as examples. They do not represent true persons.

Intended Use

The Teladoc Health Patient App provides high quality, HIPAA compliant, virtual visits between you and your provider.

Indications for Use

The Teladoc Health Patient App is HIPAA compliant and can be used for virtual visits with a broad variety of mobile and desktop devices.

Teladoc Health Patient App Requirements

Teladoc Health Patient App is designed to run on a broad range of devices and network conditions.

Teladoc Health Patient App Requirements

> **NOTE**: The table below is for the Windows, Mac, iOS, and Android versions of the Teladoc Health Patient App you install on your device only. See **Browser Requirements** for virtual visits on your web browser.

Teladoc Health Patient App Type	Software Version
Android Teladoc Health Patient App	Android 7.0 and later
iOS Teladoc Health Patient App on iPhones	iOS 12.1 and later
iOS Teladoc Health Patient App on iPads	iPad OS 12.1 and later
Mac Desktop Teladoc Health Patient App	Mac OS 10.13.1 High Sierra and later
Windows Desktop Teladoc Health Patient App	Windows 10

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Browser Requirements

> **NOTES**: The table below is for virtual visits on browsers, not the Teladoc Health Patient App you install on your device. See **Teladoc Health Patient App Requirements** for the Teladoc Health Patient App you install on your device.
> Browsers more than a year old are not supported.

Browser	Version	OS
Chrome	80.0 and later	Mac OS 10.14 and later Windows 10 Android 7.0 and later
Safari	13.1 and later	Mac OS 10.14 and later iOS 12.1 and later
Firefox	74.0 and later	Windows 10
Edge	88.0 and later	Windows 10
IE	Not supported	N/A
Samsung Internet	Not supported	N/A

Hardware Requirements

iPhone Hardware Requirements

The iPhone 5 and later models are supported.

iPad Hardware Requirements

The following iPads are supported:

- iPad – 4th Generation and later
- iPad Air – iPad Air 2 and later
- iPad Pro – 2nd Generation and later
- iPad Mini – 3rd Generation and later

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Windows Hardware Requirements

Hardware	Minimum Required
Processor	1.9 Ghz Intel dual processor (Second Generation)
RAM	6 GB
Microphone	Required
Speakers or head-sets	Required

Mac Hardware Requirements

Macs running Mac OS 10.13 and later are supported.

Lighting Requirements

During your virtual visit, you should be in a place with good lighting that lets your provider see you clearly. The following shows good lighting on the right and poor lighting on the left.

Without Good Lighting   **With Good Lighting**
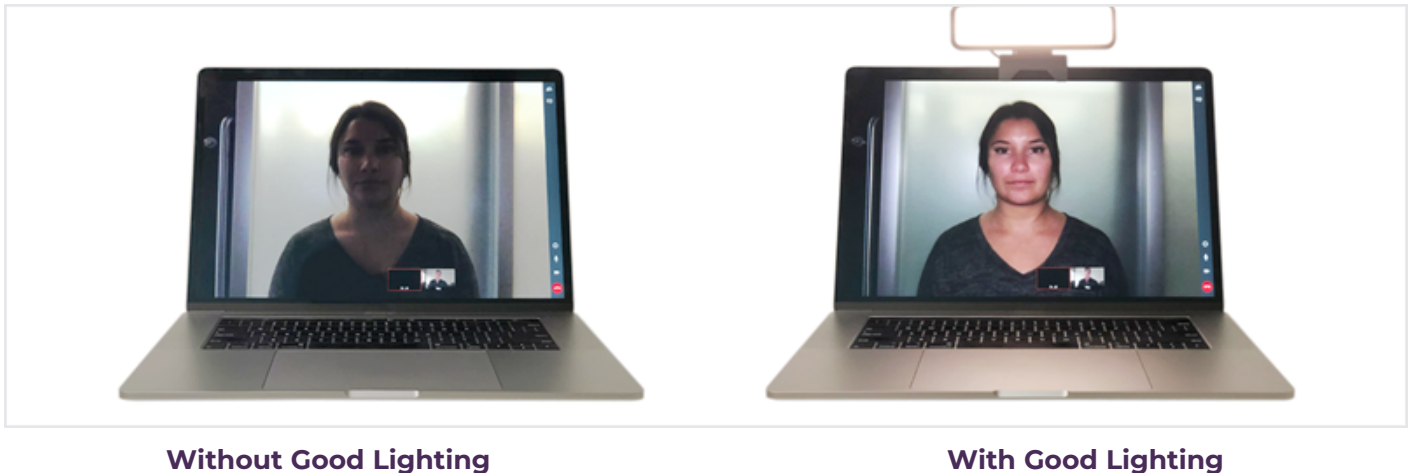
Recommended Monitors

You should use a monitor that lets you clearly see your provider during your virtual visit.

Recommended Webcams

Teladoc Health Patient App supports most webcams. For devices without webcams, Teladoc Health recommends using Logitech cameras.

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Recommended Headsets

- Logitech headsets
- Sennheiser headsets
- Apple AirPods
- Apple EarPods

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Teladoc Health Patient App Terms

Waiting Rooms/Services

After you have checked in for your virtual visit, you will be placed in a virtual "waiting room", also called a "service". Your provider will be notified that you are waiting while they review your medical history.

Demographics

When entering information during the check-in process or during your virtual visit, you may see the term "demographics". This term refers to information about you if you are the patient or information about a patient you are assisting. This information includes your name, date of birth, marital status, and so forth.

Forms and Questionnaires Overview

During check-in during your virtual visit, or both, you may be presented with interactive questionnaires, surveys, and forms you need to sign. Ask your provider during your virtual visit if you have questions. See the following for more information:

- **"Read and Complete Questionnaires" on page 52**
- **"Read and Sign Forms Electronically" on page 48**

Install the Patient App

If this is the first time using the Patient App, you may be asked to install the Patient App on your smartphone, tablet, laptop, or desktop computer. The Patient App provides a better experience during virtual visits. The steps to install the Patient App are described below.

Patient App for Windows

1. Click the link in the email or text message from your provider.

Welcome

Your telehealth session is best experienced using the Desktop App.

Download App

Already have the App? Open App

Continue In Browser
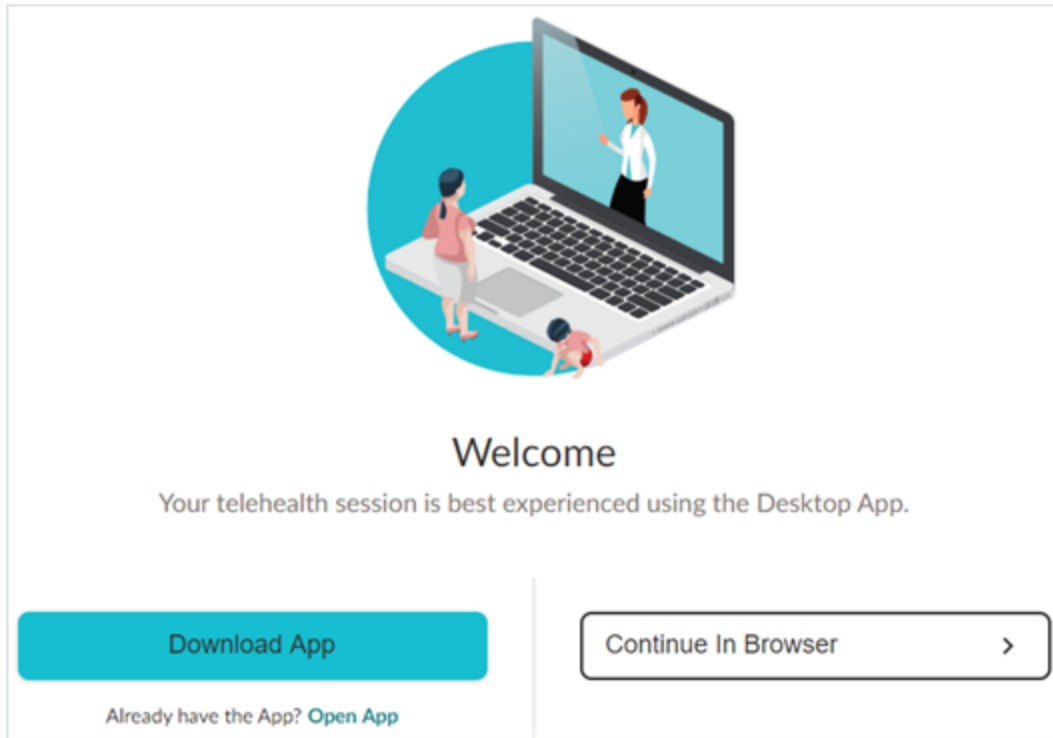
2. Click **Download App**. The file **InTouchPatientInstaller.exe** will be downloaded to your Windows machine.

3. If you are using Chrome or Firefox, click **InTouchPatientInstaller.exe** in the lower left-hand corner of the browser window as shown below.

InTouchPatientInst....exe
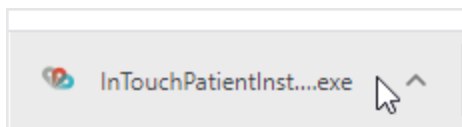
Or double-click file **InTouchPatientInstaller.exe** in your downloads folder.

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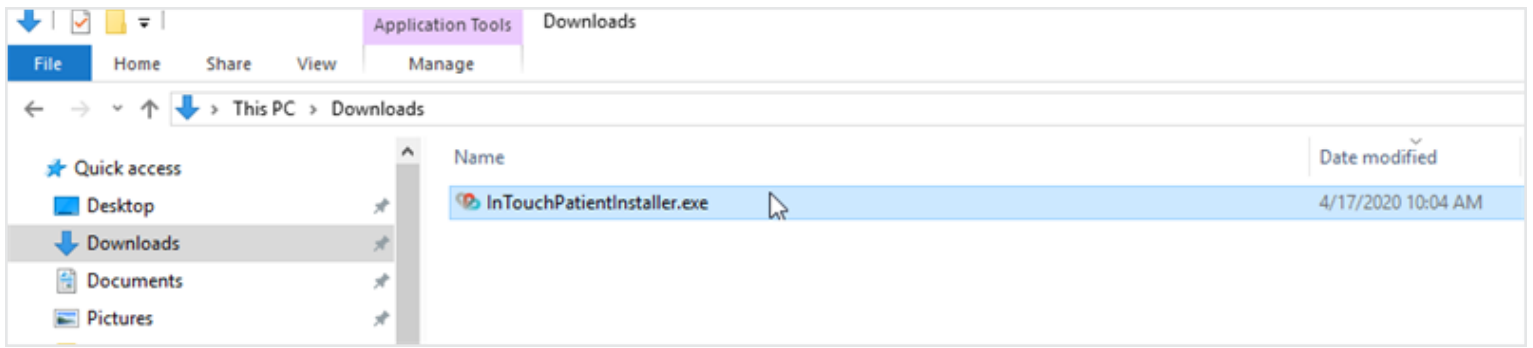
Patient App for Mac

1. Click the link in the email or text message from your provider.
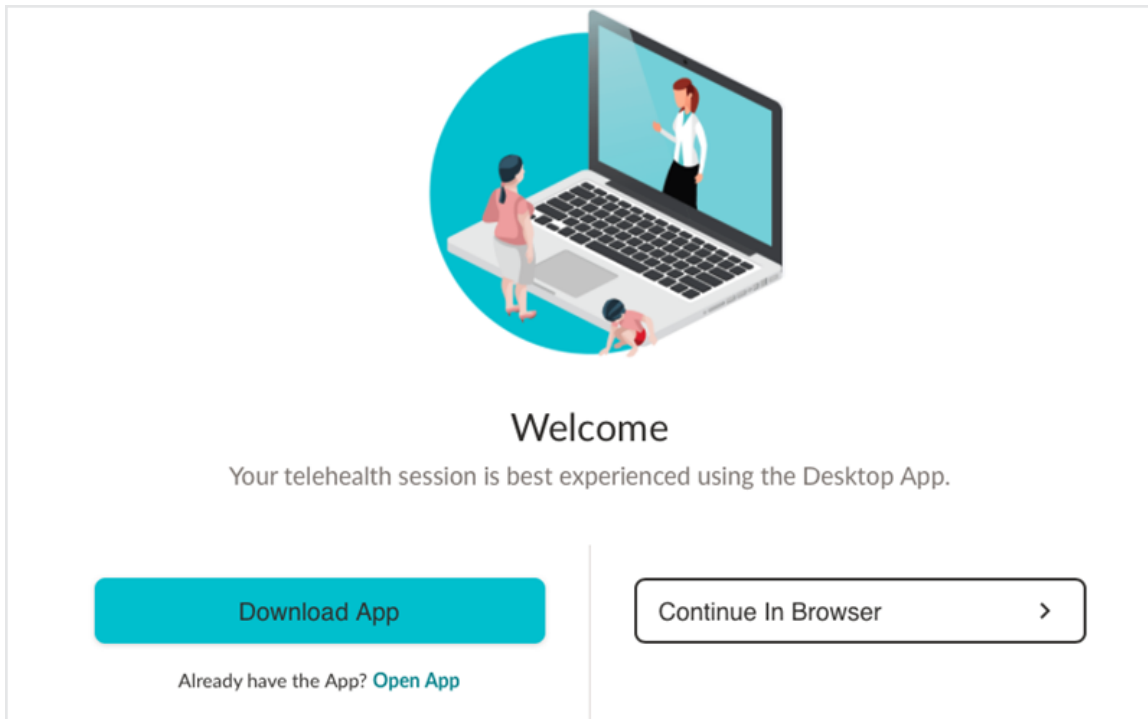
2. Click **Download App**.
3. If the following prompt is displayed, click **Allow**.

Do you want to allow downloads on
"demo.visitnow.org"?

You can change which websites can download files in
Websites Preferences.

Cancel   Allow
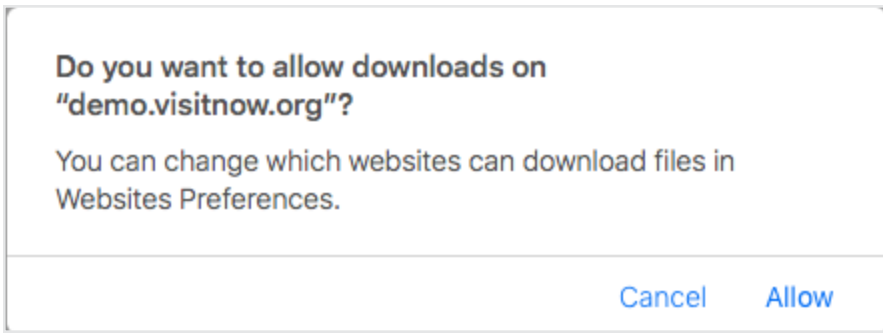
The file **InTouchPatientInstaller.dmg** will be downloaded to your Mac's Download folder.

4. Double-click file **InTouchPatientInstaller.dmg** in your Downloads folder.
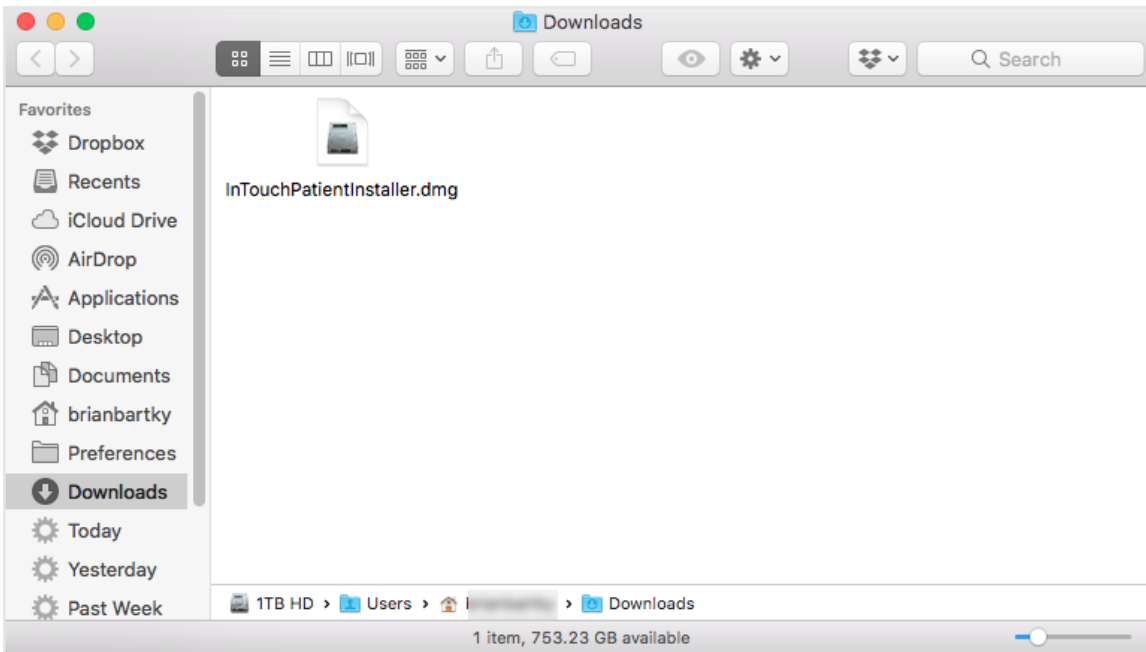
The virtual Patient App disk will open on your desktop as shown below.
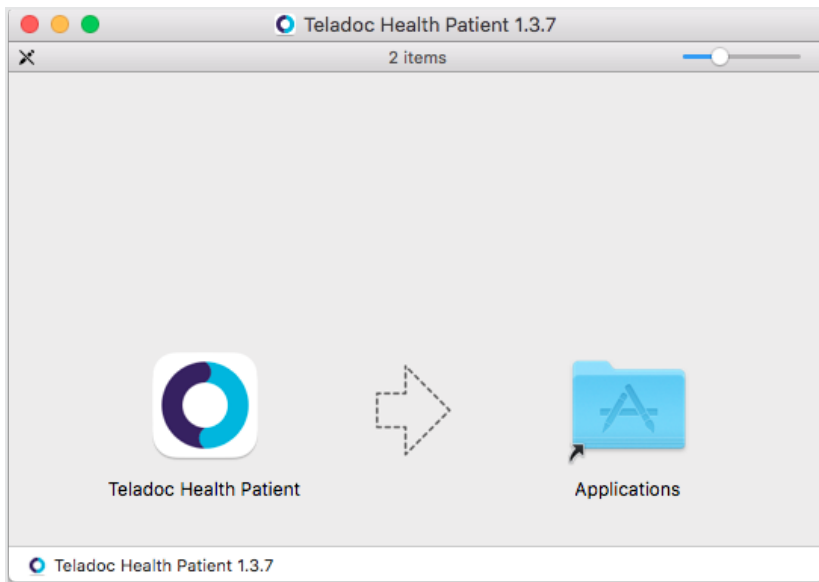
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5. Drag and drop **Teladoc Health Patient App** on to the **Applications** folder.

6. Close the virtual Teladoc Health Patient App disk on your desktop (shown below) by right-clicking the icon and selecting **Eject** or drag it to the Trash.

iOS App

Install from the App Store

1. Tap the App Store icon ( ).

2. Tap here or enter **Teladoc Patient** in the search bar.
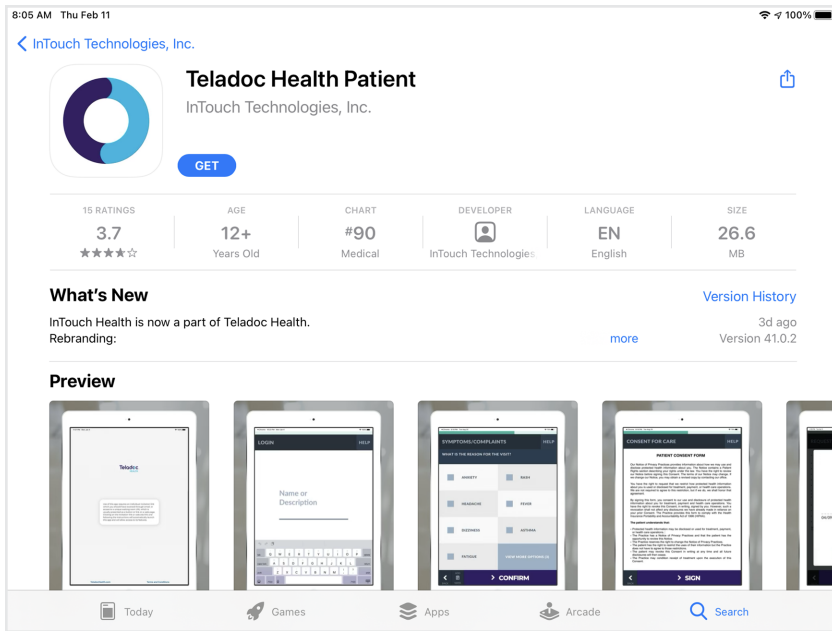
3. Tap **Get**.

4. Tap **Confirm**.

Install During Your First Check-In
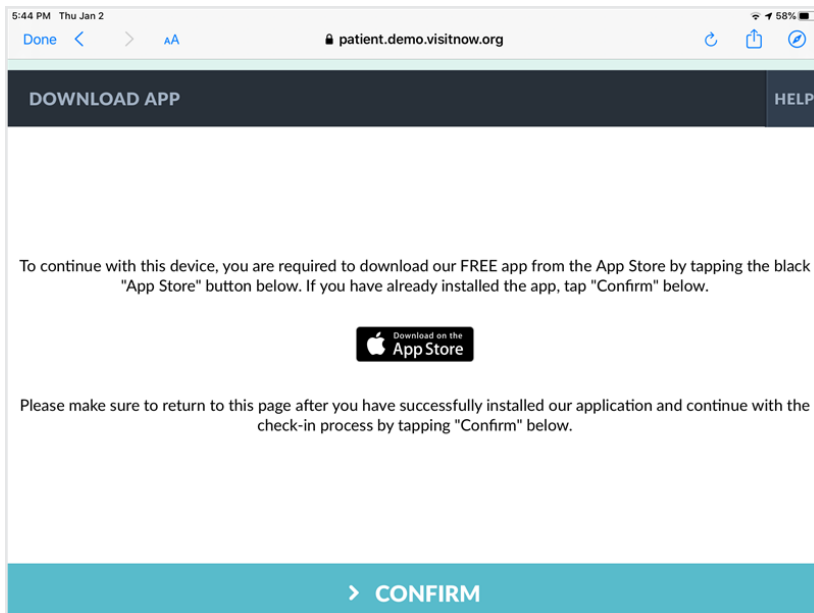
1. Tap **Check-In**.

2. Tap the **Download on the App Store** button ().
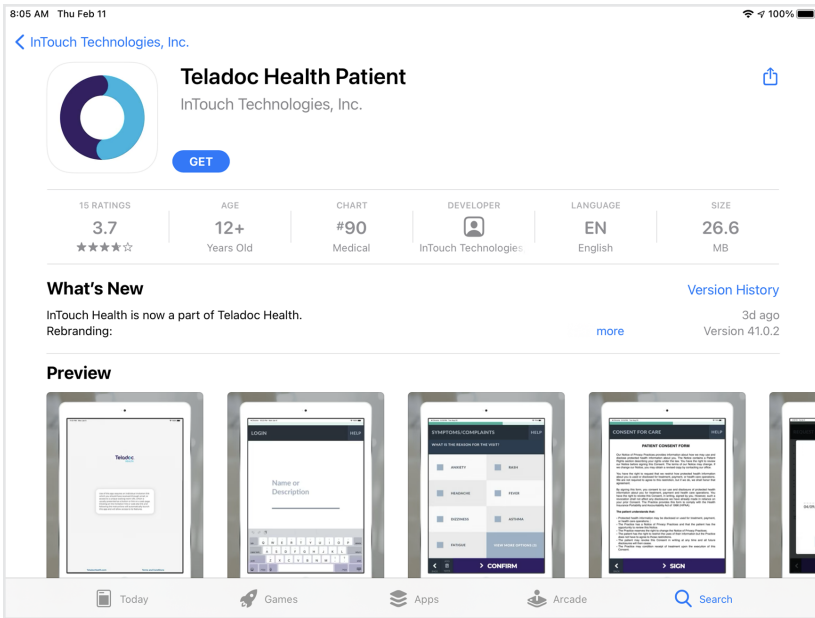
3. Tap **Get**.

4. Tap **Confirm**. Please make sure to return to the following page in the browser after you have successfully installed our Patient app and continue with the check-in process by tapping **Confirm** below.
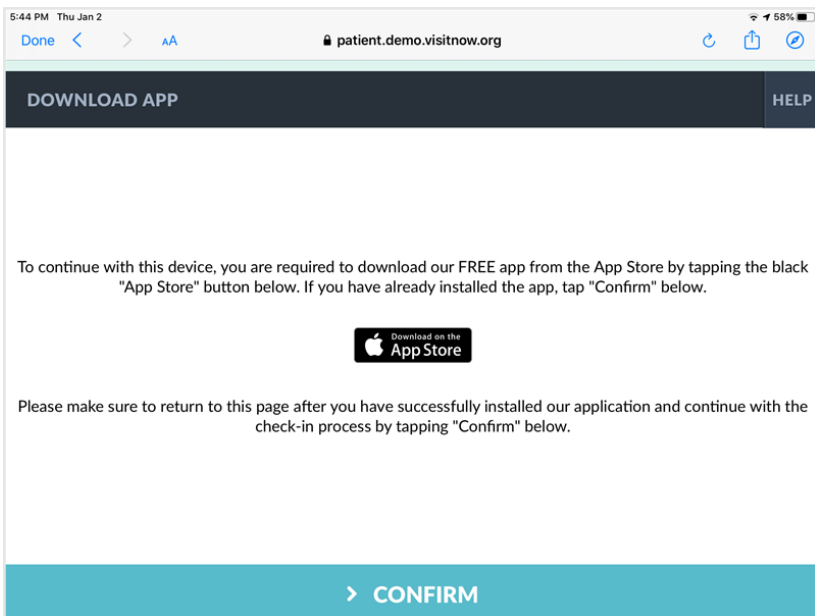
5. Tap **Open**.

6. Proceed with your check-in.

Android App

Install from the Google Play Store

1. Tap the Play Store icon.

2. Tap here or enter **Teladoc Health Patient** in the search bar.
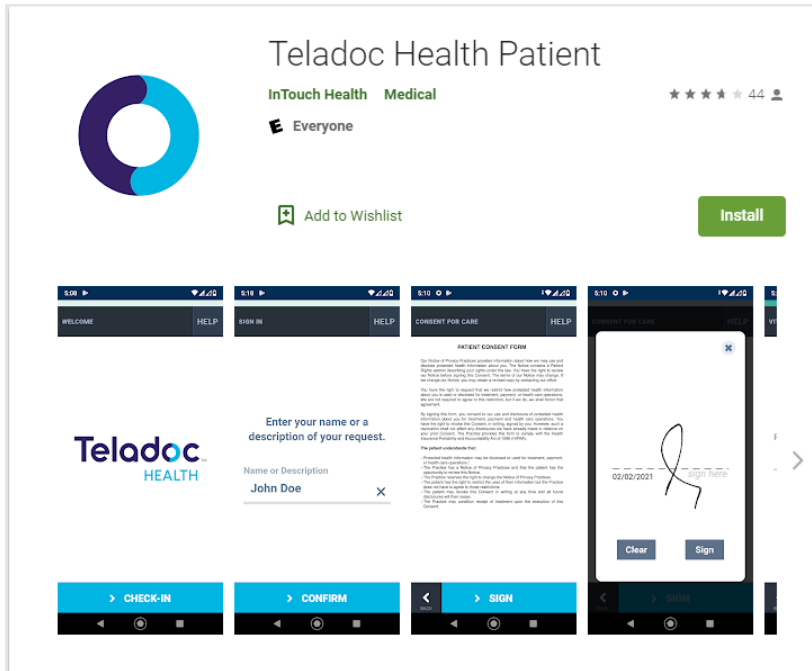
3. Tap **Install**.

Install During Your First Check-In
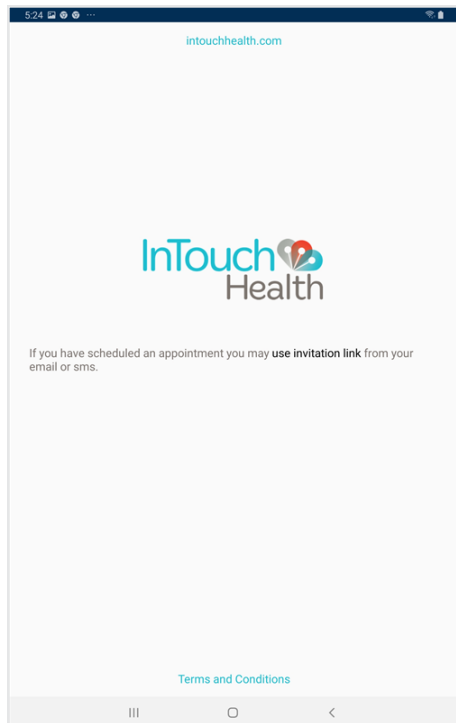
1. Tap **Check-In**.

2. Tap the **Download on the Google Play Store** button.

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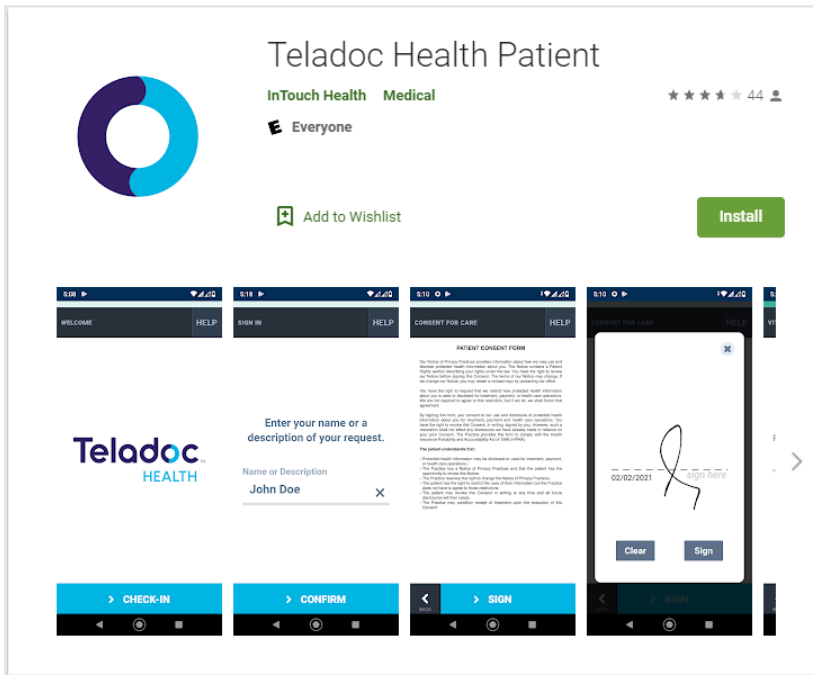
3. Tap **Get**.

4. Tap **Confirm**.

5. Tap **Open**.

6. Proceed with your check-in.

Invitations

1. After your virtual visit has been created, you will receive a text or email invitation (example below) to the virtual visit.
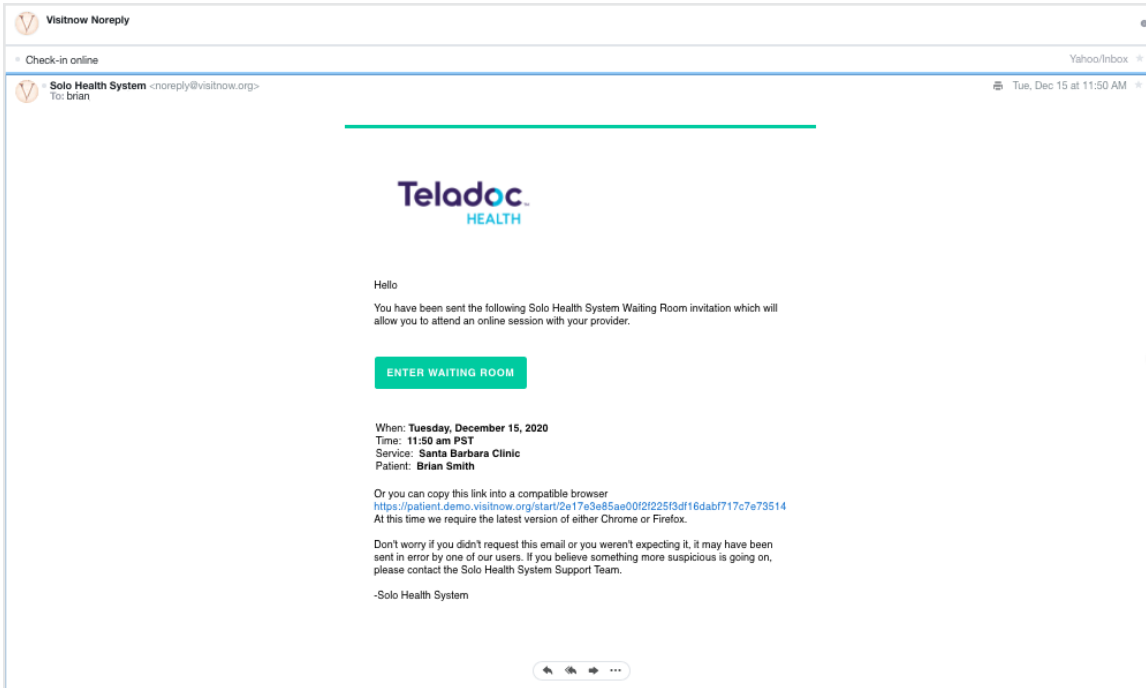
2. Click **Enter Waiting Room** or the link in the text message or email.
3. Follow the steps in **"Check-In Steps" on page 29**.

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Receiving a Virtual Visit Invitation

1. After you click the link in the invitation email or text, you will see the following.
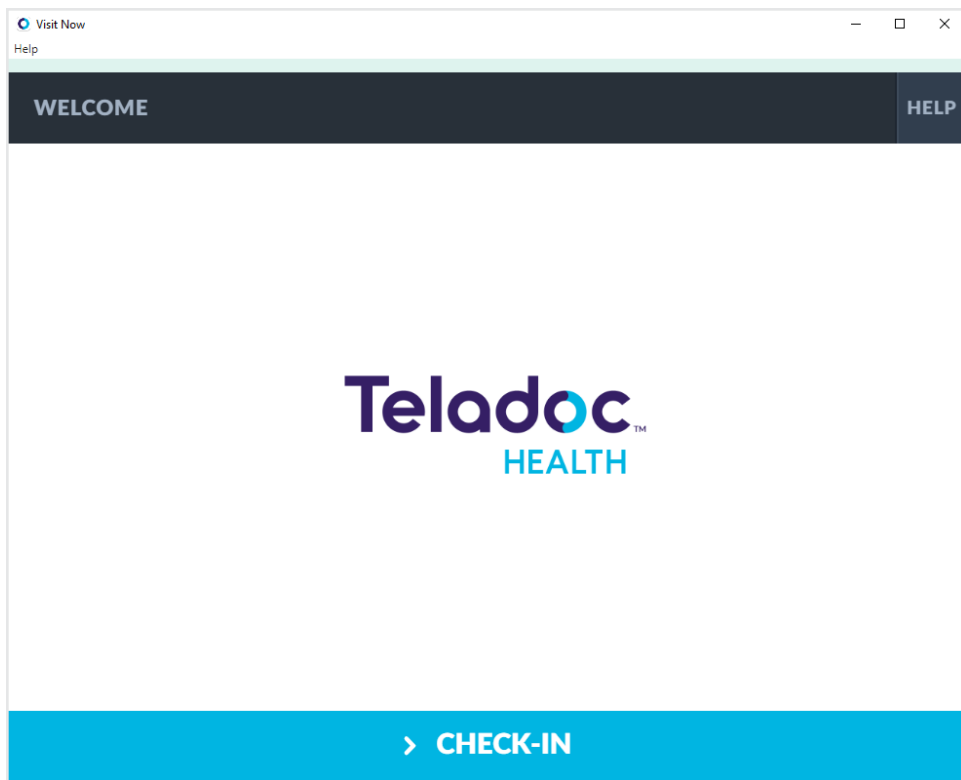
2. Click **Check In**. You may see the following screen.

3. If displayed, enter your full, first name, middle name (optional), and last name, and click **Confirm** or **Skip** after each entry.

4. Continue with your check-in.

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Scheduling an Appointment

1. After you click the web link your provider sent you will see the following.
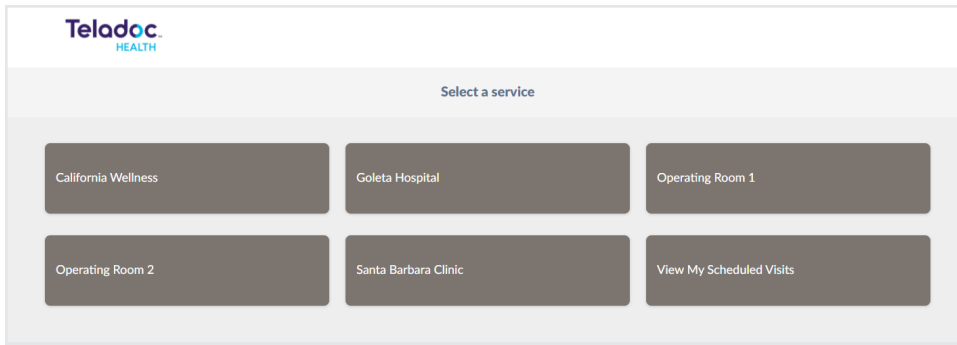
2. Select the practice (waiting room) you want.
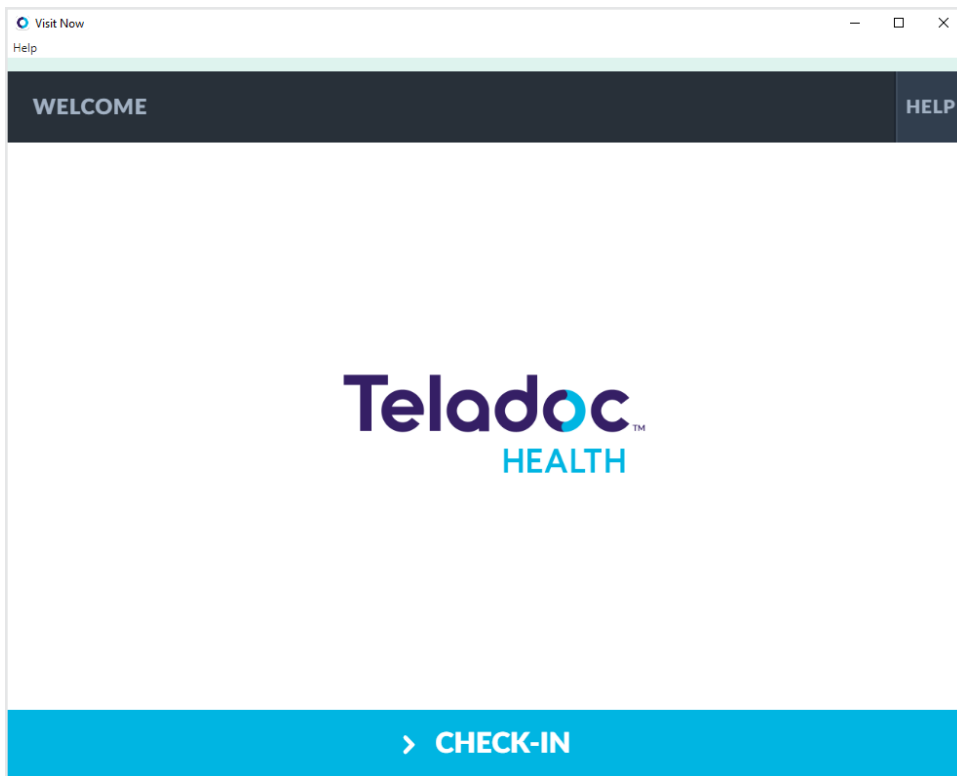
3. Click **Check In**. You may see the following screen.

SIGN IN

HELP

Enter your name or a description of your request.

Name or Description

> CONFIRM

4. If displayed, enter your full, first name, middle name (optional), and last name, and click **Confirm** or **Skip** after each entry.

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SCHEDULING

HELP

TODAY APRIL 22, 2021 ❯

4:00 pm	6:00 pm	8:00 pm	10:00 pm
4:15 pm	6:15 pm	8:15 pm	10:15 pm
4:30 pm	6:30 pm	8:30 pm	10:30 pm
4:45 pm	6:45 pm	8:45 pm	10:45 pm
5:00 pm	7:00 pm	9:00 pm	11:00 pm
5:15 pm	7:15 pm	9:15 pm	11:15 pm
5:30 pm	7:30 pm	9:30 pm	more
5:45 pm	7:45 pm	9:45 pm	

❮ BACK
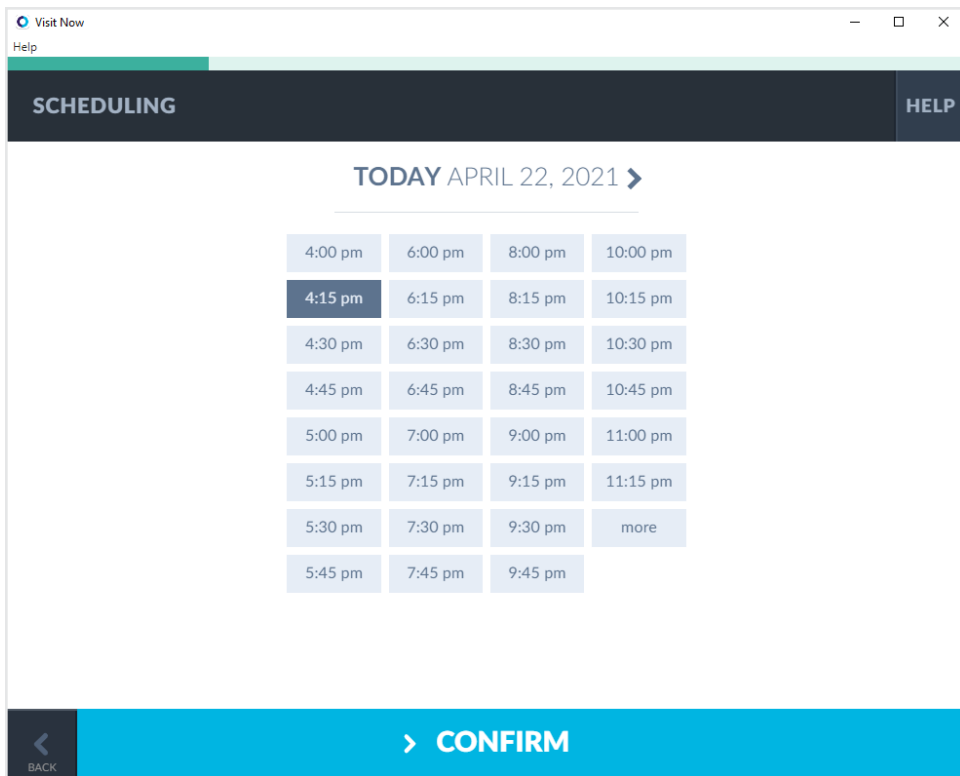
❯ **CONFIRM**

5. Enter the preferred day and time of your virtual visit.

6. Click **Confirm**.

7. Continue with your check-in.

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Canceled Appointments

If your provider cancels your virtual visit, you will receive a text or email.
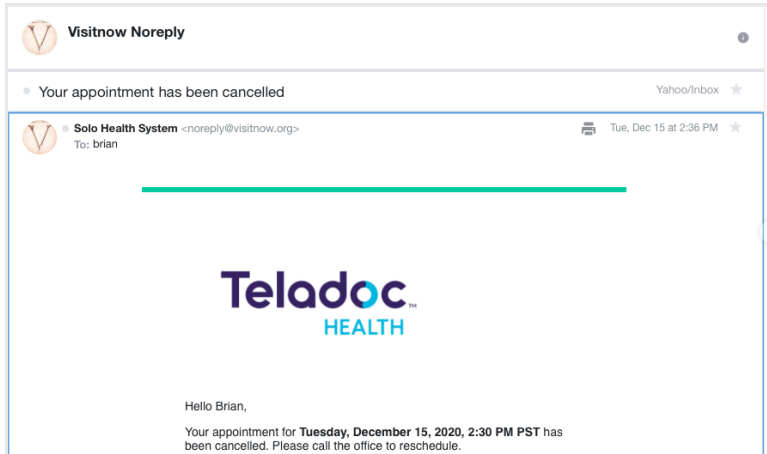
Contact your provider to reschedule.

Check In Process

Check-In Steps

After you receive your invitation and click the link in the email or text, you may be asked to perform check-in steps before your virtual visit. Depending on your provider, you may be asked to perform some or all of the following tasks.

- If this is your first time using the Patient App, you may be asked to install it.
    - **Patient App for Windows**
    - **Patient App for Mac**
    - **iOS App**
    - **Android App**
- Your provider give you the option of the Patient App for your device. If so, launch the Patient App on your device (recommended)
    - **Launch on Mac**
    - **Launch on Windows**
    - **Launch on iOS**
    - **Launch on Android**

> **NOTE**: If you would rather use a browser, refer to **"Using a Browser" on page 36**.

You may need to do some or all of the following:

- **Verify Your Identity**
- **Review and Edit Demographics**
- **Enter Your Reasons for Your Virtual Visit**
- **Review Your Appointment Summary**
- **Read and Sign Forms Electronically**
- **Enter Your Symptoms**
- **Enter Your Insurance**
- **Enter Your Payment**
- **Read and Complete Questionnaires**
- **Sign the Agreement**
- **Test Your Audio and Video**

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As you complete your check-in process a green status bar at the top of the page increases until it is full length of the page. For example, the Date of Medical History form below is near the beginning of a check-in.

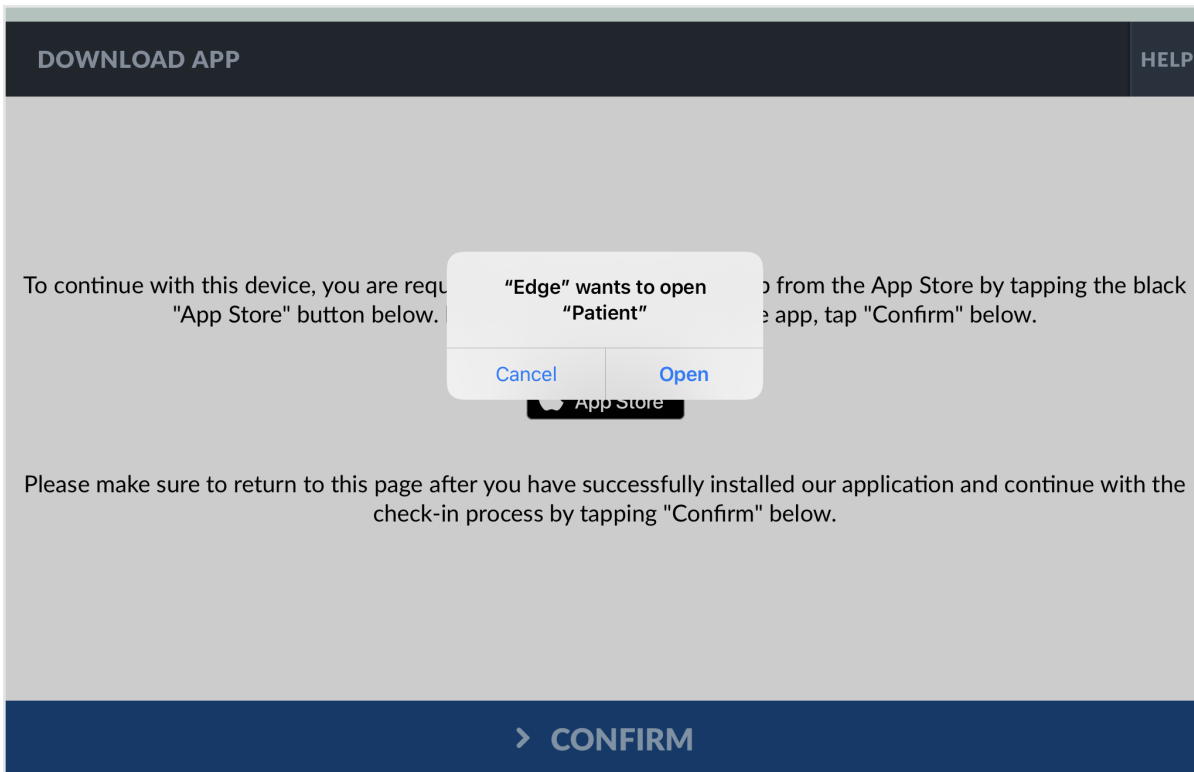Whereas the Agreement form is toward the end of the check in.
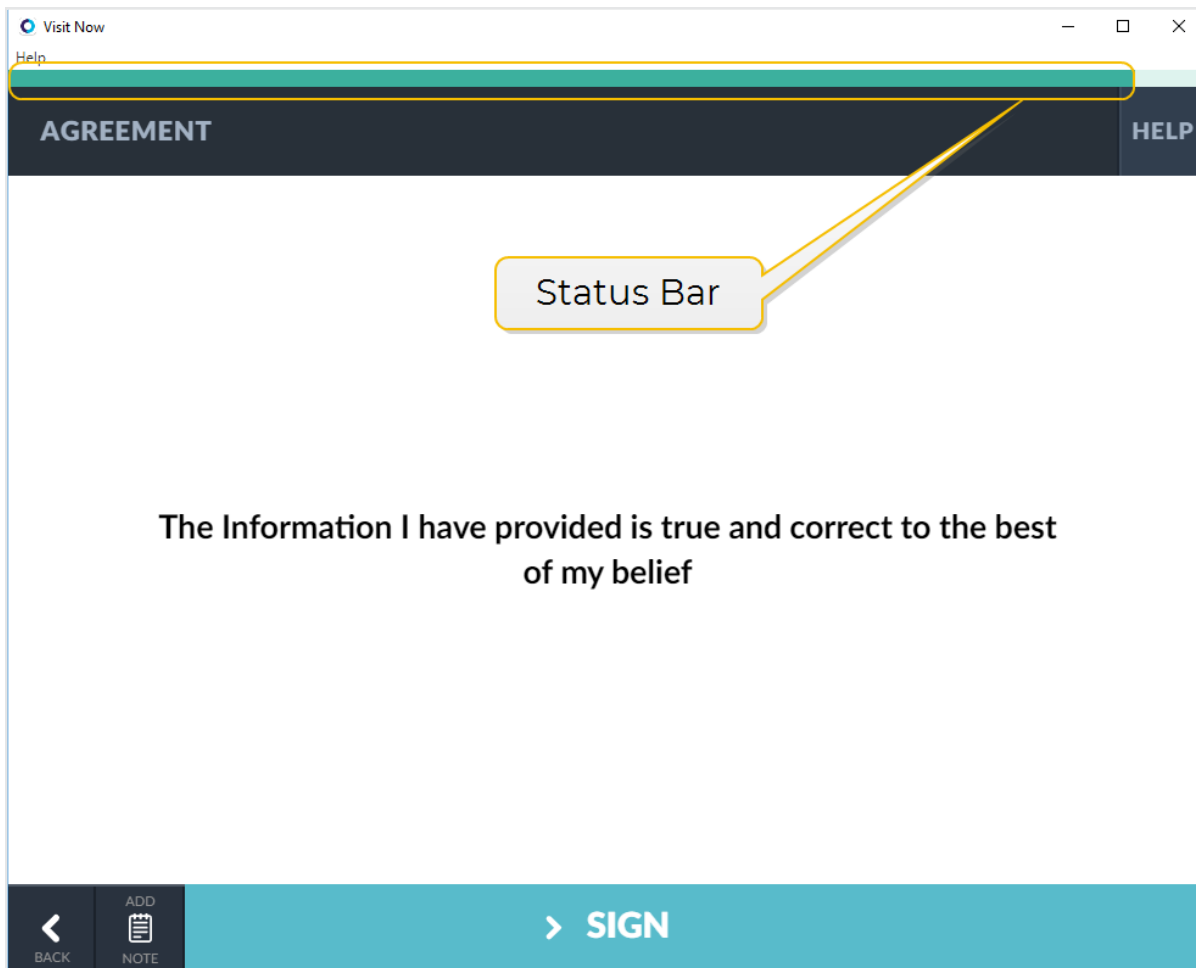
After you have completed all the steps required by your provider, you will be placed in a waiting room. You provider will be informed that your virtual visit is ready to begin.

Launch the Patient App

Launch on iOS

> **NOTE**: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in **"iOS App" on page 16** before proceeding.

1. Click **Check-In**.

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To continue with this ~~requ~~ [from the App Store by tapping the black "App Store" button below. ~~app, tap "Confirm" below.~~

> "Edge" wants to open
> "Patient"
>
> Cancel   Open

App Store

Please make sure to return to this page after you have successfully installed our application and continue with the check-in process by tapping "Confirm" below.

> CONFIRM

2. Tap **Open**.

3. Continue with your Check-In.

Launch on Android

NOTE: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in **"Android App" on page 19** before proceeding.

1. Click **Check-In**.
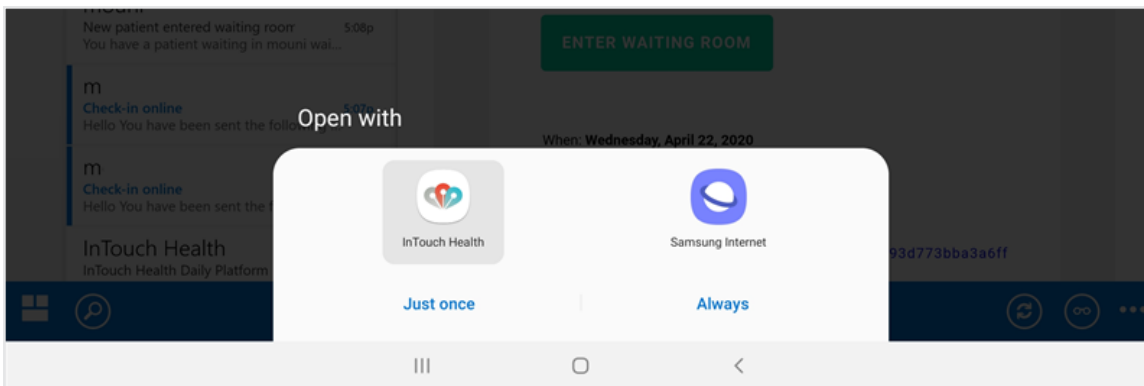
2. Tap **Teladoc Health Patient**.

3. Tap **Always**.

4. Continue with your Check-In.

Launch on Mac

> **NOTE**: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in **"Patient App for Mac" on page 14** before proceeding.
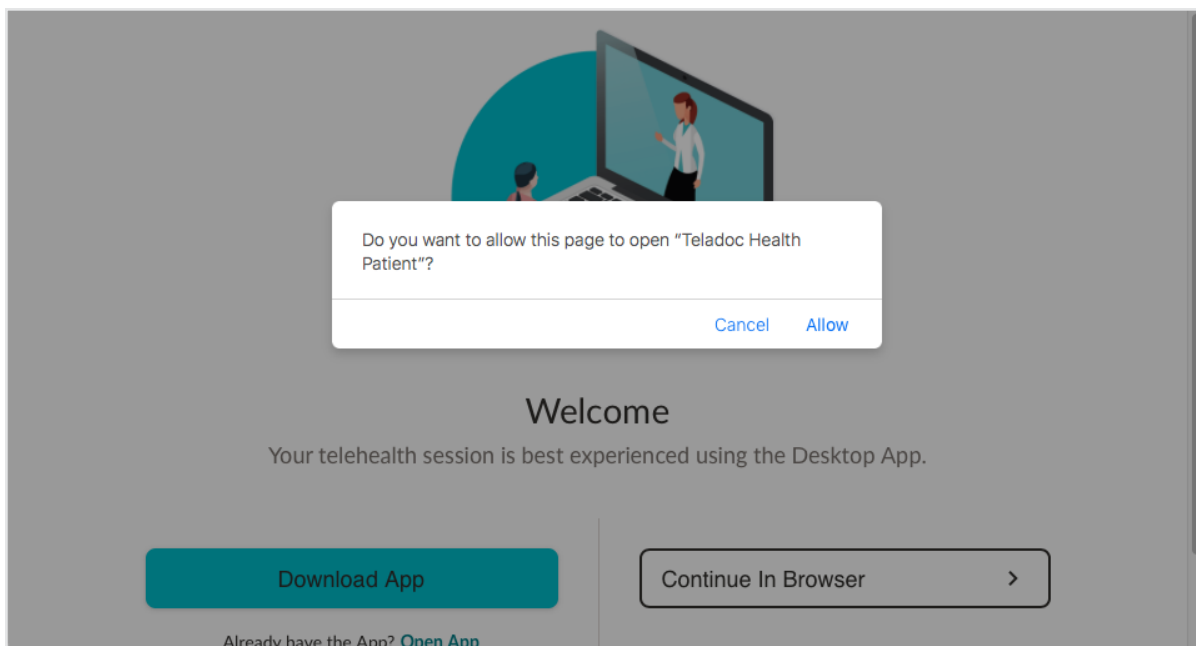
1. Click **Check-In**.

2. Click **Allow**.

3. If an update is available, click **Restart Now**. The Patient App will update automatically.
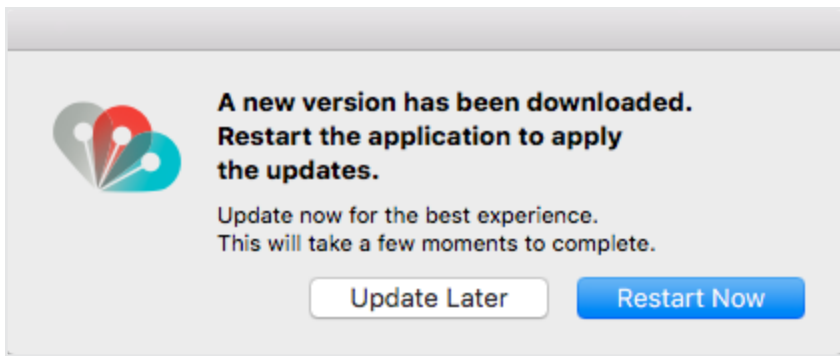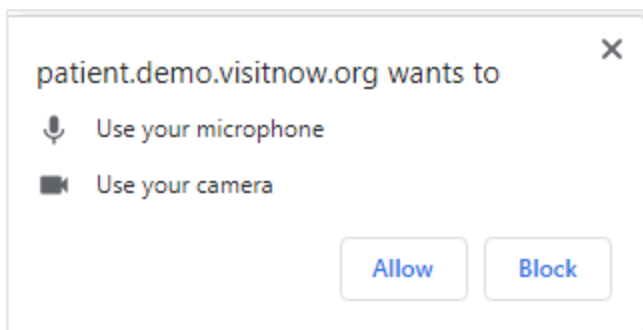
4. Continue with your Check-In.

Launch on Windows

> **NOTE**: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in **"Patient App for Windows" on page 13** before proceeding.
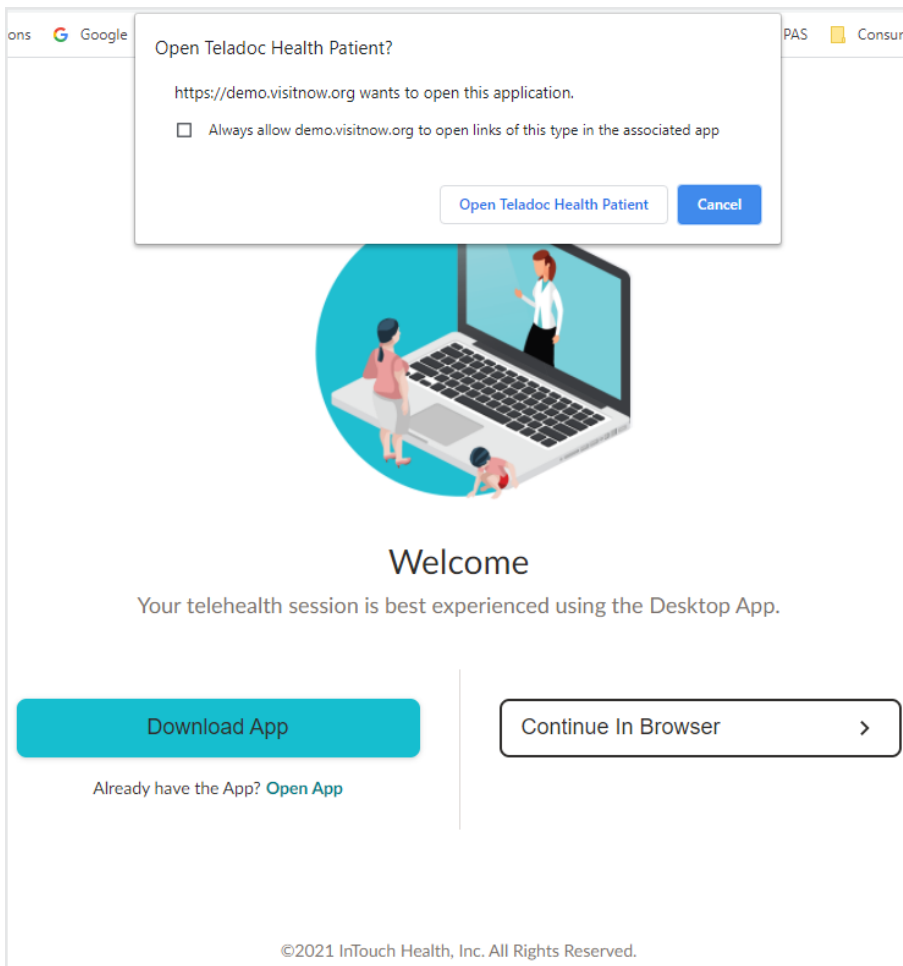
1. Click **Check-In**.

2. Click **Open Teladoc Health Patient**.

3. If an update is available, click **Restart Now**. The Patient App will update automatically.
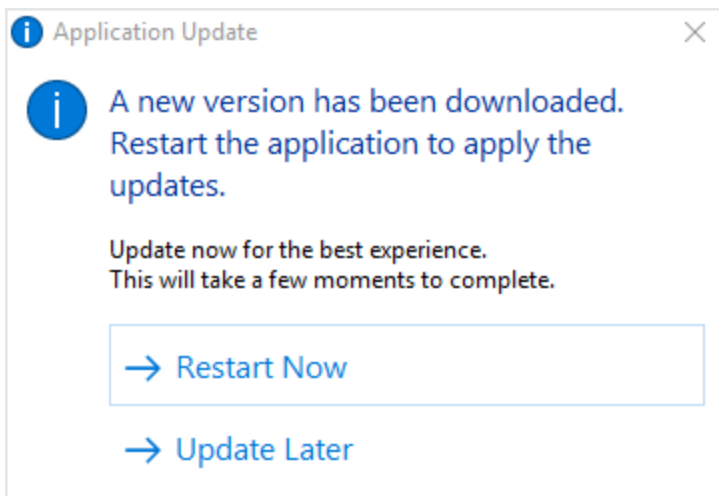
4. Continue with your Check-In.

Using a Browser

- **Using the Chrome Browser**
- **Using the Firefox Browser**
- **Using the Safari Browser**

Using the Chrome Browser

> **NOTE**: You can use the Chrome browser on Windows, Mac, and Android devices.

1. The first time you use the Patient App you will see the following popup window when you are in the waiting room at the end of your check-in:

2. Make sure you click **Allow** or you will not be able to have a virtual visit with your provider.
3. Continue with the check-in process.

Using the Firefox Browser

> **NOTE**: You can only use the Firefox browser on Windows devices.

1. The first time you use the Patient App you will see the following popup window when you are in the waiting room at the end of your check-in:
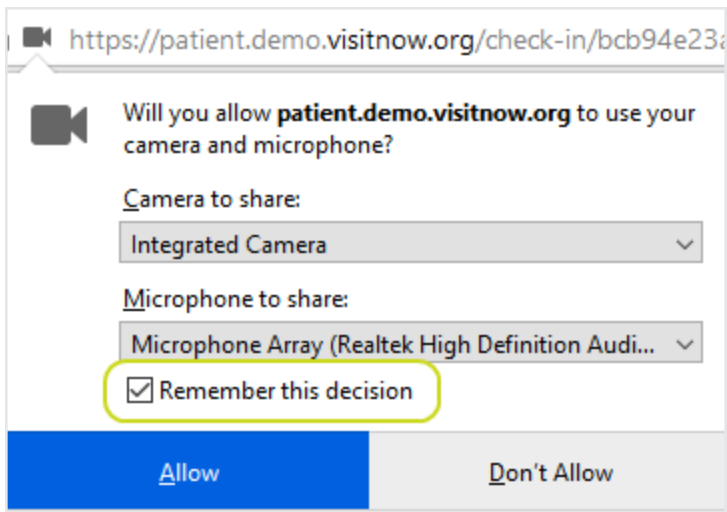
2. Make sure you select **Remember this decision** and then click **Allow** or you will not be able to have a virtual visit with your provider.

3. Continue with the check-in process.

Using the Safari Browser

> **NOTE**: You can use the Safari browser on Macs, iPhones, and iPads.

1. The first time you use the Patient App you will see the following popup window when you are in the waiting room at the end of your check-in:

2. Make sure you click **Allow** or you will not be able to have a virtual visit with your provider.

3. Continue with the check-in process.

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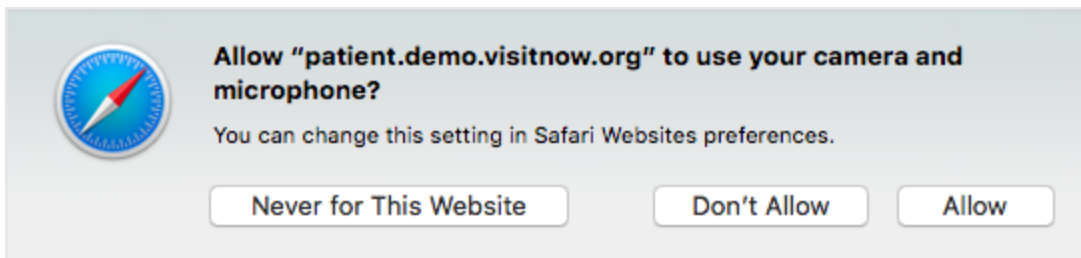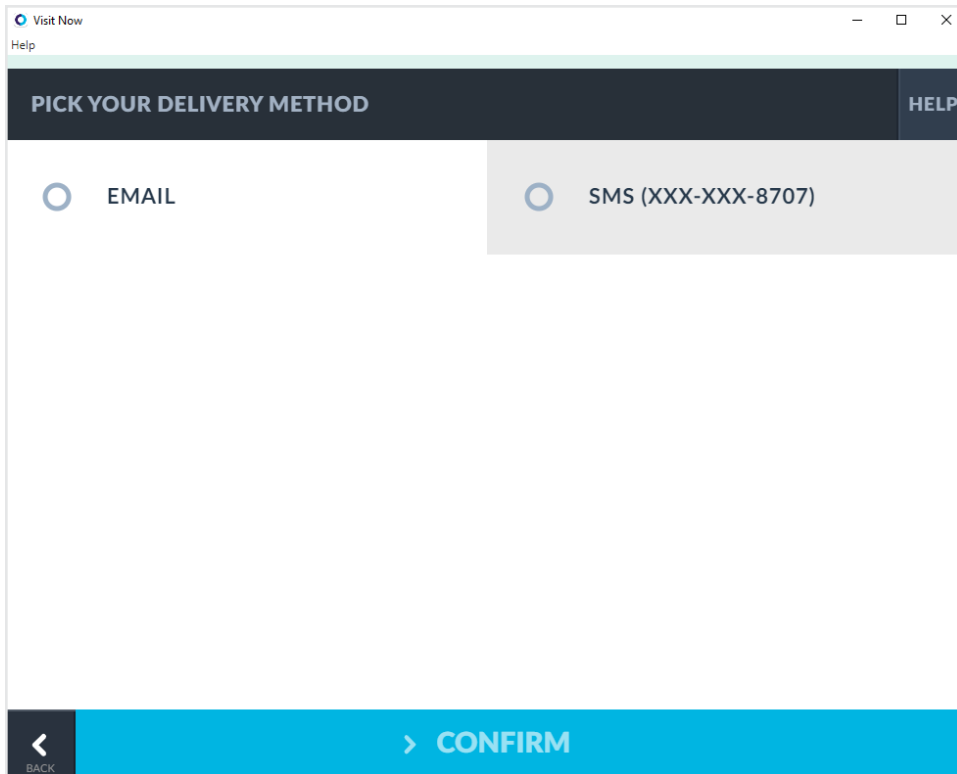
Verify Your Identity

You may need to verify your identity during the check-in process. This is known as "authentication". Your provider may authenticate you through either email or an access code.

For example, you may see the following during the check-in process.

1. Select either **Email** or **SMS** (text message). If you select **SMS**, for example, a text message will be sent to your mobile device.
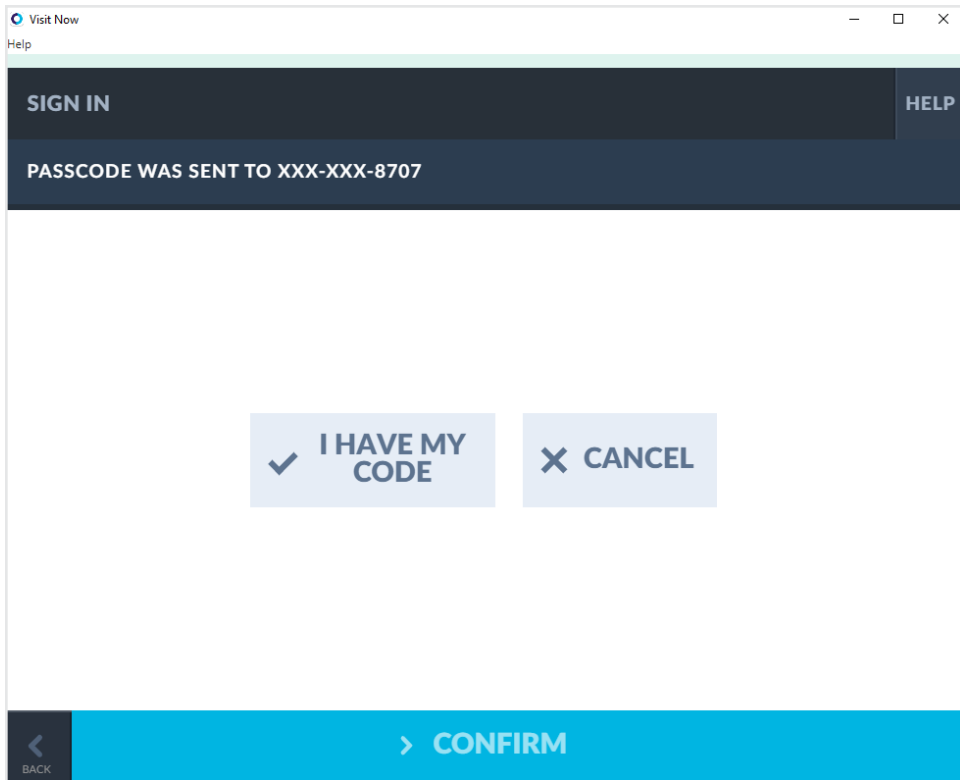
2. Click **I have my code**.
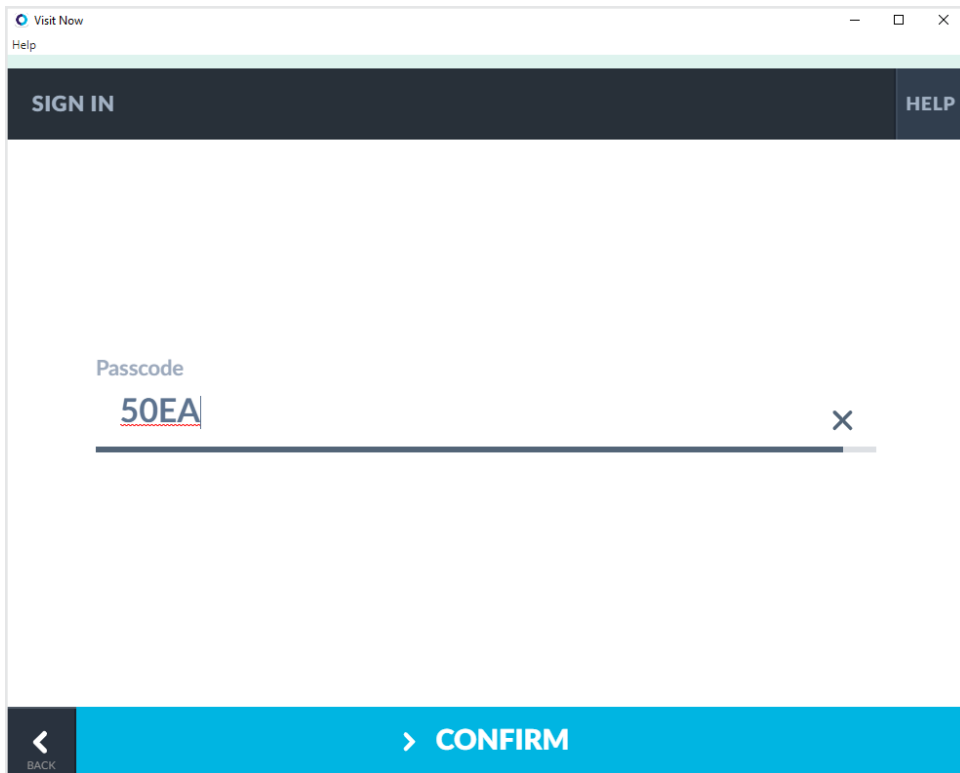
3. Enter the access code. If you enter a code or email address that is not found, you will be prompted to complete demographic pages before being able to continue.

4. Continue with the check-in process.

Review and Edit Demographics

During the check-in process you may be asked to review and edit demographics about yourself or the patient you are assisting.

If you need to make changes. click the pencil icon. Click **Confirm** when you are done.

Enter Your Reasons for Your Virtual Visit

1. Your provider may ask you for the reasons for your virtual visit.
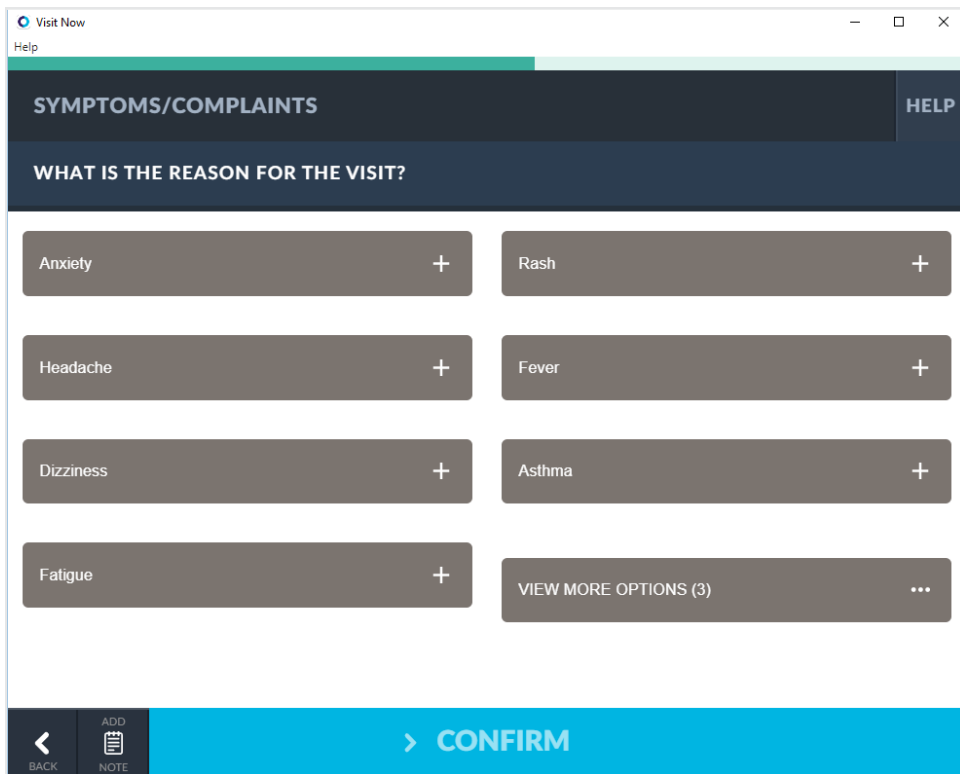
2. You can choose one or more reasons for your virtual visit. If you do not see what you would like to answer, click **View More Options** if present.

3. Once you are finished, click **Confirm**.

Review Your Appointment Summary

Review your appointment summary. and then click **Proceed** when you are done.

APPOINTMENT SUMMARY   HELP

Reason for visit: **Headache, Fever**

Scheduled time: **04:15 pm PDT**

Thursday, April 22, 2021

Your visit will start in: sms: send

00   **00**   **26**   **02**   email: bb@domain.com   send
days   hours   min   sec

url: https://patient.demo.visitnow.org/start/   copy

‹
BACK   **› PROCEED**

On this page you can also send an email or text message to yourself and copy the URL of your virtual visit. If available, click **Proceed** to continue. However, if you are early your provider may ask you to come back later to continue with your check-in.

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Enter Your Insurance
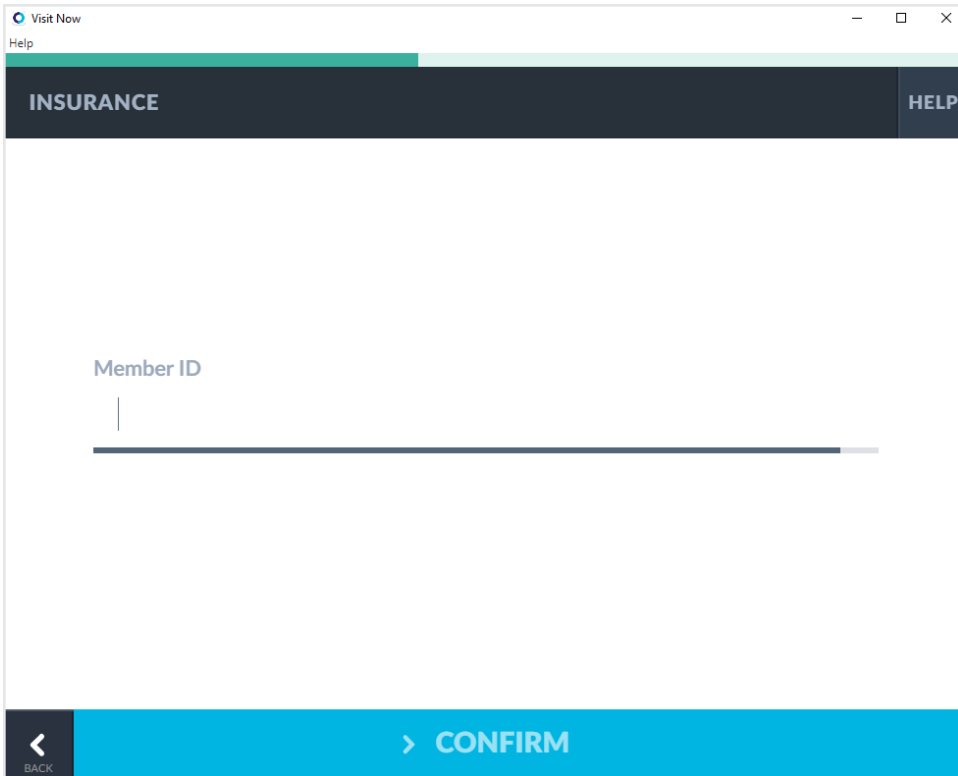
1. Your provider may ask for your insurance information.
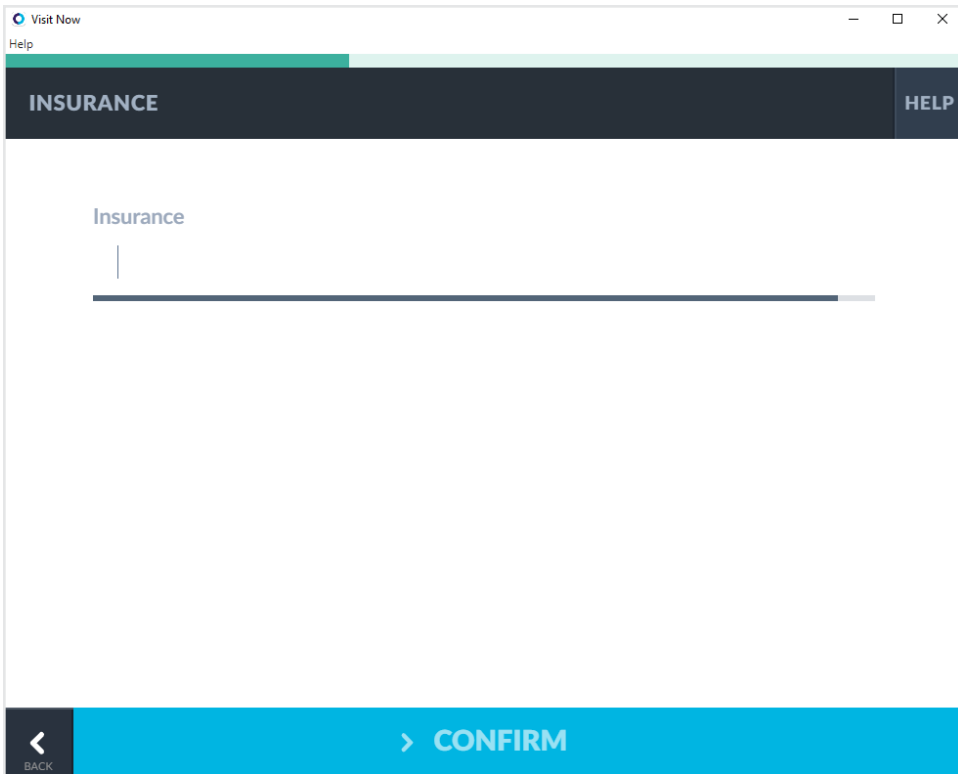
2. Enter your insurance provider. Matching names will be displayed.
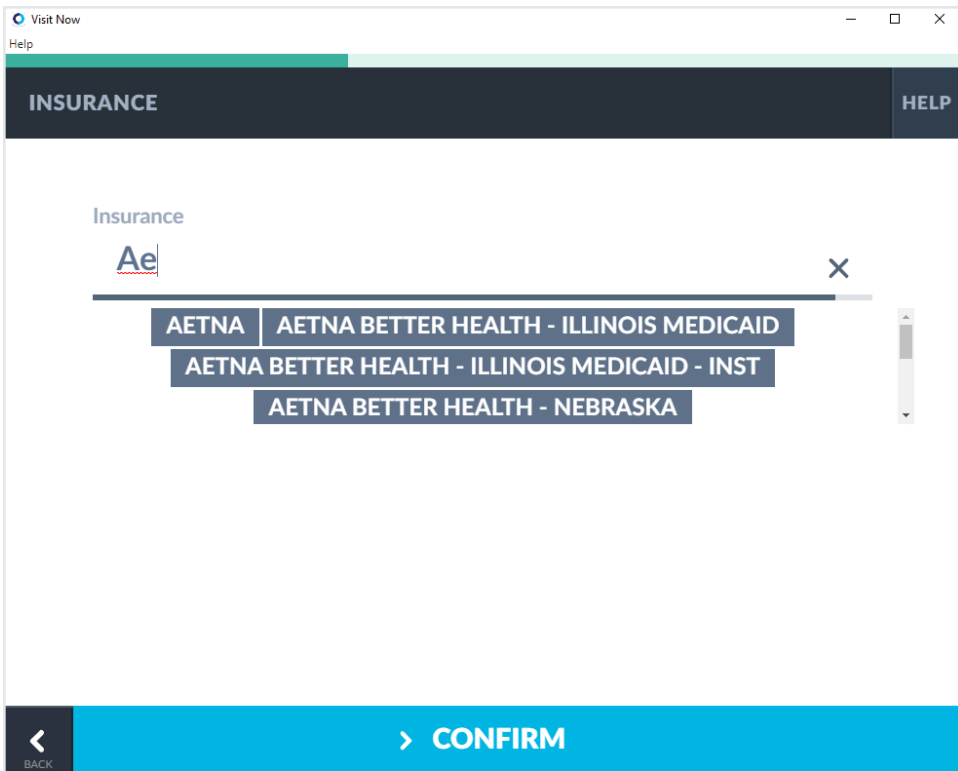
3. Select your insurance provider and then click **Confirm**.

4. Enter your member ID and then click **Confirm**.
5. Click **Confirm** to continue your check-in process.

Enter Your Payment

1. Your provider may need a payment for your virtual visit. Please have your credit or debit card ready before you proceed.

2. Enter the credit card number, CVV number, the expiration date, and your name as it appears on your credit card. Please note the following about CVV numbers:

- On Visa, MasterCard, and Discover cards this is a three-digit number on the back of the card.

- On American Express cards this is a four-digit number on the front of the card.

If all information on the card is valid then all fields will have a dark gray border as shown below.

If there are any invalid or missing fields, they will have a red border as shown below.
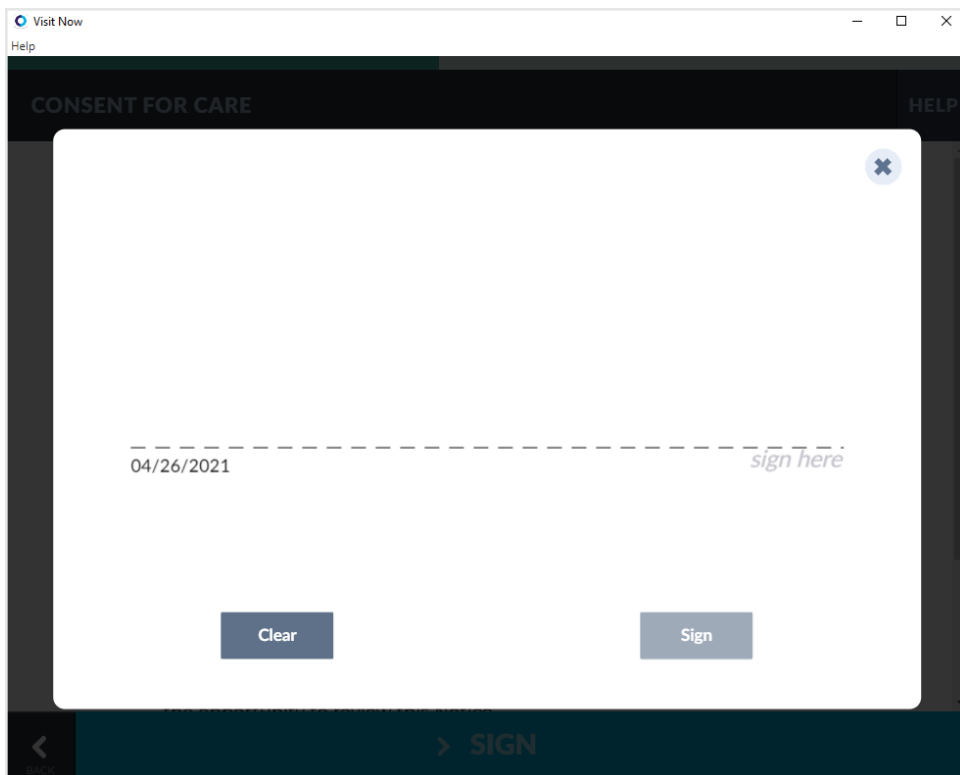
3. Click **Pay**.
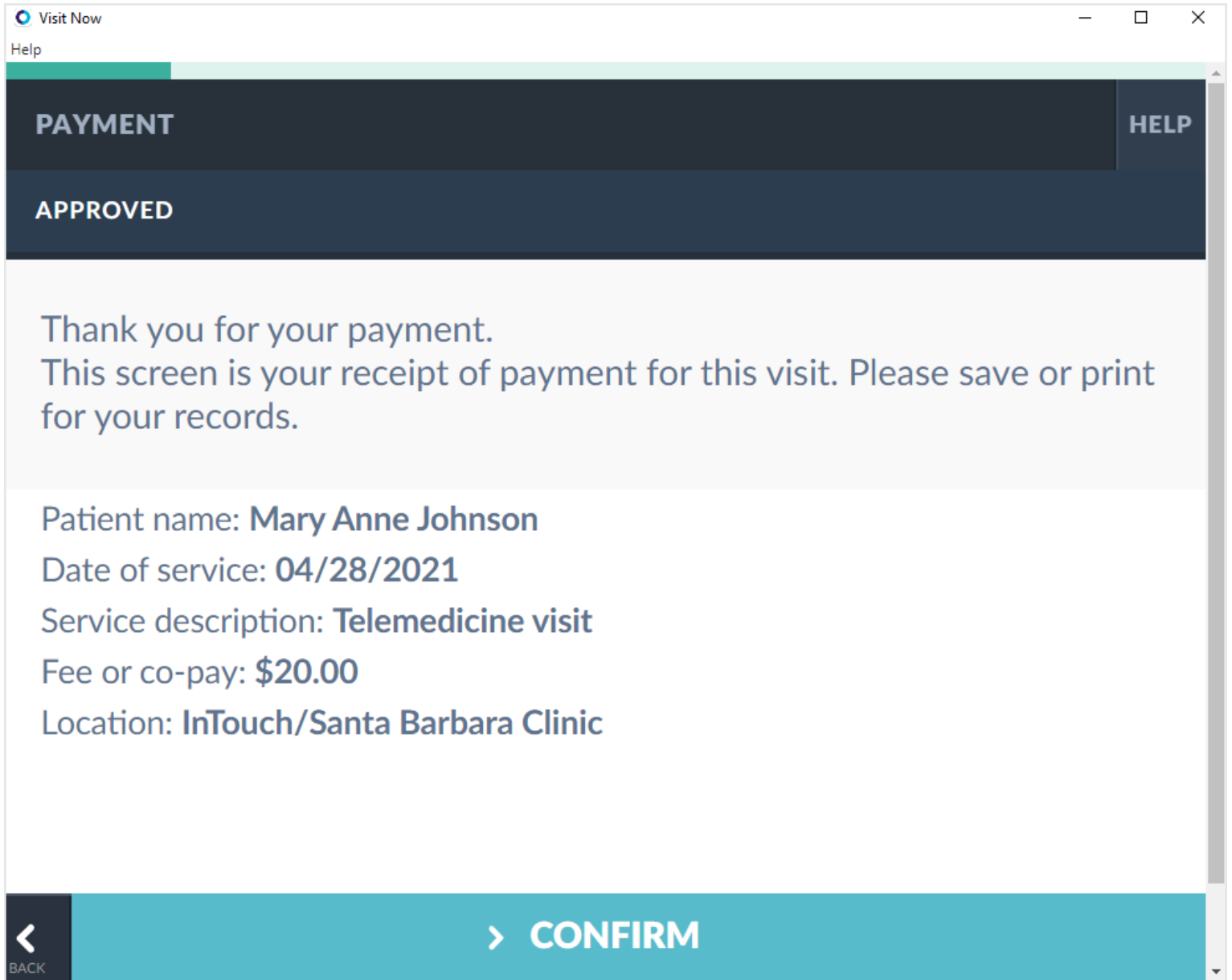
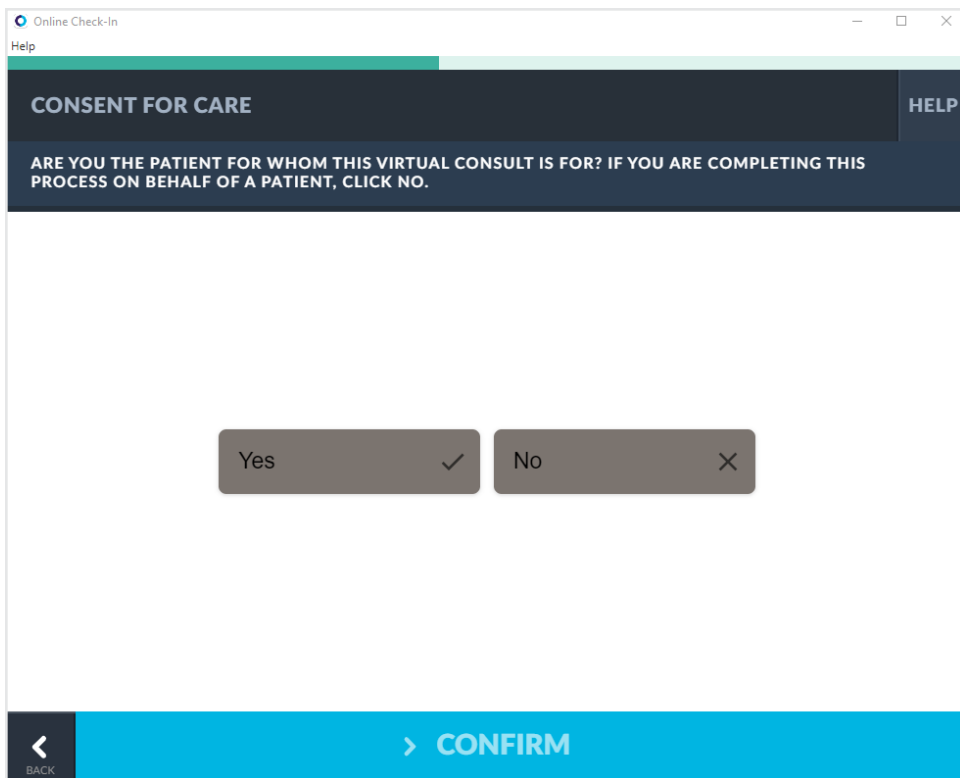4. Click **Confirm**.

Read and Sign Forms Electronically

You may be asked to review and sign one or more forms. For example, your provider may ask you to sign a Consent of Care form.
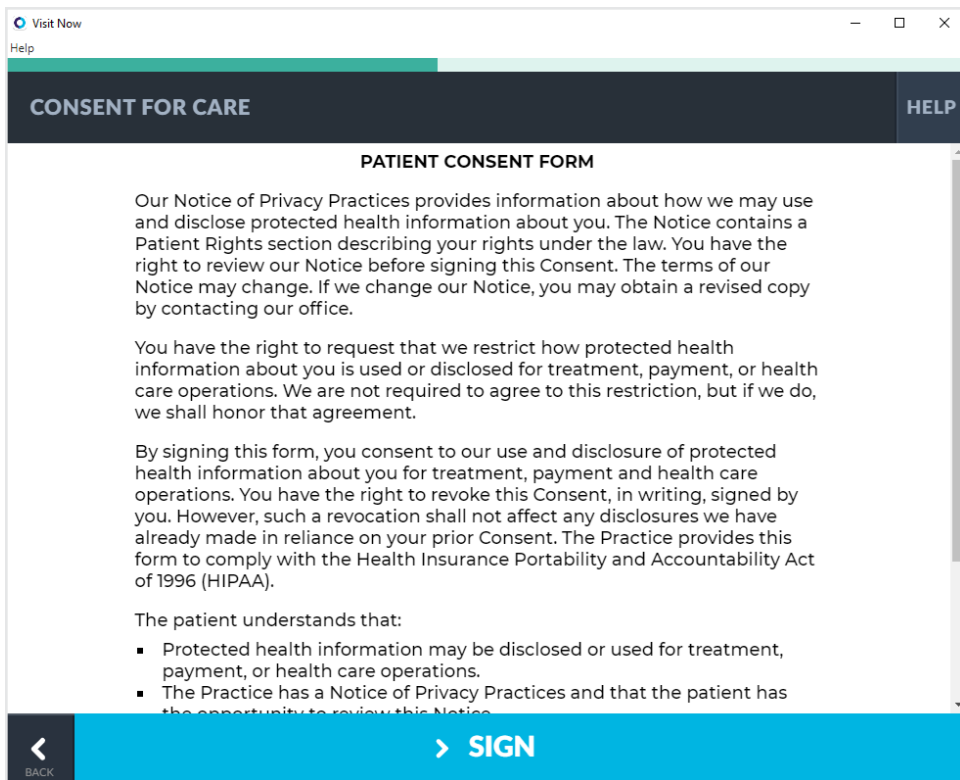
1. Carefully read the form and then click **Confirm**.

2. Use your mouse or touchscreen to enter your signature and then click **Sign**.

3. If you are the patient, click **Yes** and then click **Confirm**. There are no more steps. If you are assisting a patient, click **No** and then click **Confirm**.
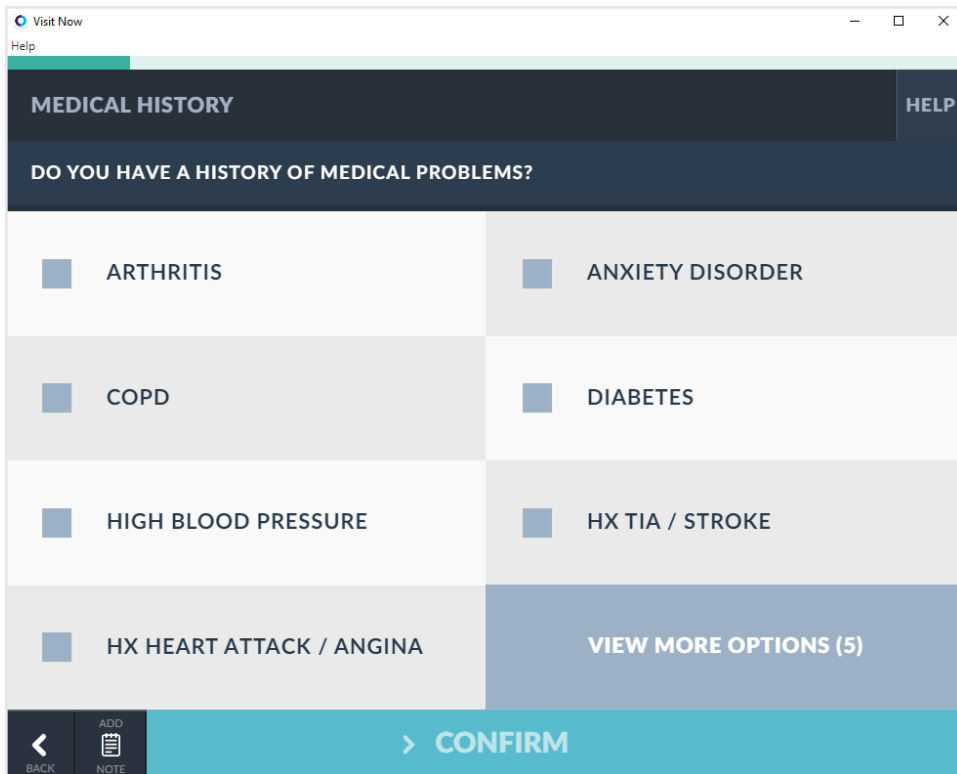
4. Select your relationship to the patient and then click **Confirm**.
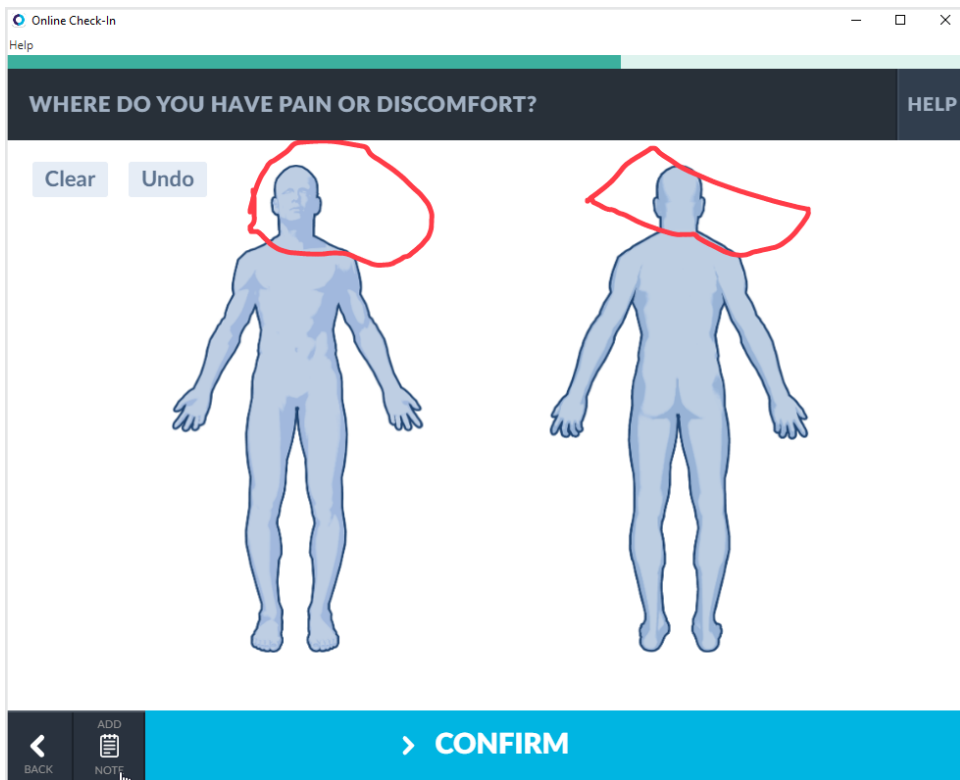
5. Enter your and click **Confirm**.

Read and Complete Questionnaires

The following shows an example of a medical history questionnaire, which lets you easily answer questions by simply clicking or tapping the selection. Please note this shows sample forms and the forms you may see will function the same but will look different.
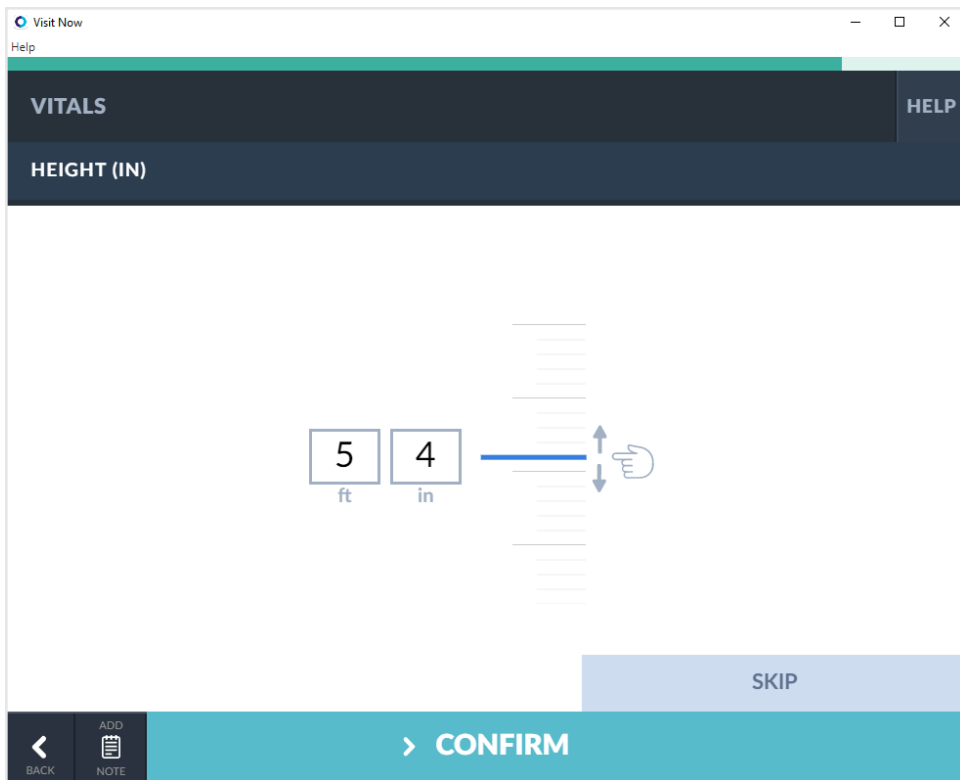

Patient App questionnaires also provide other means of input, including graphical input where you can draw with your mouse or use a touchscreen.

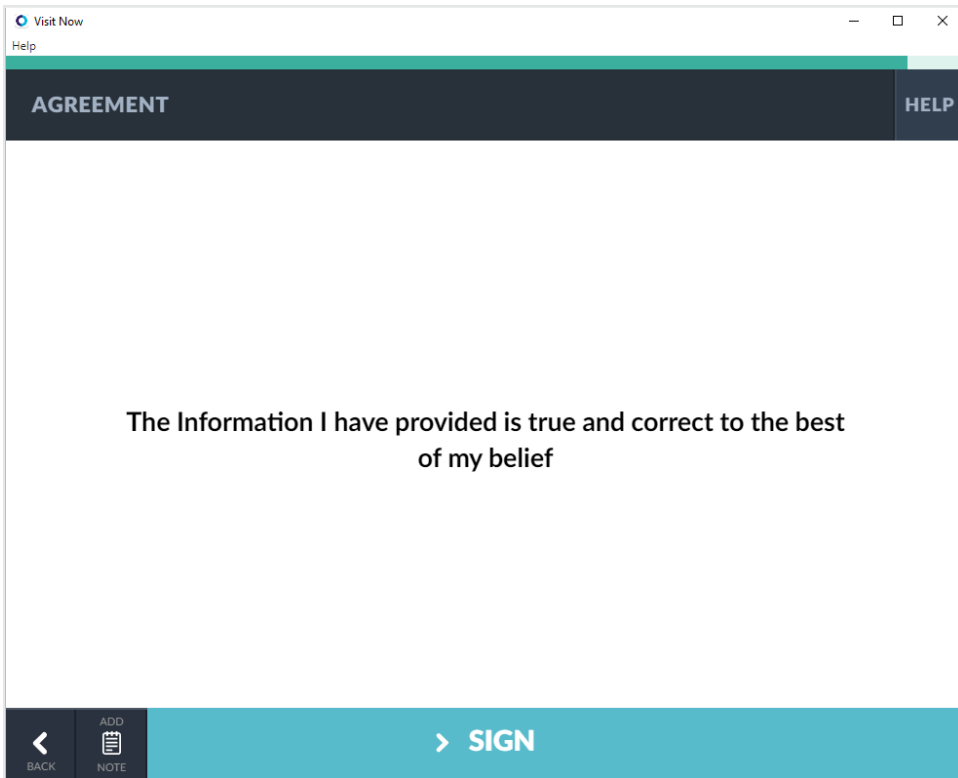If you want to re-enter or redo a questionnaire, you can click the back button ( ). Some questionnaires, including height and weight, have sliders to help you enter data.
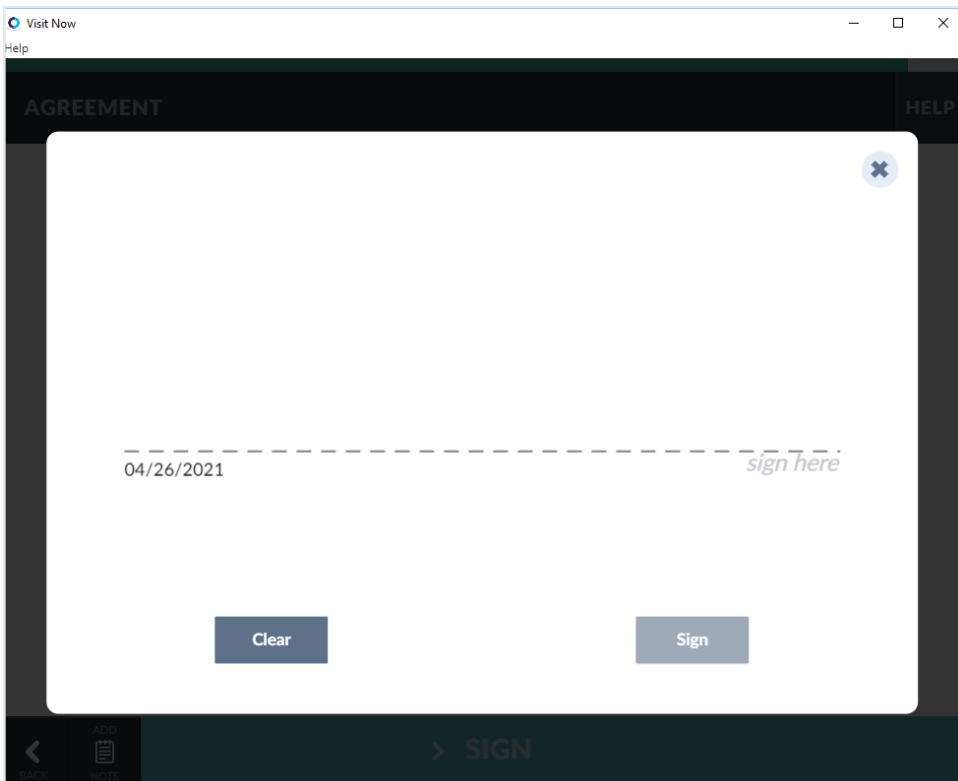
Click **Confirm** when you are done.

Sign the Agreement

1. After you have completed all of the forms and questionnaires and entered any insurance information or any payments, you will be asked to sign an agreement.

HELP

The Information I have provided is true and correct to the best of my belief

BACK   ADD NOTE   > SIGN

2. Click **Sign**.

04/26/2021   _sign here_

Clear   Sign

3. Enter your signature with a mouse or touchscreen.
4. Click **Sign**.

Test Your Audio and Video

After you have completed all the steps in your check-in process you will be placed in a virtual waiting room. Depending on your device type an audio and video test will start automatically or you can manually test your audio and video connections.

Browsers, Windows, and Mac

Before your provider arrives your audio and video connections will automatically be tested.
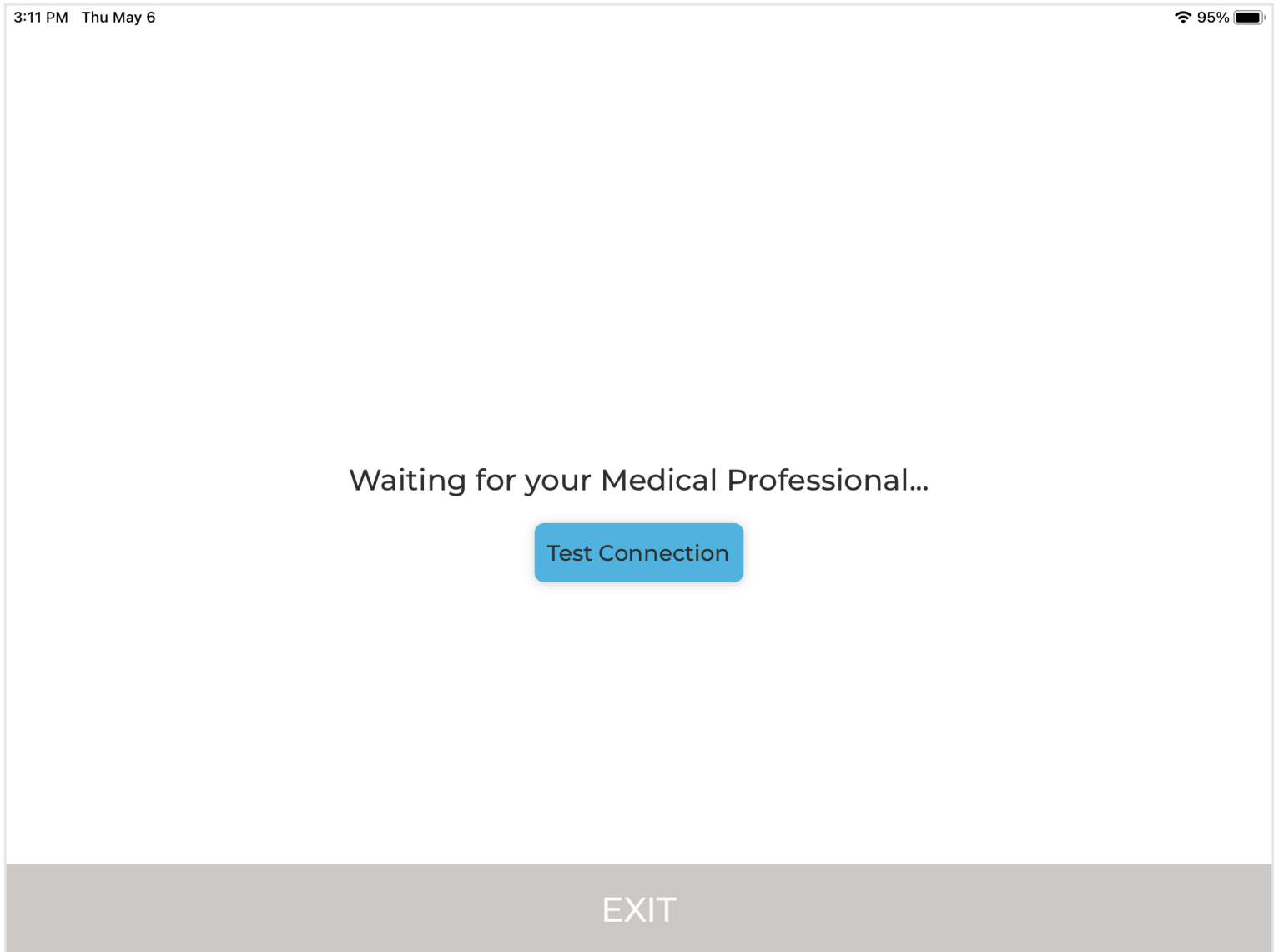
If your audio, video, and network connections are good, you will see a green checkmark and a message saying the test was successful.
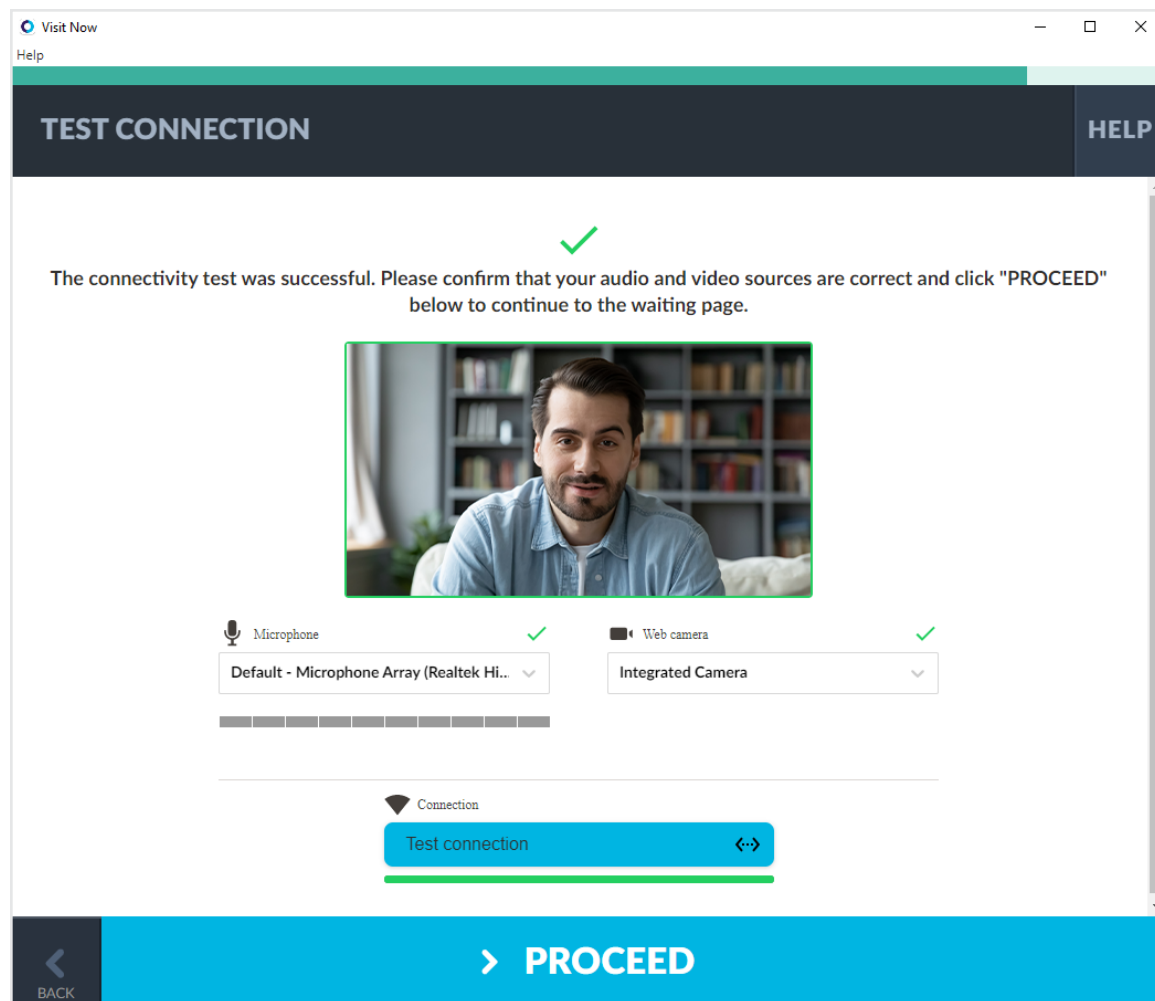
If there are problems, error message will be displayed.

iPhone and iPad

Before your virtual visit begins you should verify that your audio and video connections are good by tapping **Test Connection**.

3:11 PM   Thu May 6   📶 95% 🔋

Waiting for your Medical Professional...

Test Connection

EXIT

If your audio and video connections are good a confirmation message will be displayed.

The quality of your network is good for video and audio call

Tap **Done** to exit.

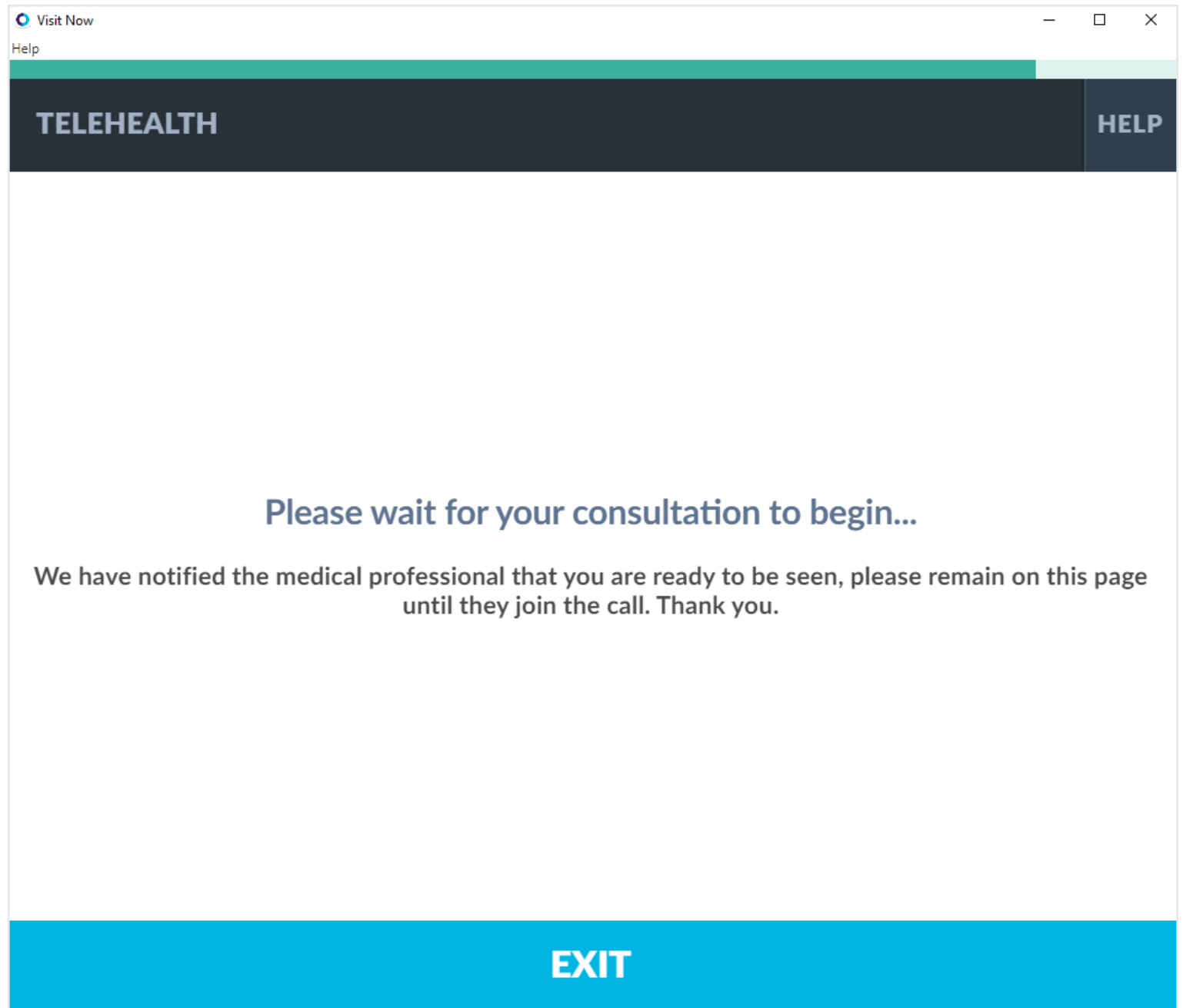**Troubleshooting**

Refer to the following for more information.

- **"Troubleshoot Network Issues" on page 69**
- **"Troubleshoot Audio and Video Issues" on page 74**

Virtual Visits

> **NOTE**: Your camera and microphone might stop working if you lock the screen or answer phone call in the middle of your virtual visit.
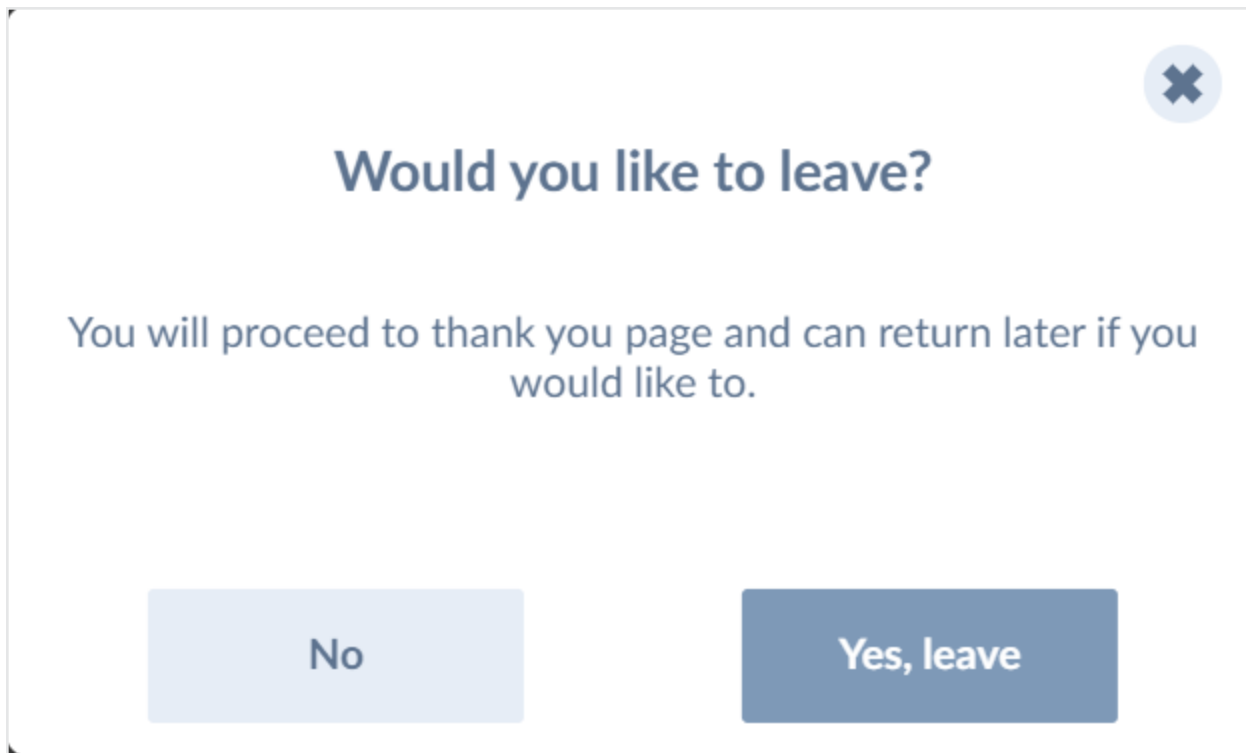
Waiting Room Overview

After your check-in and your audio/video test is complete you will be placed in a virtual waiting room.

Your provider will start your virtual visit (consultation) soon. If you need to leave you can click **Exit** and then click **Yes** to leave the waiting room. However, you should wait for your provider to arrive.

If you clicked **Exit** by mistake click **No** to return to the waiting room. If you left the waiting room by mistake or if you were disconnected you can click the link in your invitation to return to the waiting room.

Virtual Visit Overview

When your provider arrives, your virtual visit will begin.

A virtual visit on a Browser or Desktop

Hide the patient and provider thumbnails

Enter chat mode

Modify your audio and video

Patient (your) thumbnail

Mute your audio

Provider thumbnail

Turn off your video

End your call for yourself

Dr. Jensen

John Roberts

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iPhone and iPad virtual visits

The Patient App operates the same way on the iPhone and iPad but the buttons look a little different. If you see two dots at the bottom of the screen swipe left or right to see other people on the call.
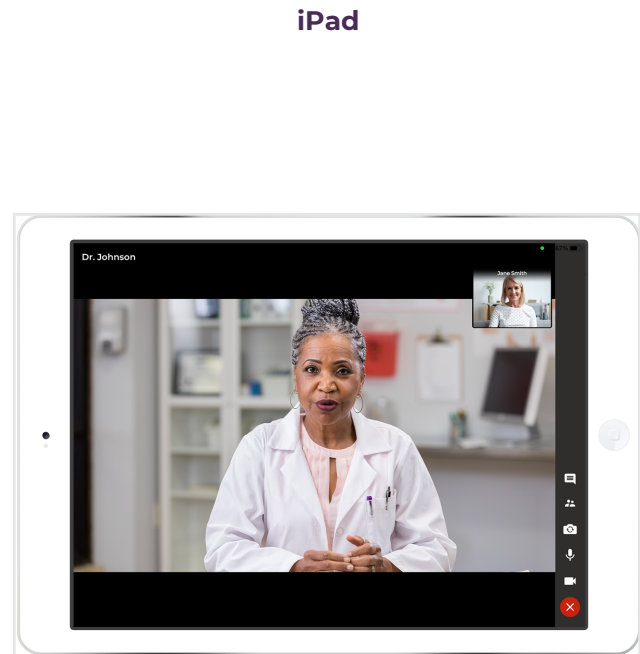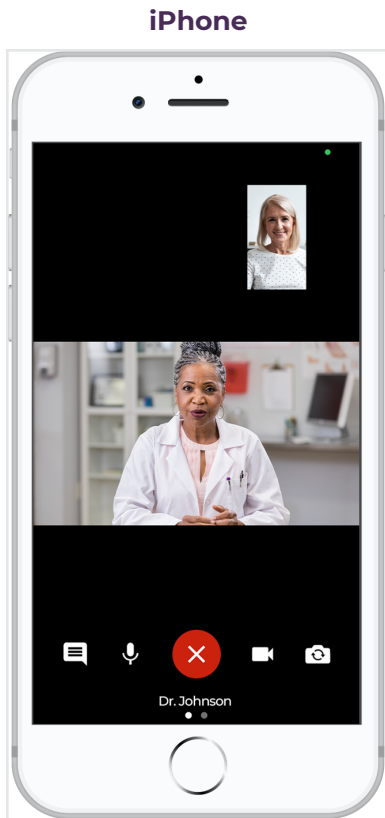
iPhone

iPad

The window is divided into a main view of your provider in the center, thumbnails of participants at the bottom, and a menu bar on the right side to manage the virtual visit. On the iPhone and iPad, your thumbnail is at the top. For example, you can click the Chat icon (💬) to start a chat session with your provider.

> **NOTE**: Contact your provider if you have questions.

Audio and Video Icons

You may see icons next to your image, your provider's image, and on thumbnails.

Icon	Definition
🎤	The person currently speaking.

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Icon	Definition
	This person's microphone is muted.
	This person's camera is off.

Interpreters

Your provider may invite an interpreter during your virtual visit. They are similar to other guests during your virtual visit. If you want to see the interpreter better you can click the interpreter's thumbnail to enlarge their image.

End Your Virtual Visit

1. Either you or your provider can end your virtual visit. If you want to end the virtual visit, click red phone icon (☎). or the red X (✕) on the iPhone and iPad.

Browsers, Windows, and Mac	iPad and iPhone
Do you want to end the call? CANCEL END	Do you want to end the call? Cancel End

2. Click **End** to end your virtual visit.

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After Your Virtual Visit

Surveys

1. After you have finished your virtual visit you may be prompted to complete a survey about your experience. These surveys help your provider understand how they can make future virtual visits better.
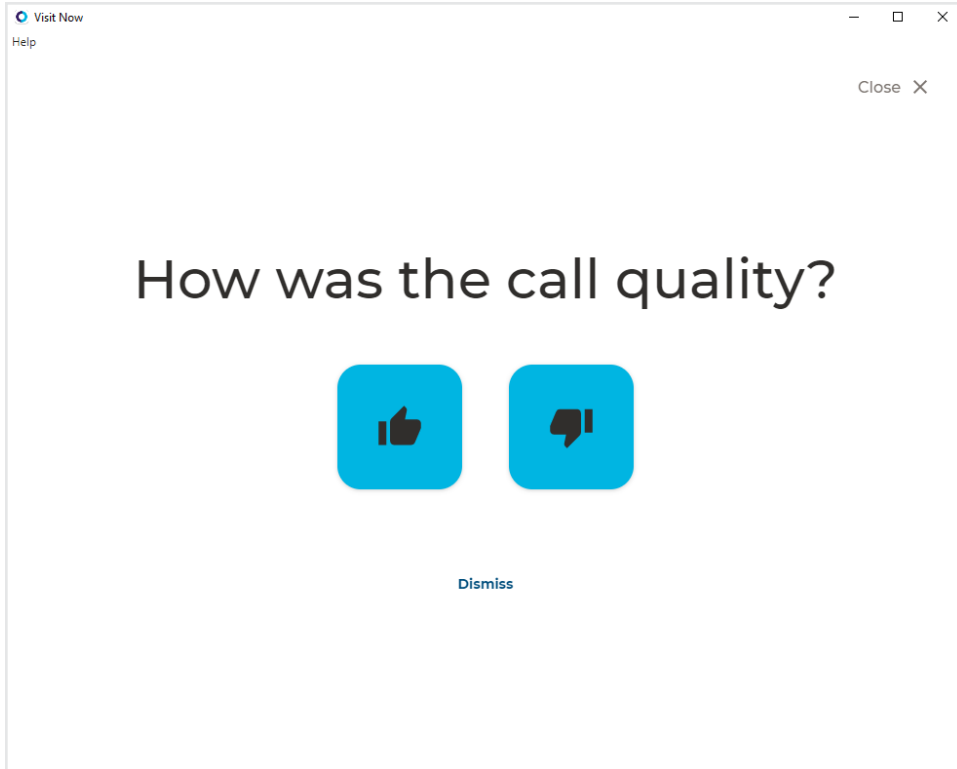
2. Click the Thumbs Up button.
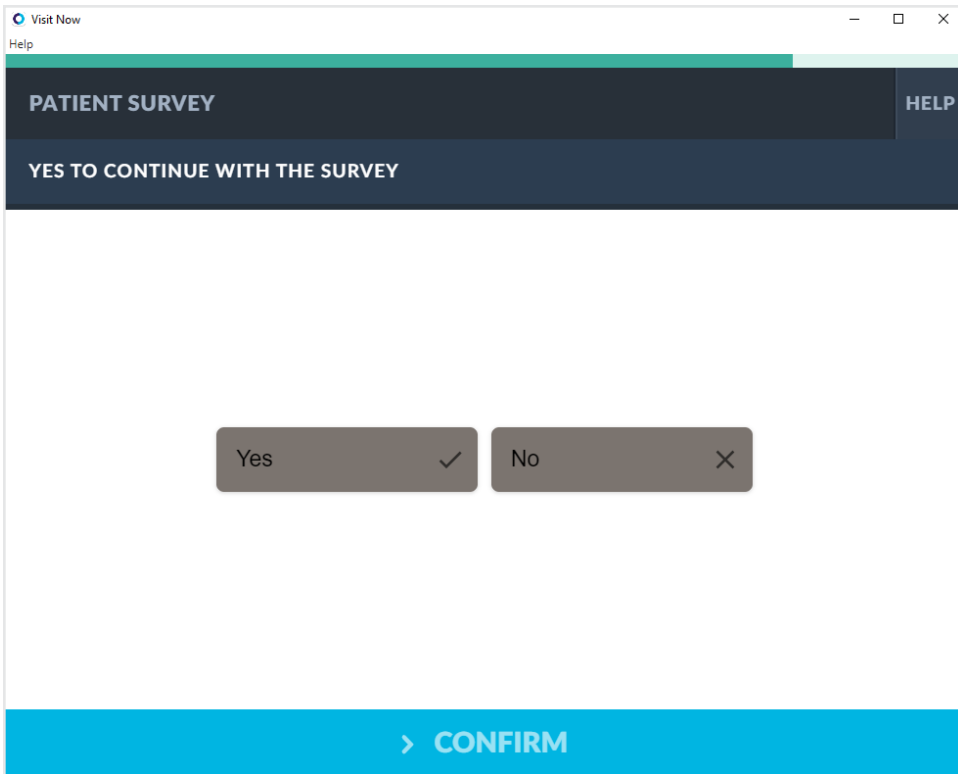
3. Click **Yes**.
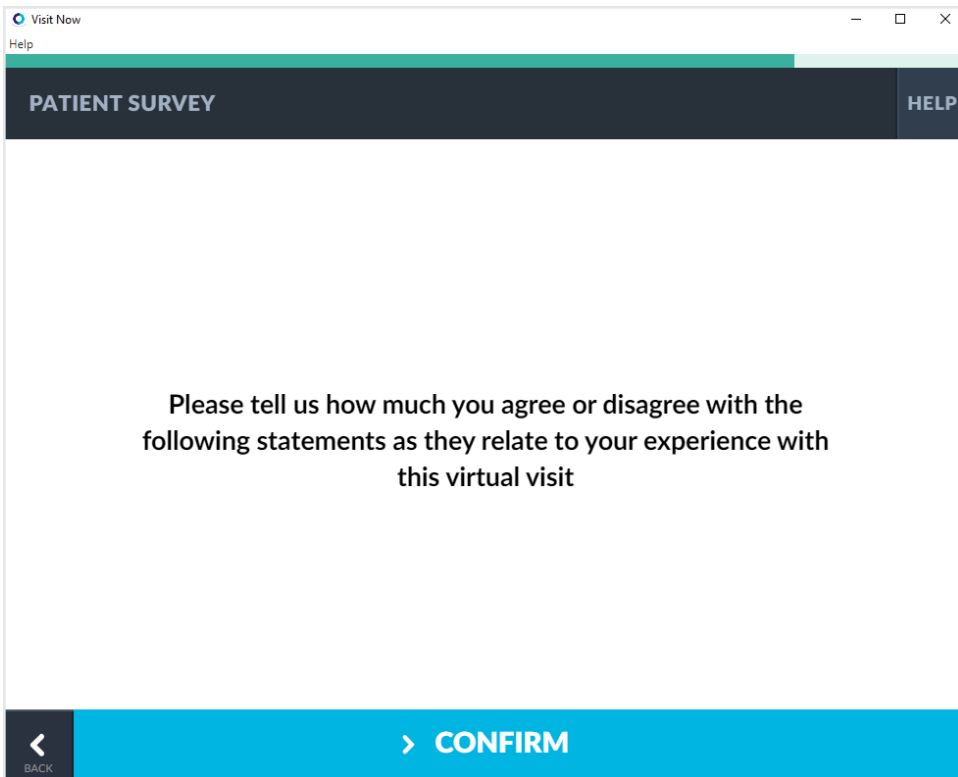
4. Click **Confirm**.

5. Make your selection and then click **Confirm**. Repeat this for any other statement pages.
6. When you are done a Thank You page will be displayed.

Thank You Page

After your virtual visit is over, a Thank You page will be displayed.
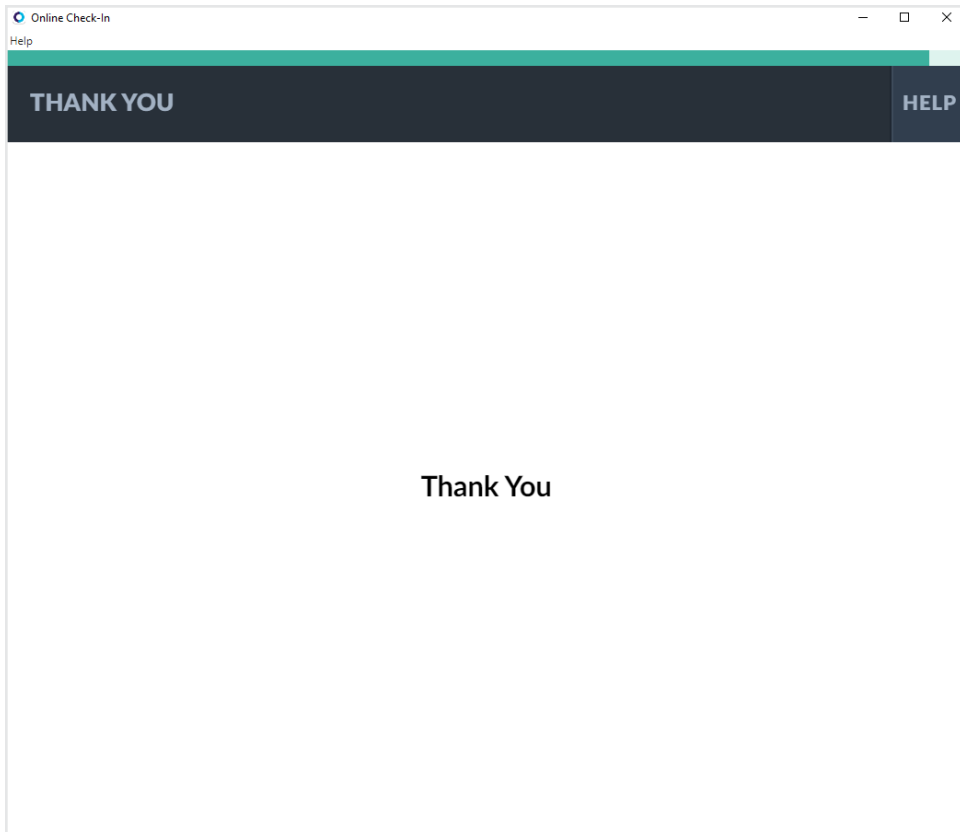
You can close your Patient App or your browser tab.

Follow-Up Virtual Visits

If you need a follow-up virtual visit your provider can send you send you a new invitation. Do not use the invitation for the virtual visit you just completed because it will be expired and cannot be used again.

Troubleshooting

> **NOTE**: If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- **Troubleshoot Network Issues**
- **Troubleshoot Audio and Video Issues**

Troubleshoot Network Issues

> **NOTE**: If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- **Troubleshoot Network Issues for iOS**
- **Troubleshoot Network Issues for Android**
- **Troubleshoot Network Issues for Windows**
- **Troubleshoot Network Issues for Mac**

Troubleshoot Network Issues for iOS

1. If using Wi-Fi, make sure your Wi-Fi is enabled on your phone and you are connected to the fastest possible network.

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2. If you are using cellular, and Wi-Fi is available, switch to Wi-Fi.

3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.

4. If using cellular data and the connection seems poor, try restarting your cellular data.

5. If using cell data try turning off your phone and turning it on again
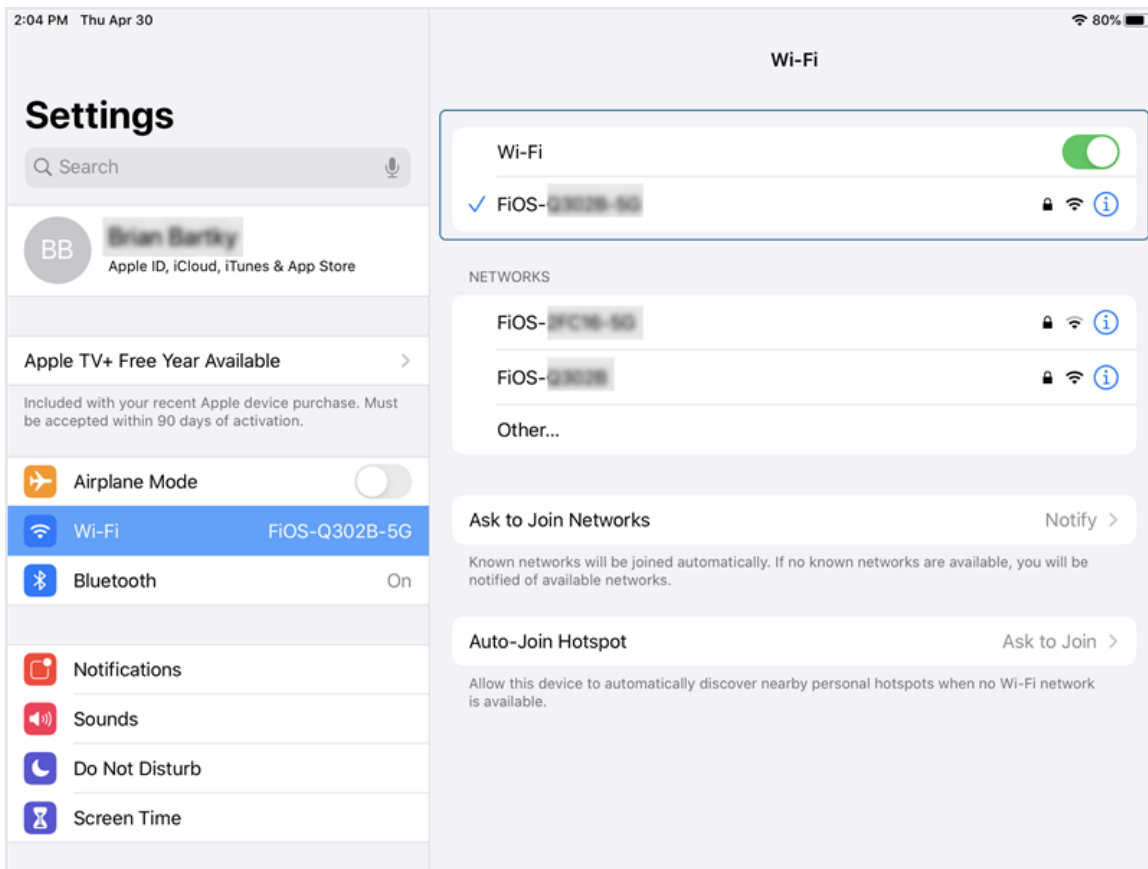
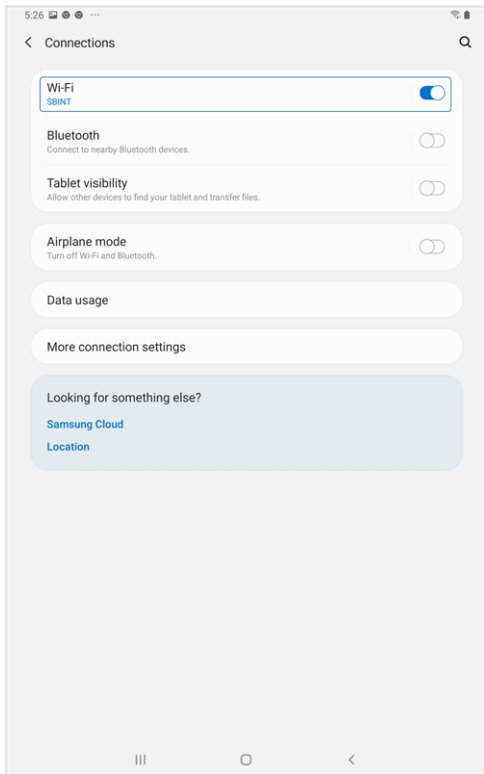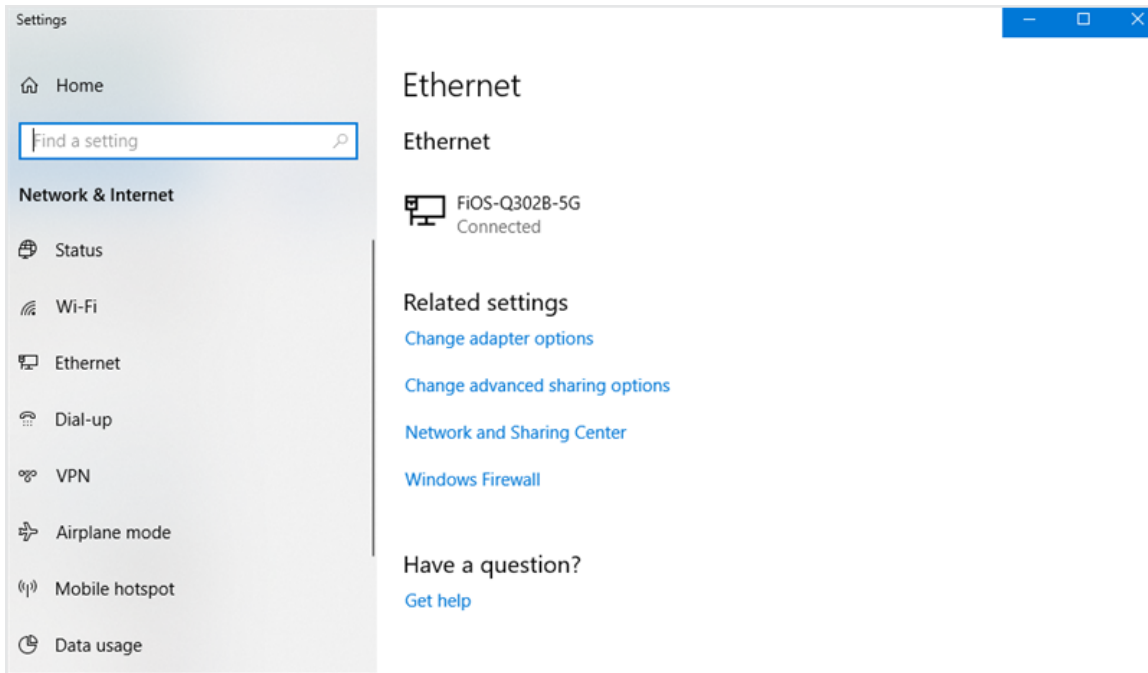**Troubleshoot Network Issues for Android**

1. If using Wi-Fi, make sure your Wi-Fi is enabled on your phone and you are connected to the fastest possible network.

2. If you are using cellular, and Wi-Fi is available, switch to Wi-Fi.

3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.

4. If using cellular data and the connection seems poor, try restarting your cellular data.

5. If using cell data try turning off your phone and turning it on again.

Troubleshoot Network Issues for Windows

1. If using Ethernet, make sure your connection is good.

   a. Open Settings.

   b. Click **Network & Internet**.

   c. Click **Ethernet**.

   d. Make sure you have a valid Ethernet connection.

2. If using Wi-Fi, make sure your Wi-Fi is enabled and you are connected to the fastest possible network If your Wi-Fi is enabled it will be displayed in the Task Bar as shown below.

3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.
4. If you are still having issues, refer to Fix Wi-Fi connection issues in Windows or contact your Internet Service Provider.

Troubleshoot Network Issues for Mac

1. If using Ethernet, make sure your connection is good.
    a. Launch System Preferences.
    b. Click **Network**.

c. Make sure you see a green dot next to Ethernet as shown below.

2. If using Wi-Fi, make sure your Wi-Fi is enabled and you are connected to the fastest possible network If your Wi-Fi is enabled it will be dark with several arcs and not grayed out as shown below.
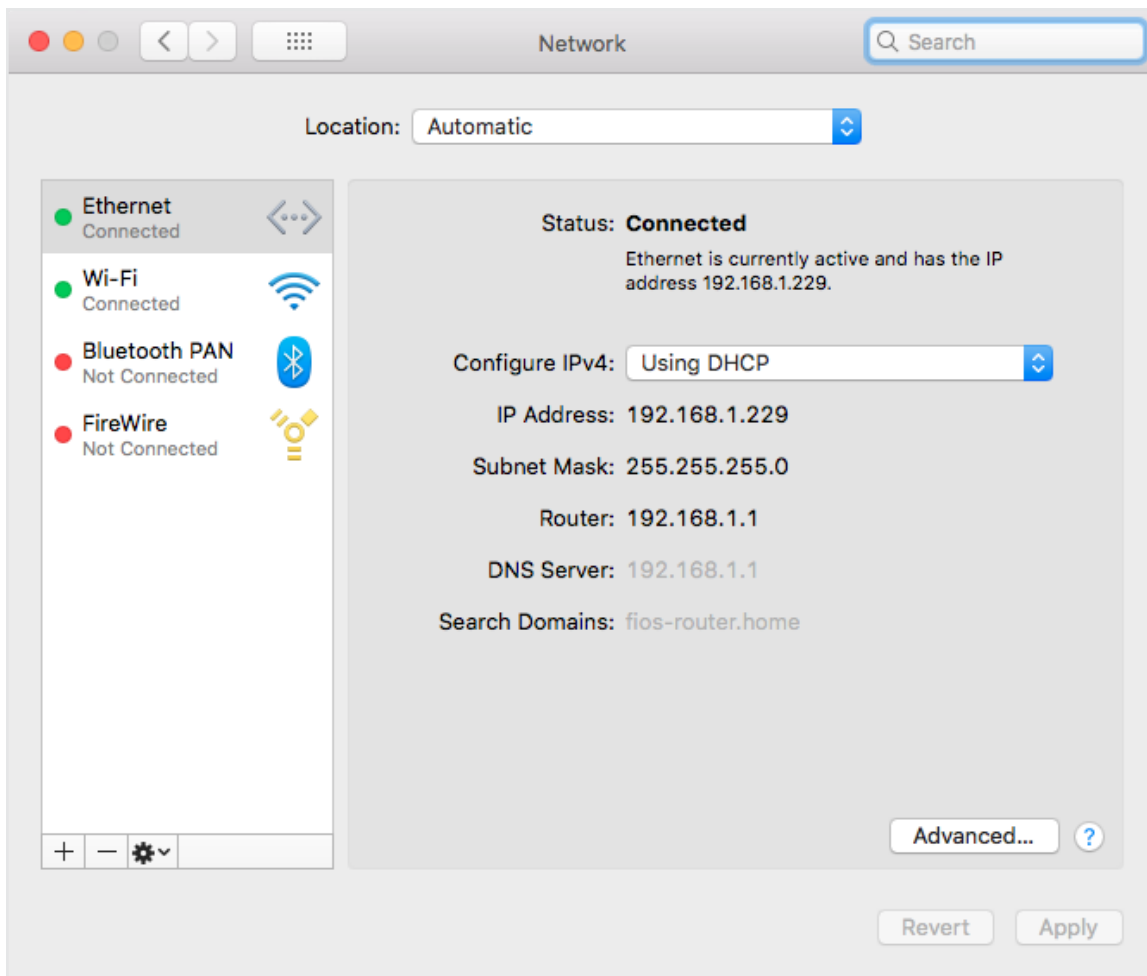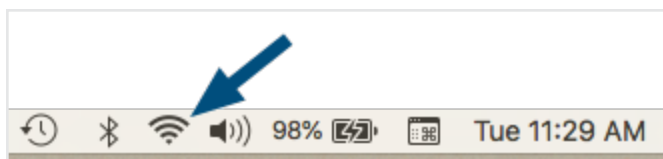

3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.

4. If you are still having issues, refer to [Connect your Mac to the internet](#) or contact your Internet Service Provider.

Troubleshoot Audio and Video Issues

> **NOTES**: Make sure no other apps are using your mic or camera before trying any of the links below.
>
> If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- **Troubleshoot Audio/Video for the Android App**
- **Troubleshoot Audio/Video for the iOS App**
- **Troubleshoot Audio/Video for the Mac**
- **Troubleshoot Audio/Video for the Windows App**
- **Troubleshoot Audio/Video Issues for Chrome**
- **Troubleshoot Audio/Video for Android Chrome**
- **Troubleshoot Audio/Video for Firefox**
- **Troubleshoot Audio/Video for Safari**

### Troubleshoot Audio/Video for the Android App

> **NOTES**: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)
2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons, you will need to click on the icons to make sure that they are enabled.

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3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:

4. Tap **Apps**.

5. Tap **Teladoc Health Patient**.

6. Tap **Permissions**.

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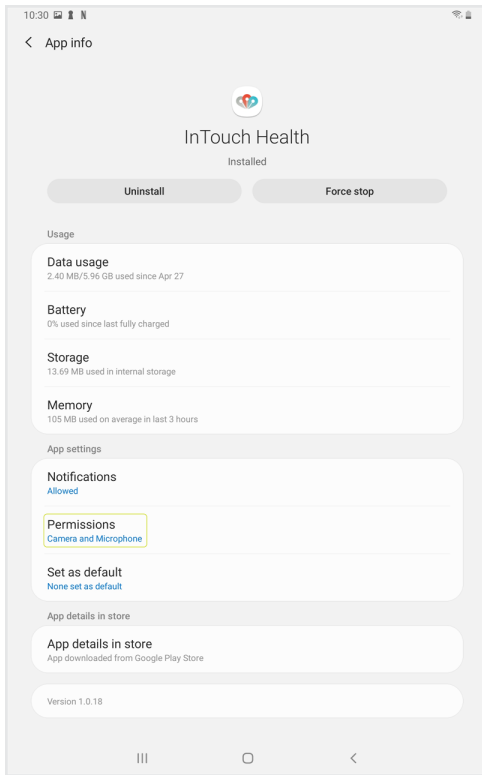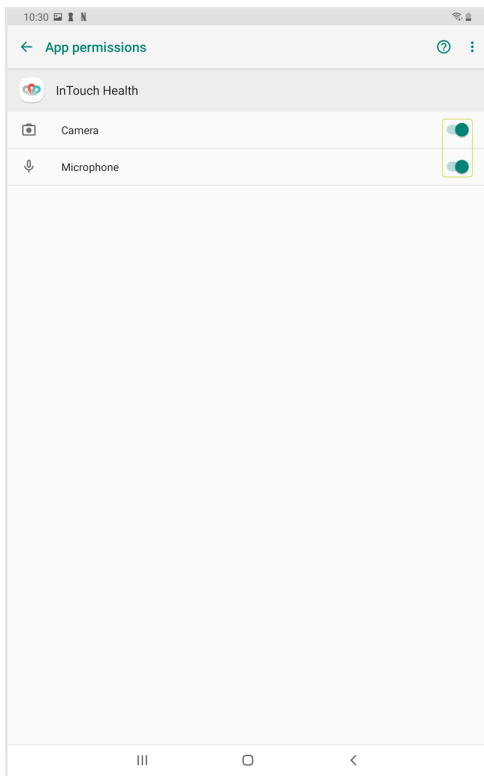
7. Make sure the Camera and Microphone are enabled as shown above.

8. Return to the virtual visit.

9. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.

10. You are all set for your video session with your medical professional!

Verify the Android Patient App is Up to Date

1. Tap the Google Play Store app.

2. Tap the menu – the button with three horizontal lines in the upper left hand corner – on your device.
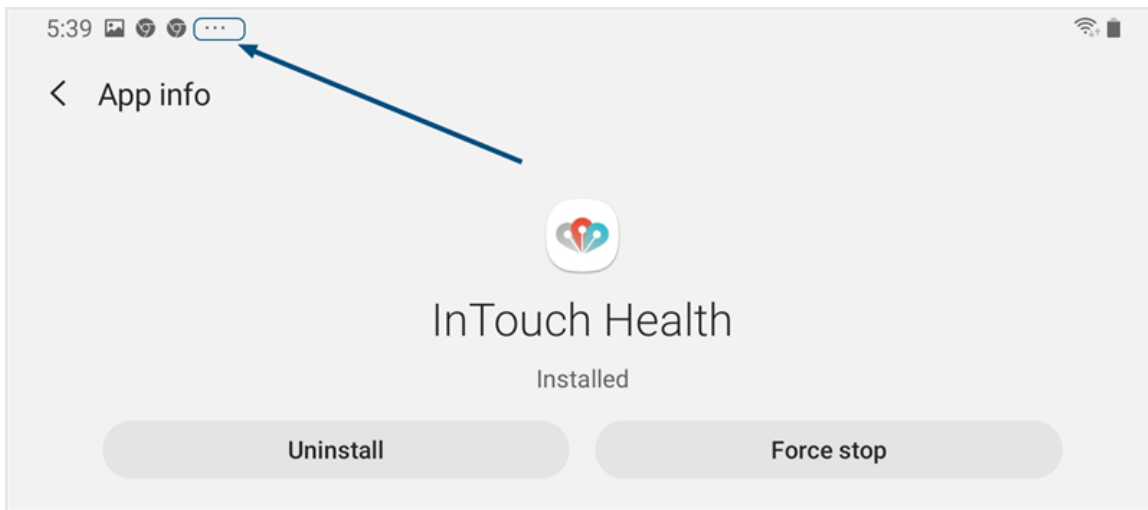
3. Tap **My apps and games**.
4. Tap **Teladoc Health Patient**.
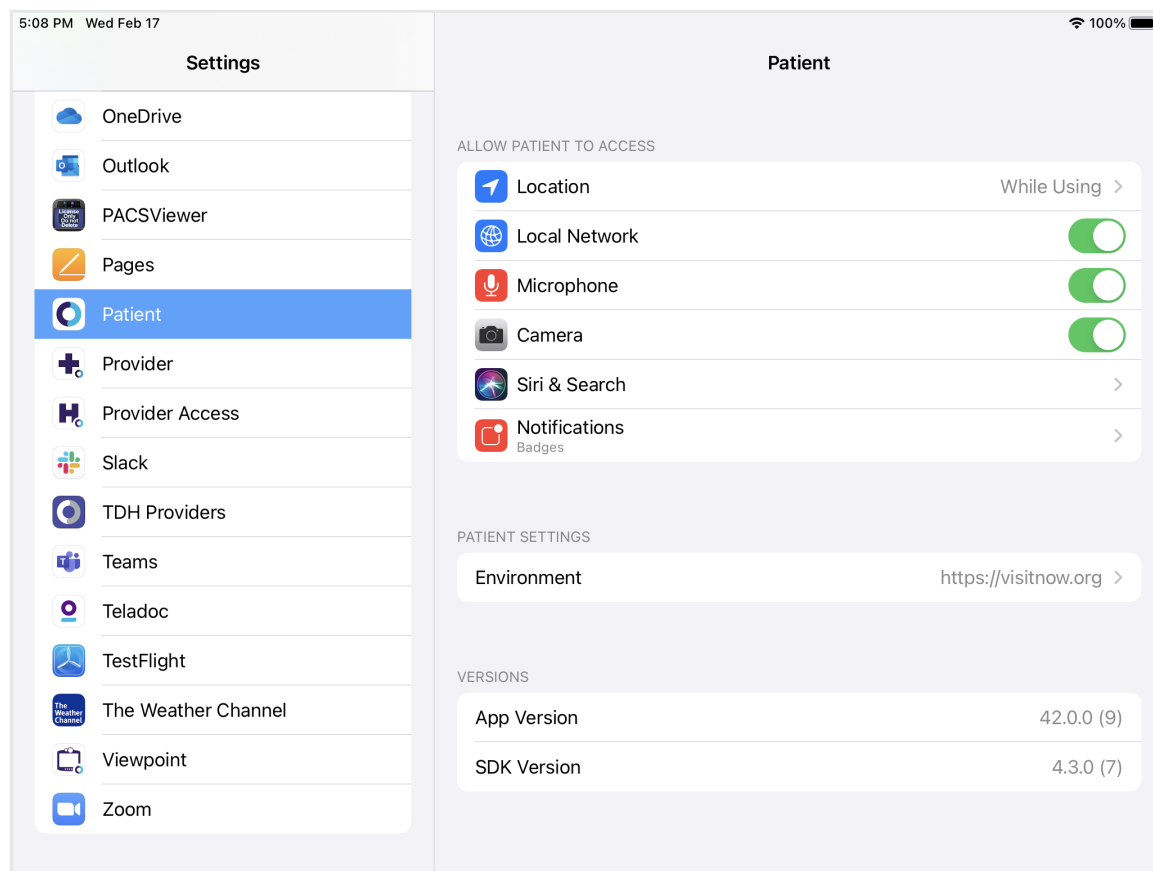5. Tap **Update**.

Troubleshoot Audio/Video for the iOS App

> **NOTES**: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.
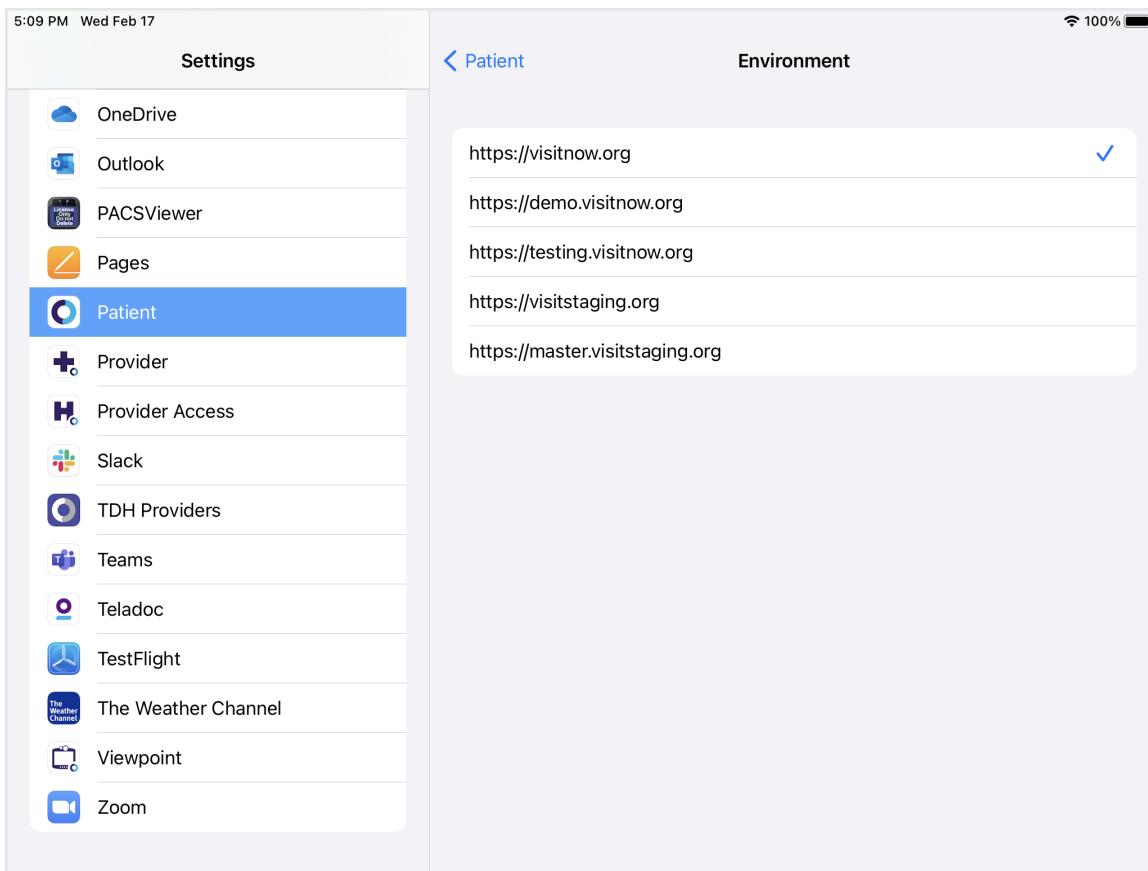
- **Verify the Practice**
- **Verify That Your App is Up to Date**
- **Verify Microphone**
- **Verify the Camera**

Verify the Practice

1. Tap the Settings icon.
2. Tap **Patient**.

3. Ensure that the correct practice URL is selected.

5:09 PM Wed Feb 17	🛜 100% 🔋

Settings

☁️	OneDrive
📧	Outlook
🗂️	PACSViewer
📝	Pages
⭕	**Patient**
➕	Provider
Ⓗ	Provider Access
🔲	Slack
⭕	TDH Providers
👥	Teams
🔵	Teladoc
✈️	TestFlight
🌦️	The Weather Channel
🖥️	Viewpoint
📹	Zoom

‹ Patient   **Environment**

https://visitnow.org	✓
https://demo.visitnow.org	
https://testing.visitnow.org	
https://visitstaging.org	
https://master.visitstaging.org	

Verify That Your App is Up to Date

1. Tap the App Store app.
2. Tap **Updates**.
3. If shown, tap **Update** next to the Teladoc Health Patient App icon.

Verify Microphone

Follow the steps below to test your audio.

1. Tap the Settings app.
2. Tap **Patient**.

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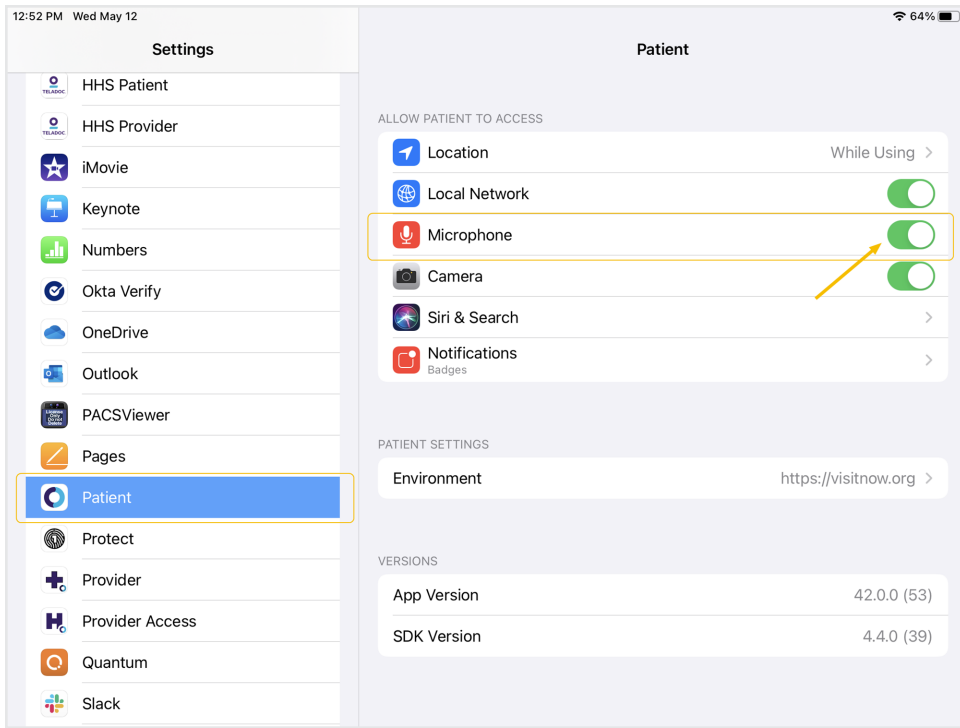
3. Make sure the Microphone is enabled (green). If not, tap the slider to enable it.

Verify the Camera

1. Tap the Settings app.
2. Tap **Patient**.
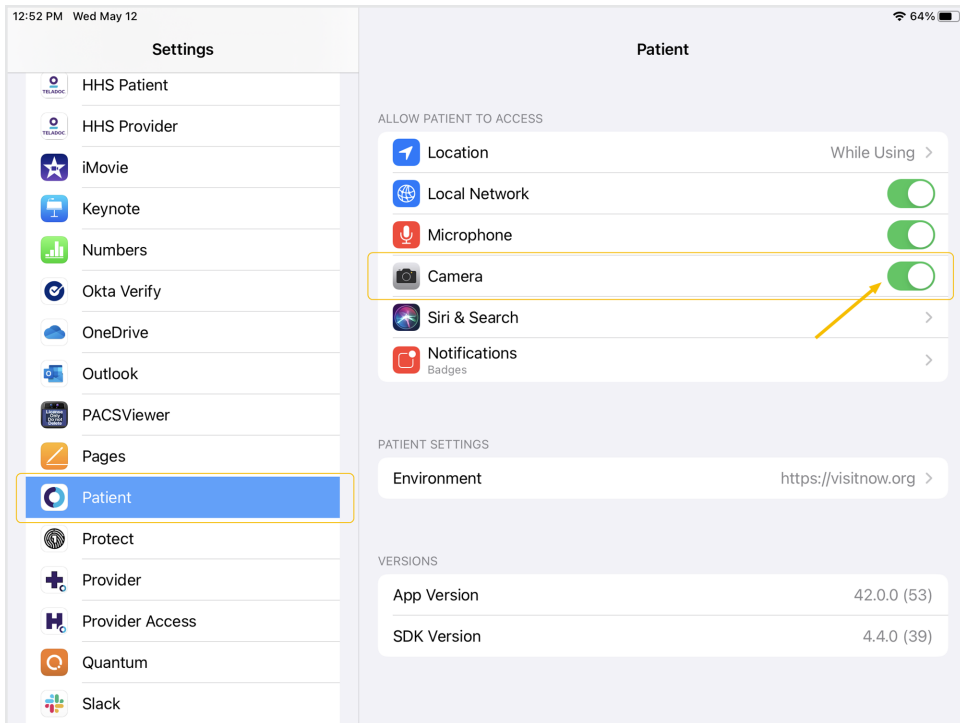
3. Make sure the Camera is enabled (green). If not, tap the slider to enable it.

Troubleshoot Audio/Video for the Mac

> **NOTES**: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

Follow the steps below to enable audio and video for the Mac.

- **Troubleshoot Video for Mac**
- **Troubleshoot Audio for Mac**

Troubleshoot Audio for Mac

1. Click the **System Preferences** icon in the Dock or select **System Preferences** in the Tool Bar.
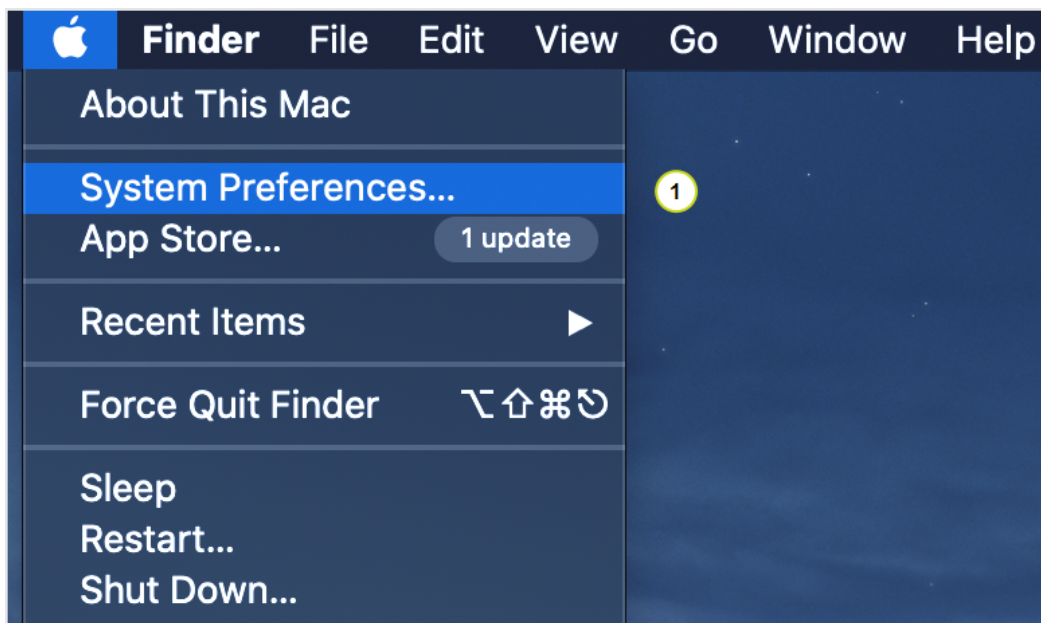
2. Click **Security & Privacy**.
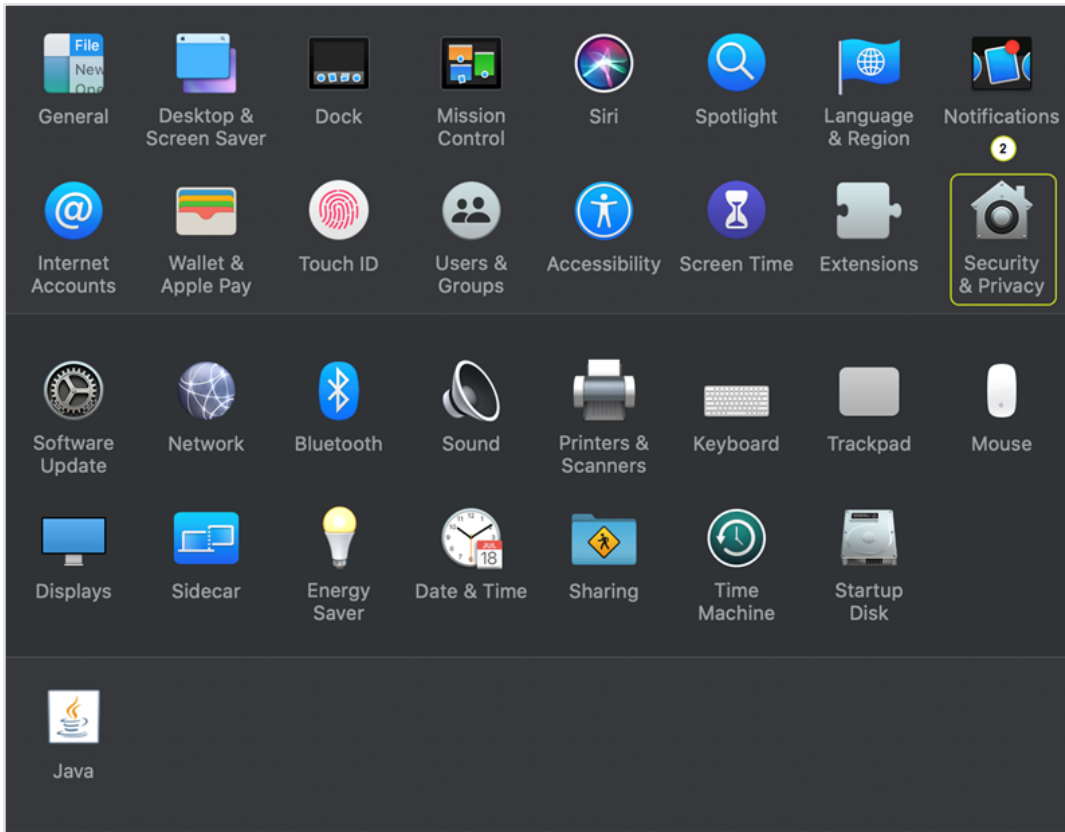
3. Click **Privacy**.
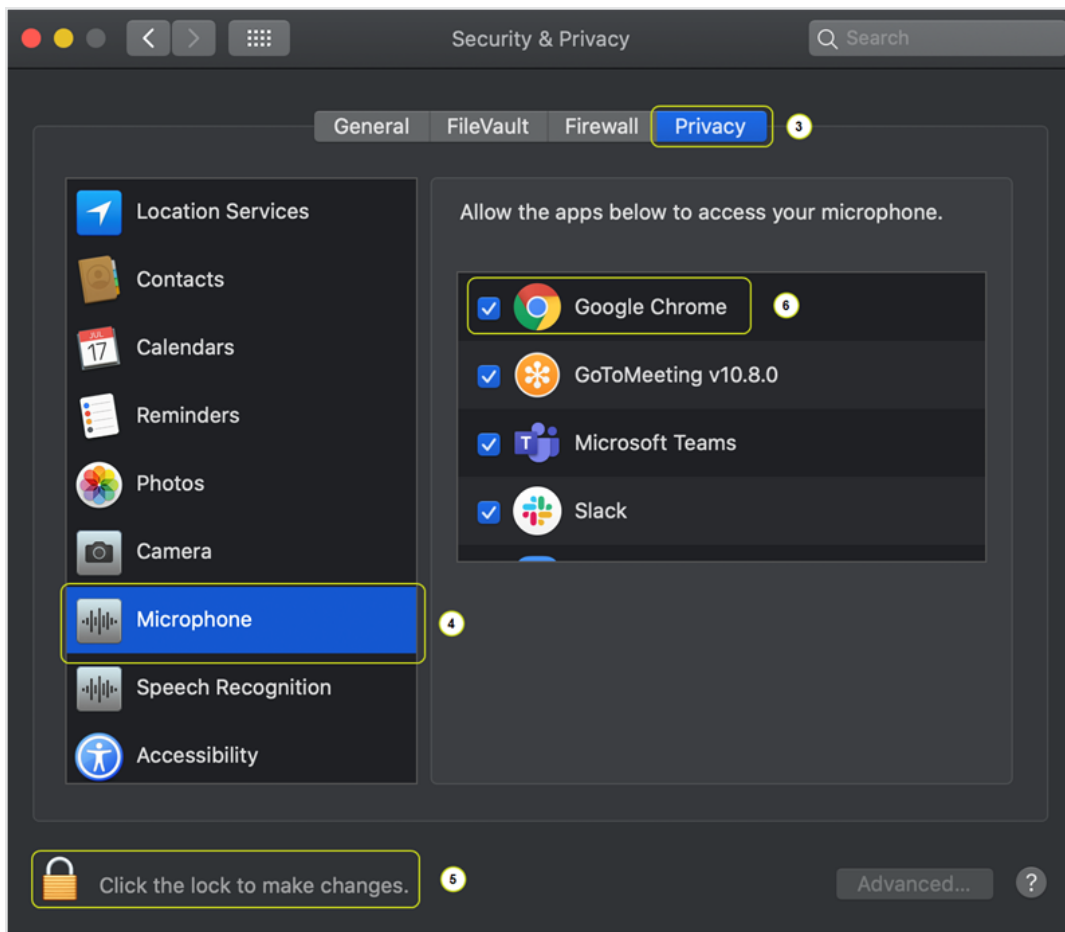
4. Click **Microphone**.

5. Click the lock icon. Enter your Mac username and password when prompted.

6. Click the browser app that you will use for virtual visits. For example, if you are using Chrome click **Google Chrome**.

Troubleshoot Video for Mac

1. Click the **System Preferences** icon in the Dock or select **System Preferences** in the Tool Bar.
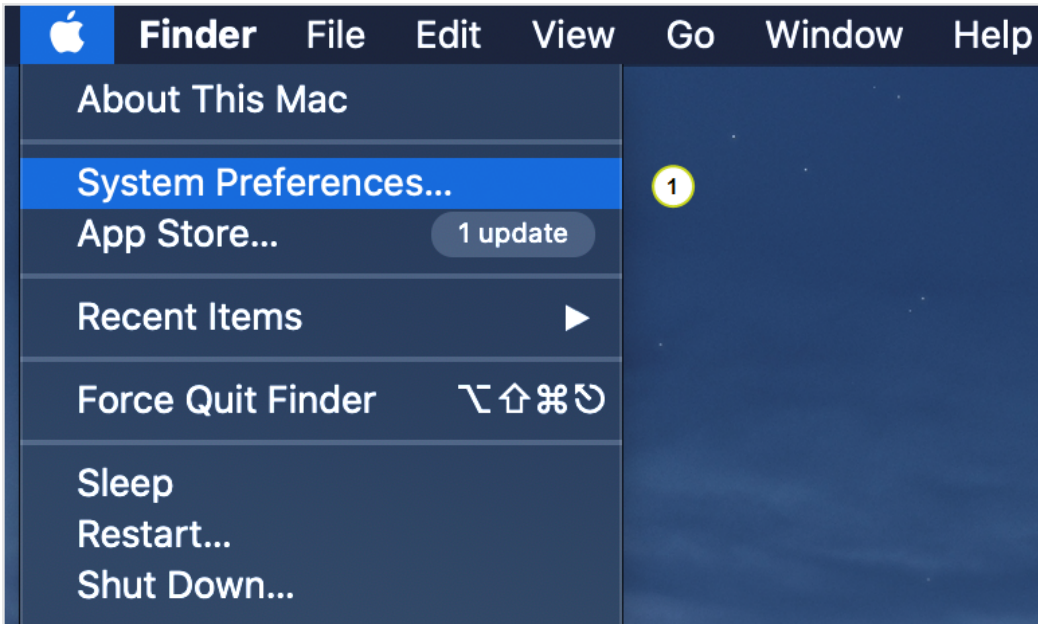
2. Click **Security & Privacy**.
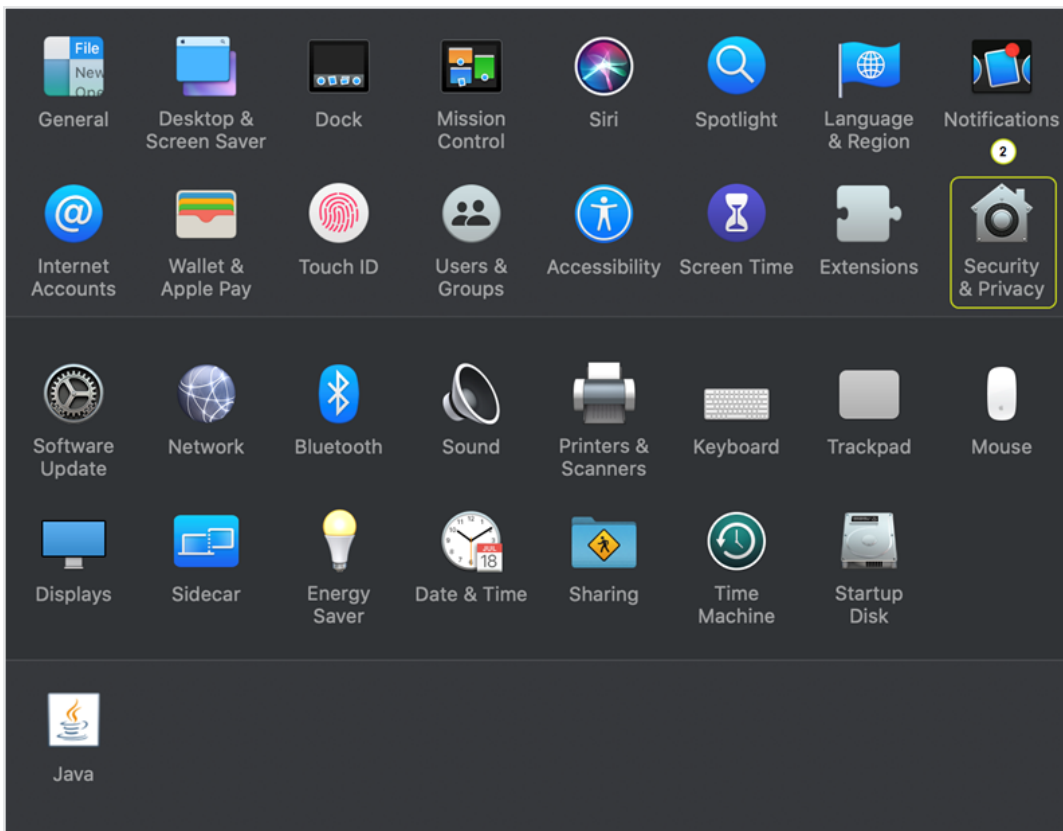
3. Click **Privacy**.
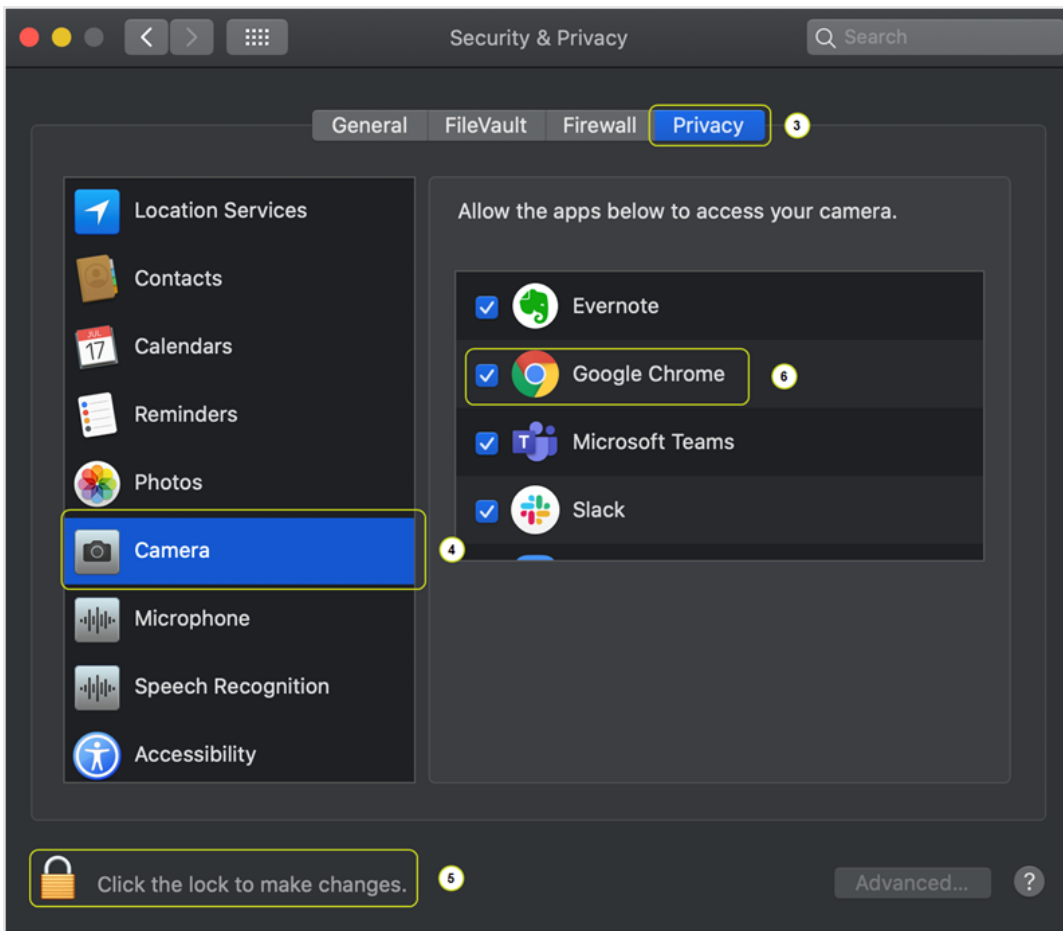
4. Click **Camera**.
5. Click the lock icon. Enter your Mac username and password when prompted.
6. Click the browser app that you will use for virtual visits. For example, if you are using Chrome click **Google Chrome**.

Uninstall the Patient App for Macs

1. Open the Applications folder.
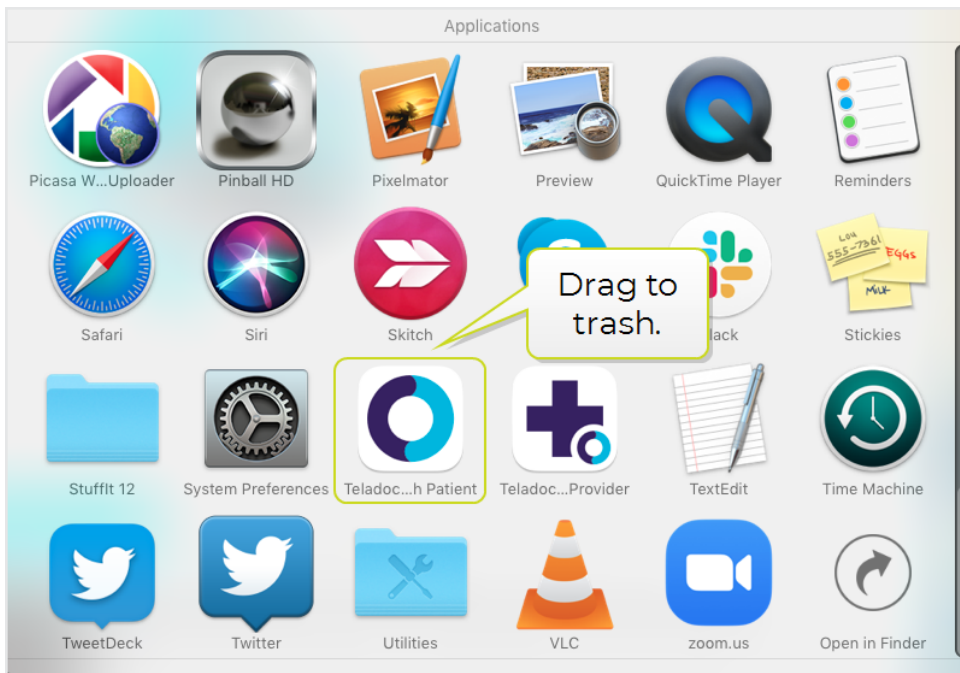
2. Drag **Teladoc Health Patient** to the trash.

3. Empty the trash.
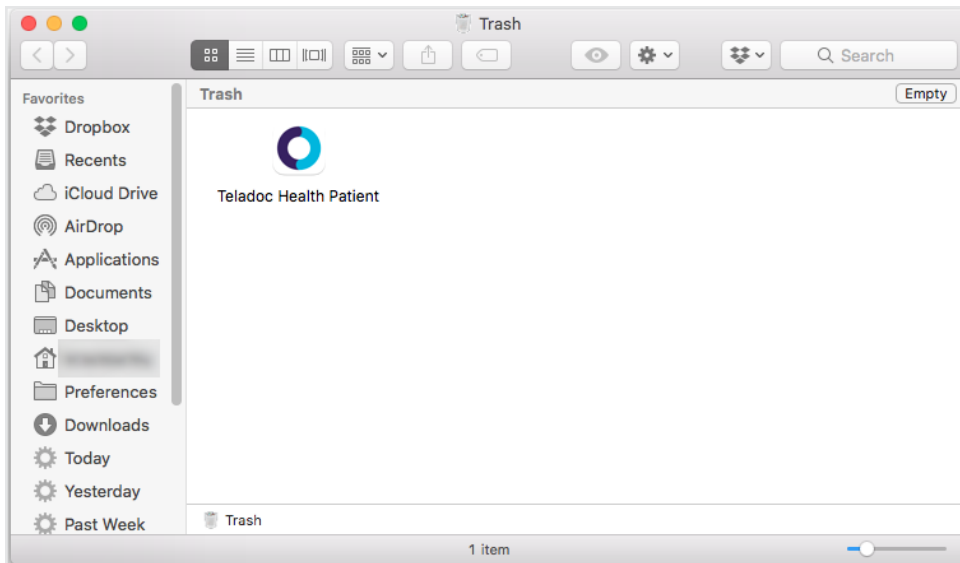
The next time you check in for a virtual visit make sure you install the Patient App. See **"Patient App for Mac" on page 14** for more information.

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Troubleshoot Audio/Video for the Windows App

> **NOTES**: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- **Verify Audio**
- **Verify Camera**
- **Uninstall the Patient App for Windows**

Verify Audio

1. Click the speaker icon in the Task Bar.

2. Adjust the slider so that the volume is loud enough for you to hear.
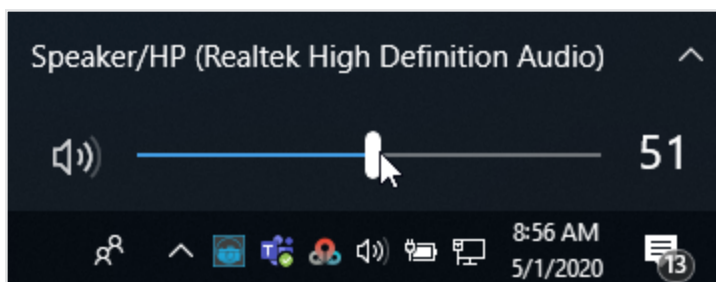
3. Click the Windows icon and select **Settings**.

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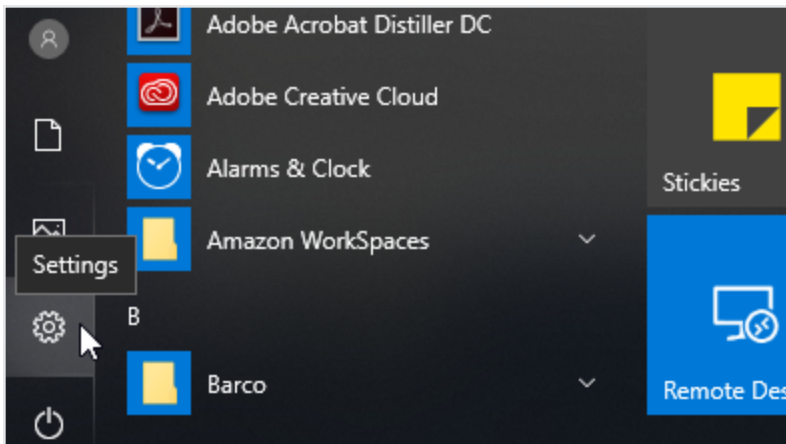
4. Enter **recording** in the search window.
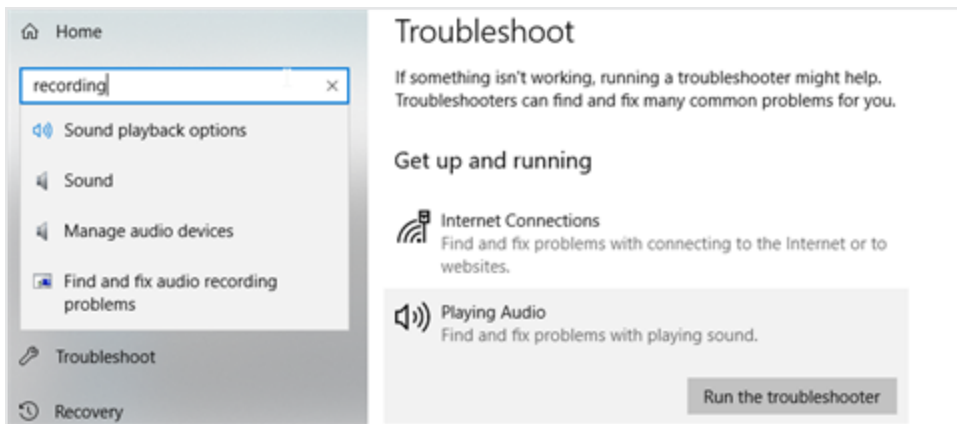
5. Select **Find and fix audio recording problems**.
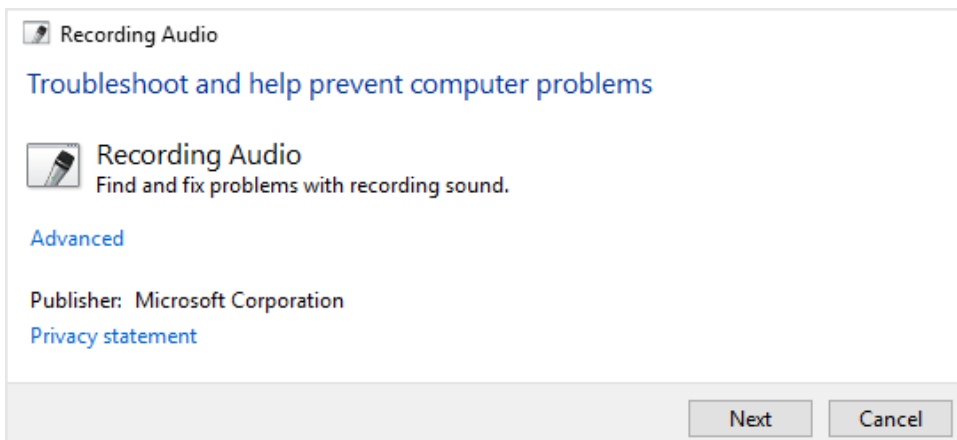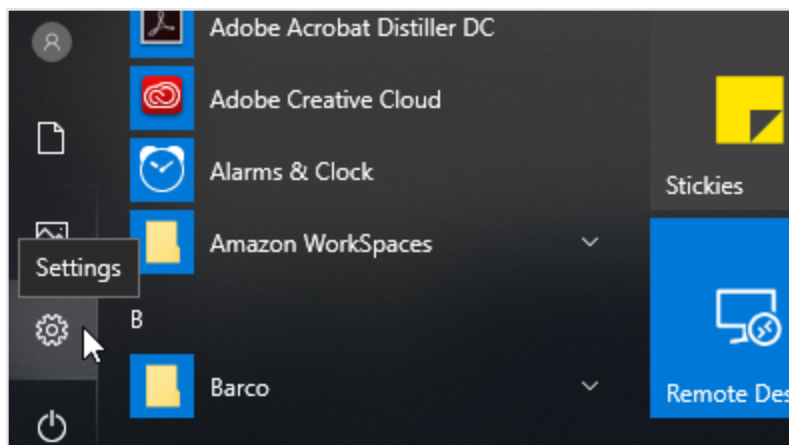
6. Click **Next**.
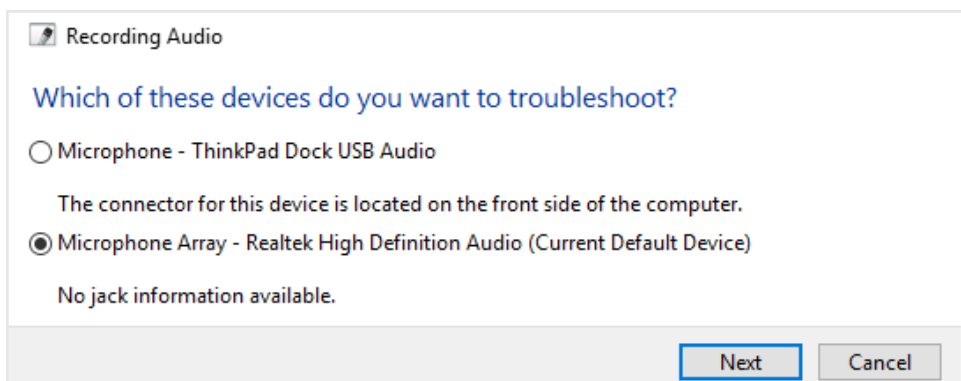
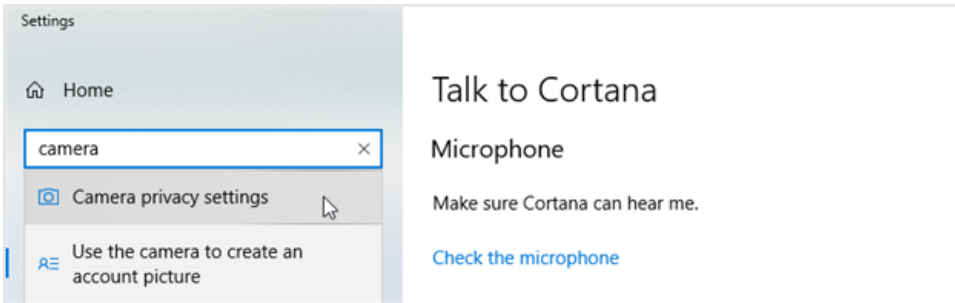7. Make sure the correct microphone is selected and then click **Next**.
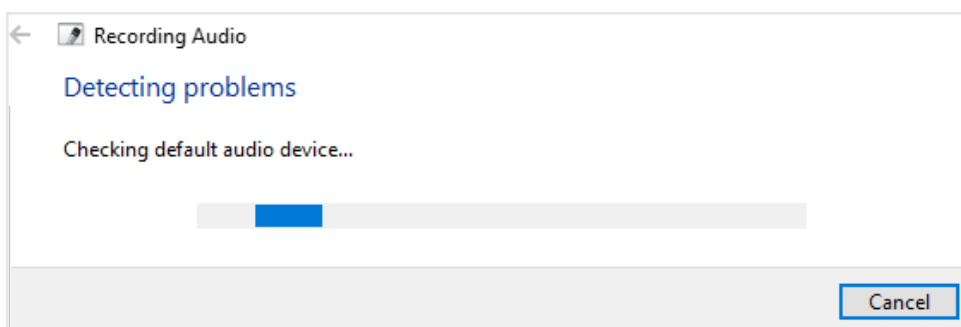
8. Follow any recommended steps.
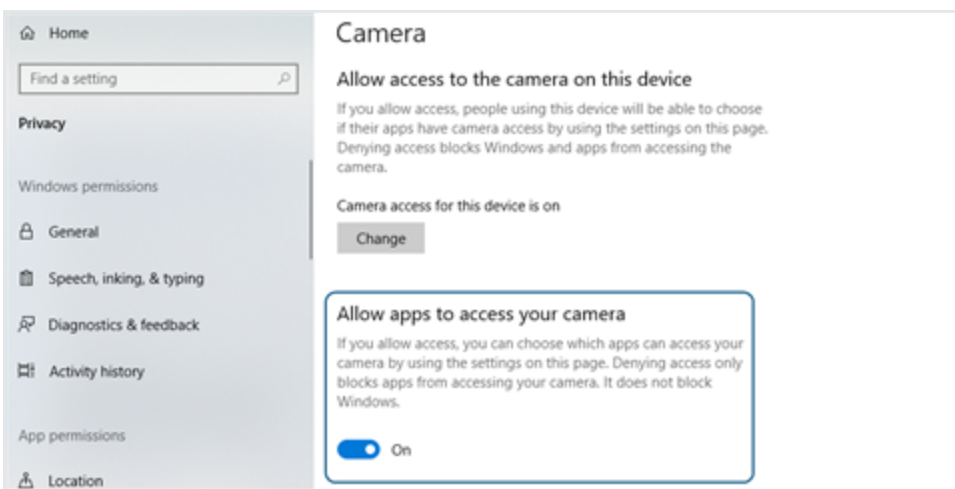
Verify Camera

1. Click the Windows icon and select **Settings**.
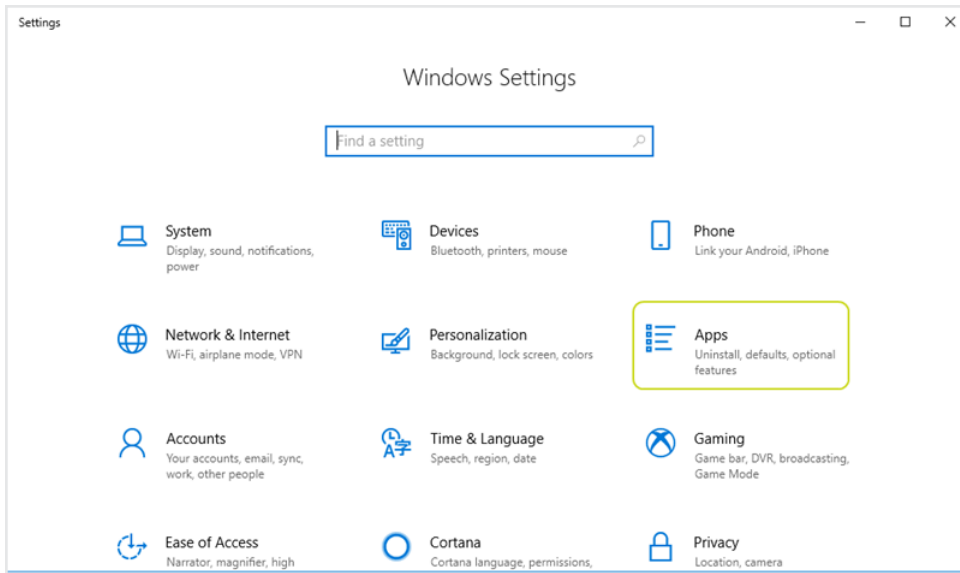
2. Enter **camera** in the search window.
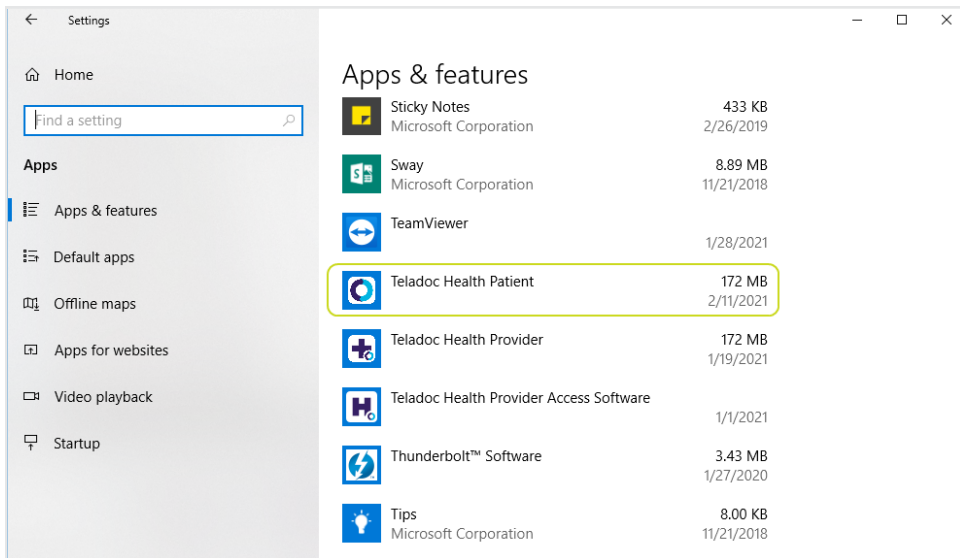

3. Click **Camera privacy settings**.

4. Make sure "Allow apps to access your camera" is set to **On**.

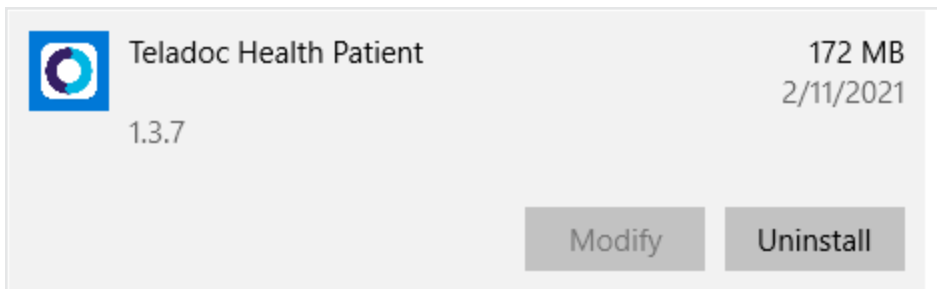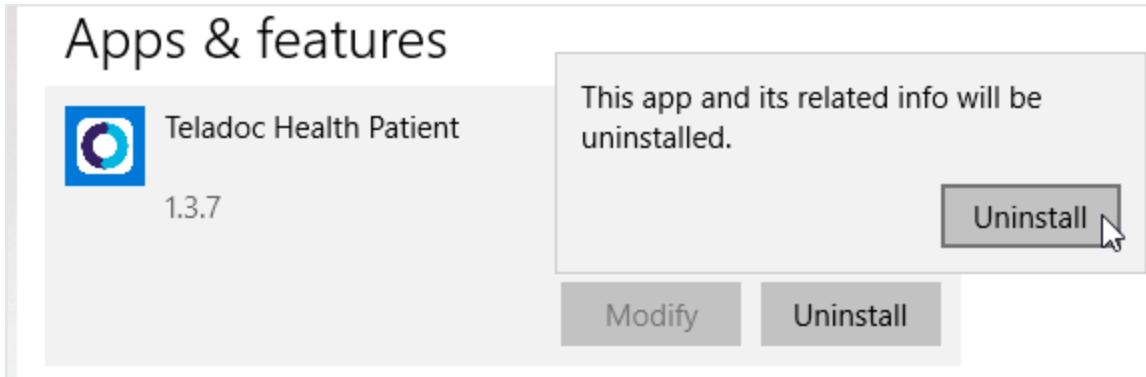## Uninstall the Patient App for Windows

1. Open **Settings**

2. Click **Apps**.

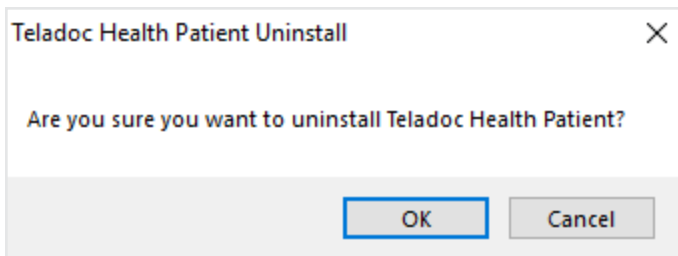
3. Click **Teladoc Health Patient**.

4. Click **Uninstall**.

5. Click **Uninstall**. A Windows confirmation message will be displayed.
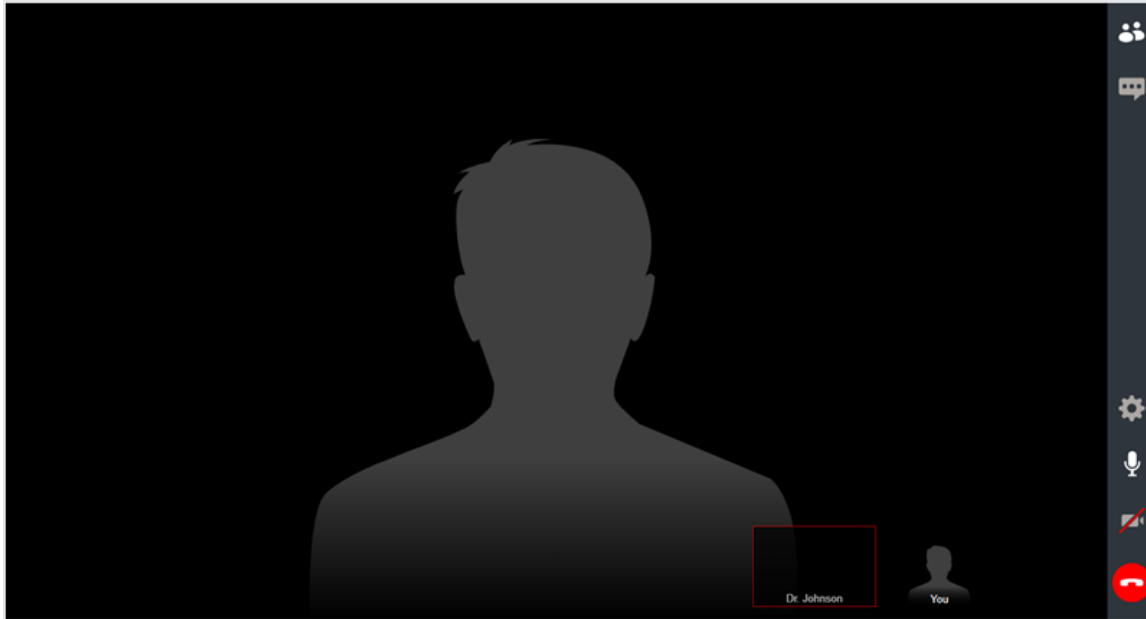6. Click **Yes**.

7. Click **OK**.

The next time you check in for a virtual visit make sure you install the Patient App. See **"Patient App for Windows" on page 13** for more information.
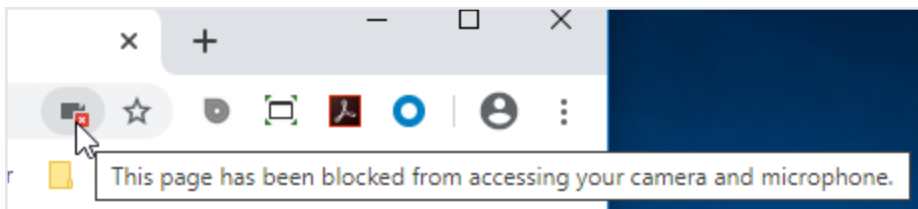
Troubleshoot Audio/Video Issues for Chrome

> **NOTES**: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video
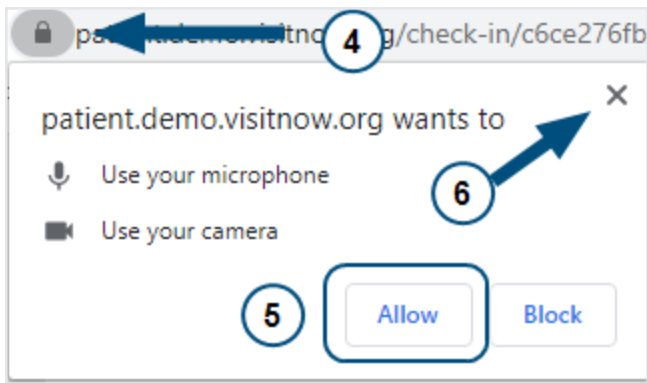
thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)

2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), click on the icons to make sure that they are enabled.

3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:

This page has been blocked from accessing your camera and microphone.

4. Click the lock icon in the upper left-hand corner.

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5. Click **Allow**.

6. Click the **X** to close this popup and to return to the virtual visit.
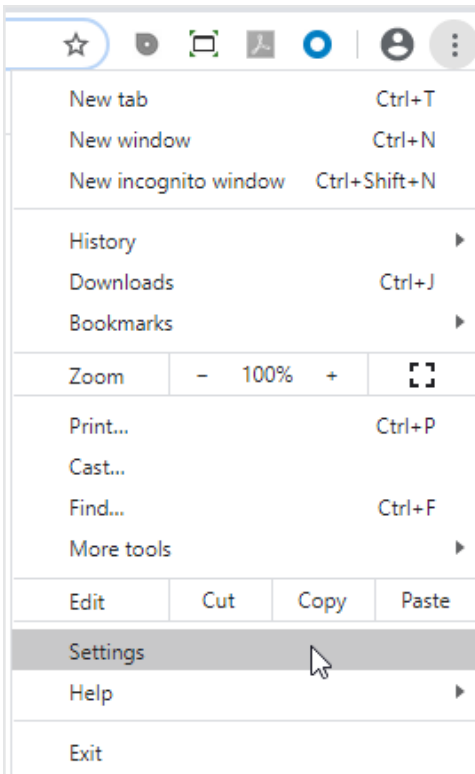
7. Click the refresh button.

8. You are all set for your video session with your medical professional!
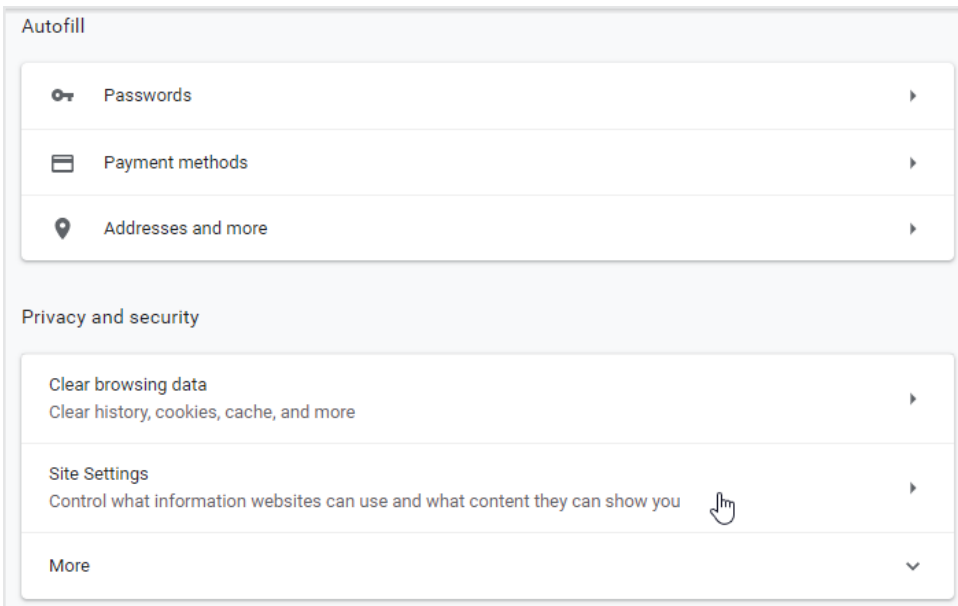
Advanced Audio/Video for Chrome

If you are still having issues with your audio or video connection, follow the steps below.
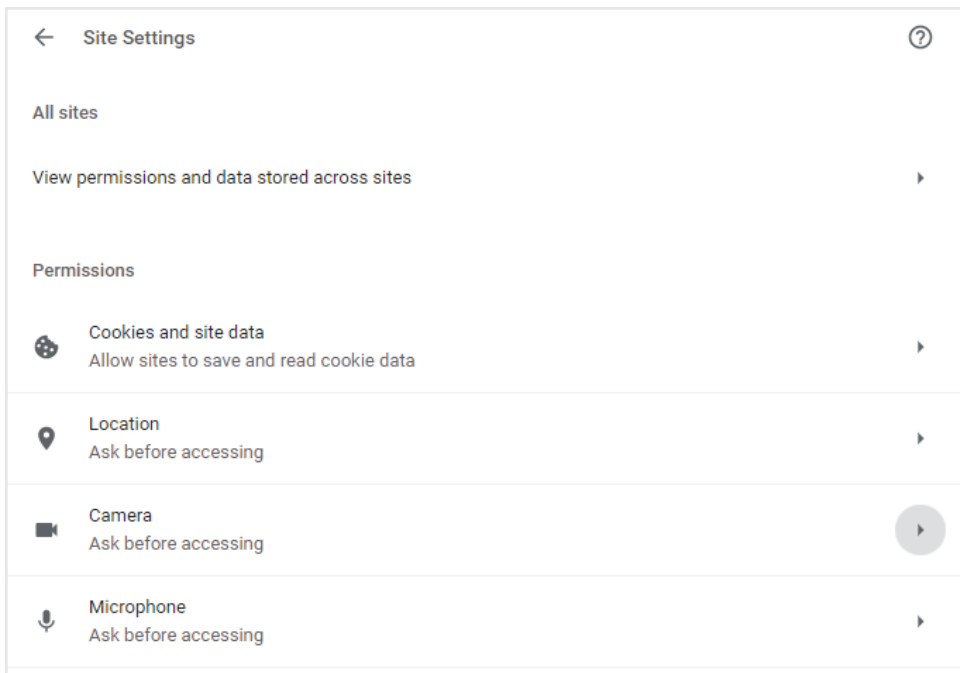
1. Click the three vertical dots in the upper right hand corner of your browser window and select **Settings**.
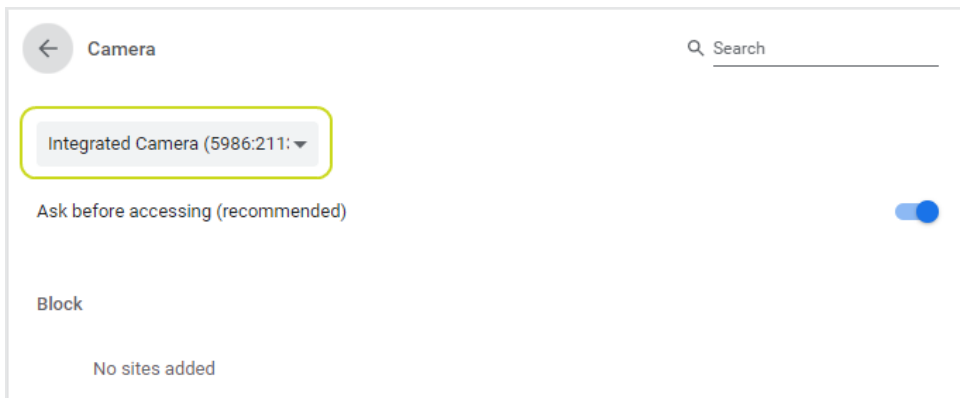
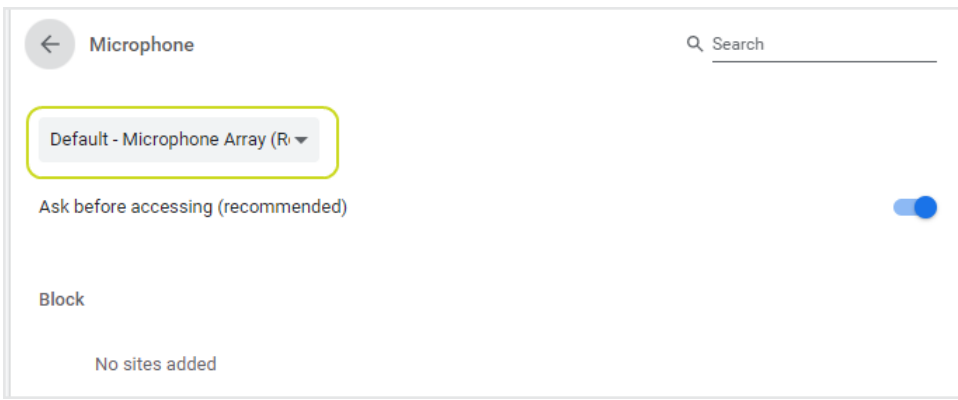2. Under Privacy and security, click **Site Settings**.

3. Select **Camera** or **Microphone**, as appropriate.

4. If you are having video issues, make sure the correct camera has been selected.

5. If you are having audio issues, make sure the correct microphone has been selected.

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6. For both audio and video issues, make sure the URL used for your virtual visits is under the Allow list and not under the Block list. If it is under the Block list, click the trashcan icon.
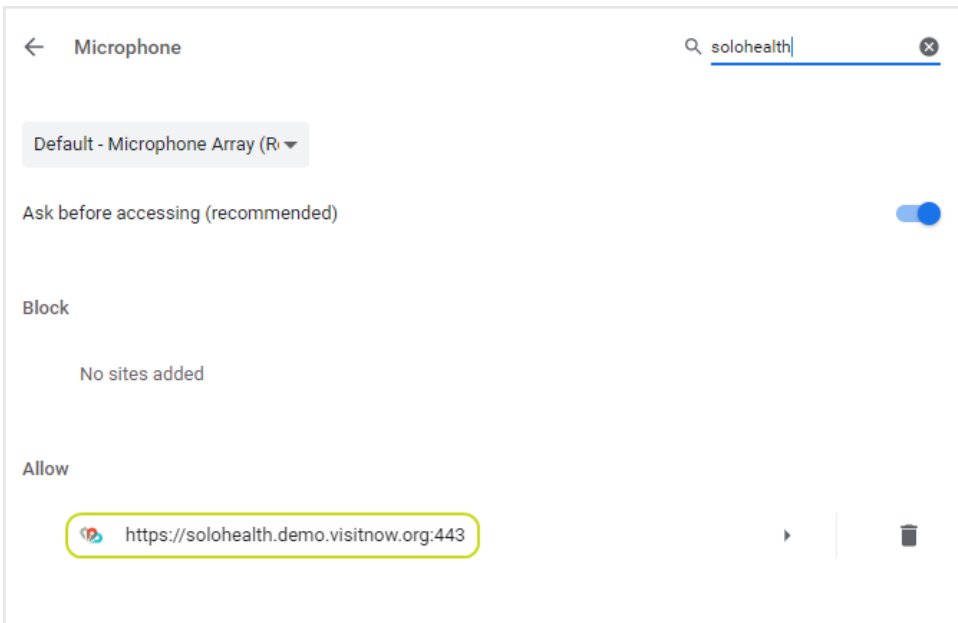

If you are still having audio issues, video issues, or both make your you are running the latest version of Chrome. Click the appropriate link below for more information.

- [Update the Desktop Version of Google Chrome](#)
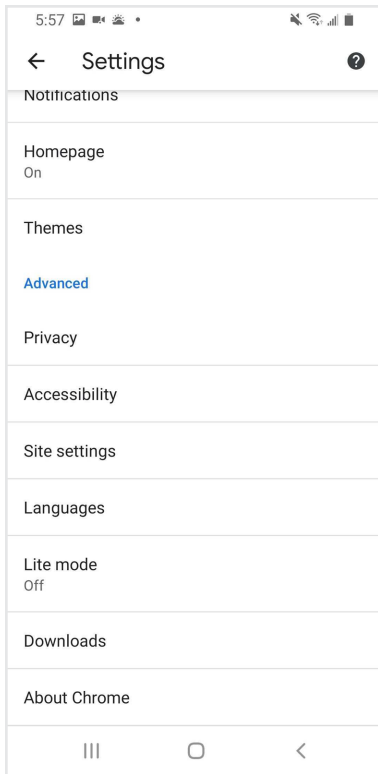- [Update Google Chrome on Android Devices](#)

Troubleshoot Audio/Video for Android Chrome

> **NOTES**: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.
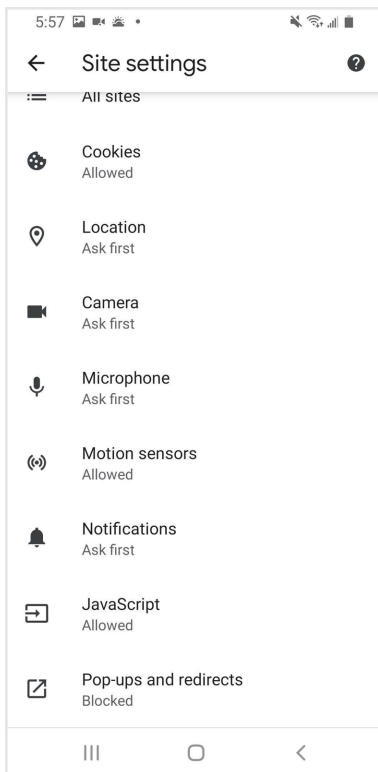
1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)

2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons, you will need to click on the icons to make sure that they are enabled.

3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:

4. Tap the three dots on browser.

5. Tap **Settings**.
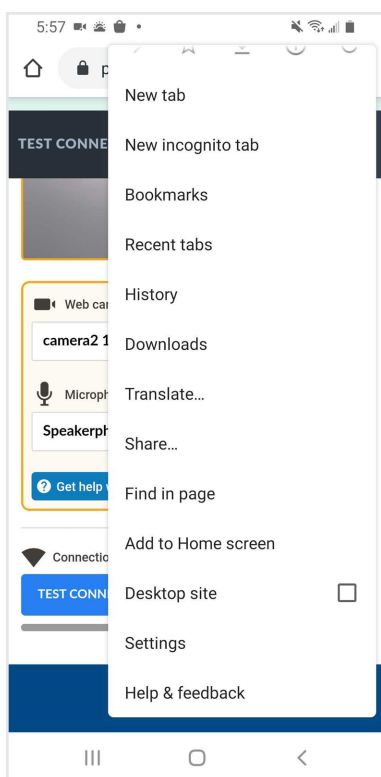
6. Tap **Site Settings**.
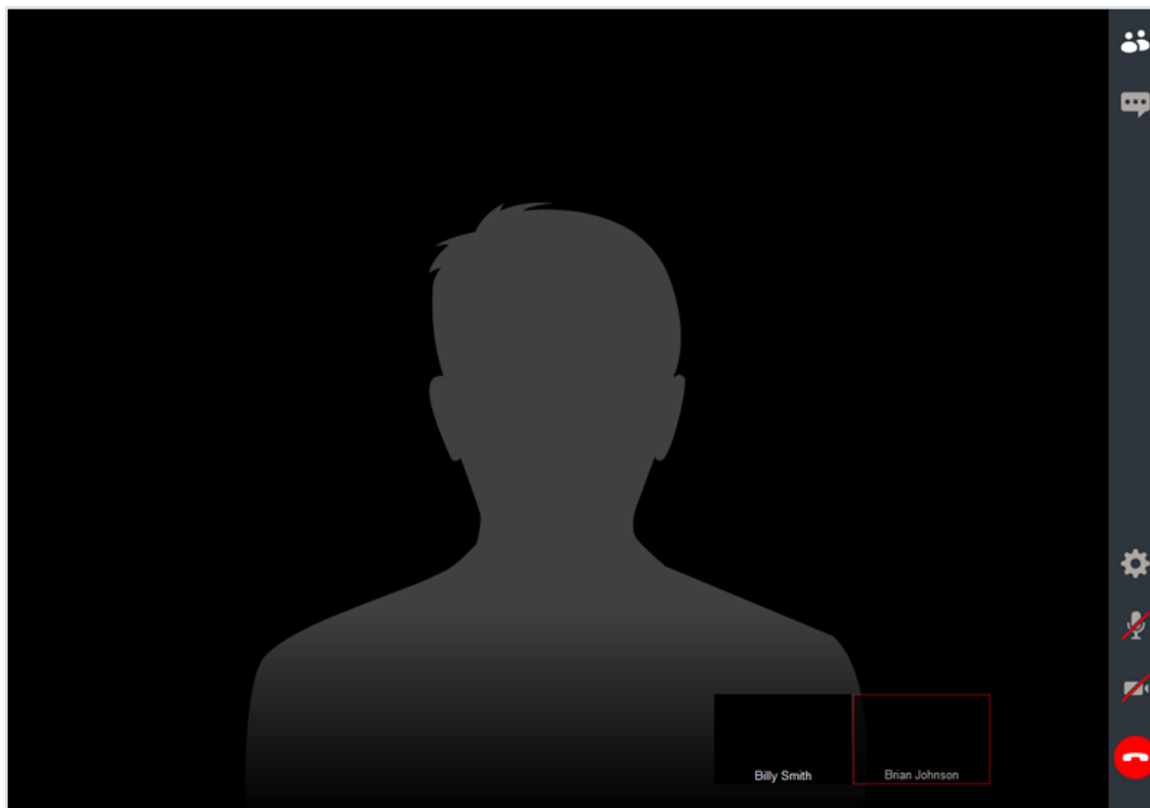
7. Make sure your camera and microphone can be used.

8. Return to the virtual visit.

9. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.

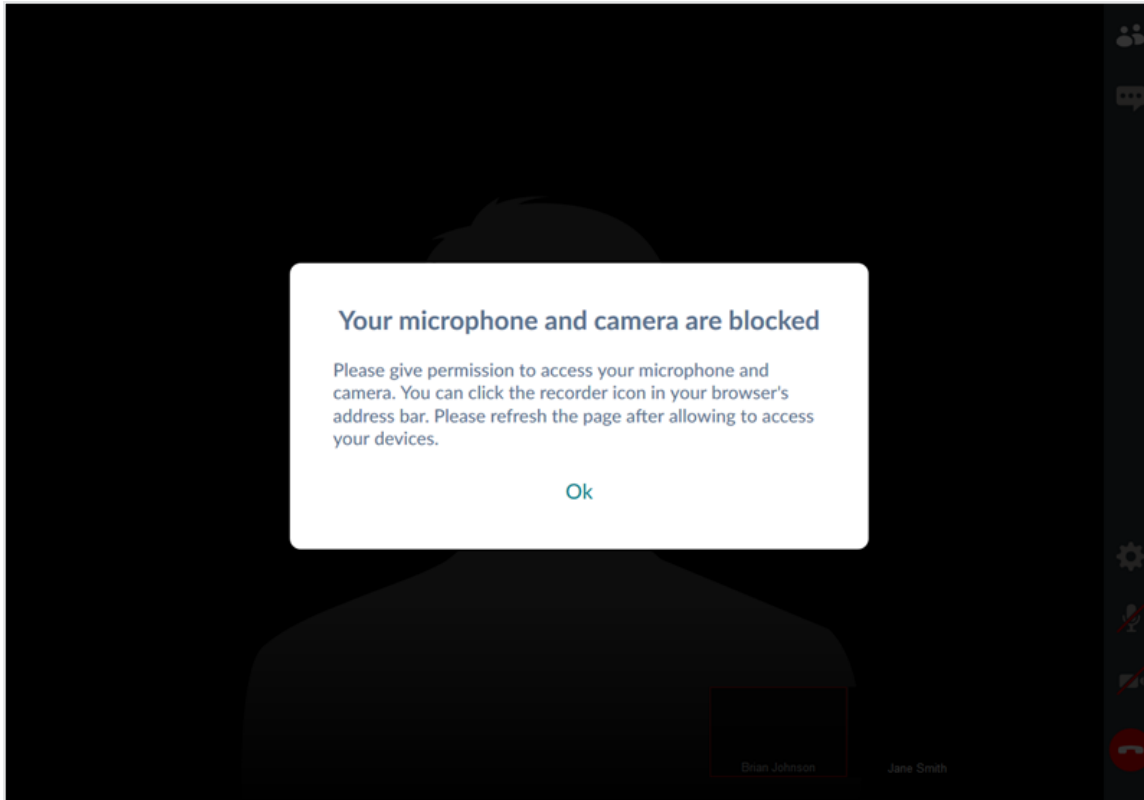10. You are all set for your video session with your medical professional!

Troubleshoot Audio/Video for Firefox

> **NOTES**: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)
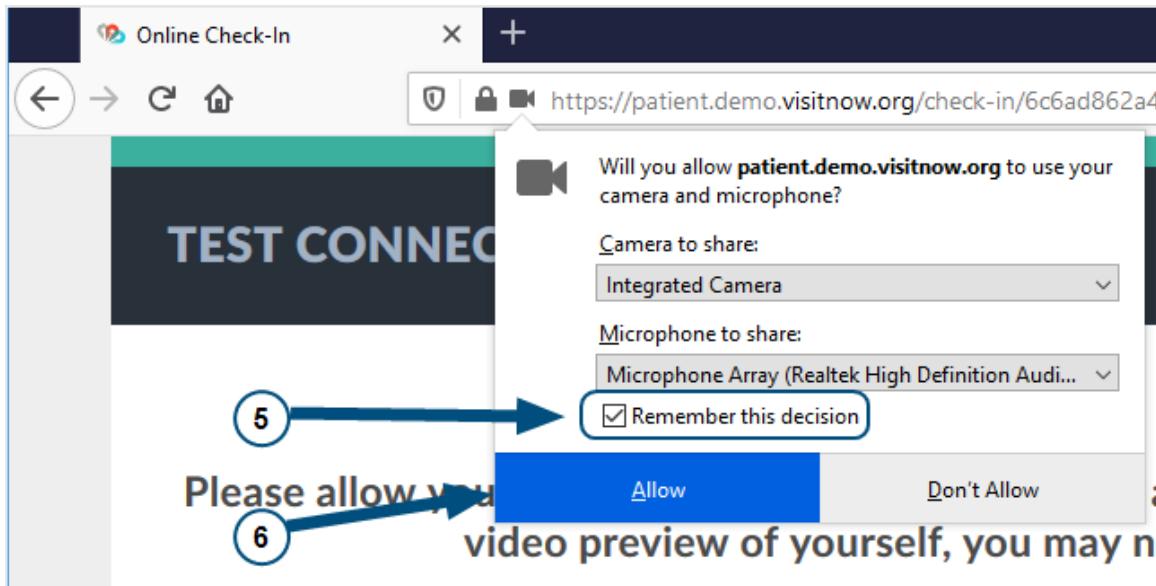
2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), click on the icons to make sure that they are enabled.

3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:
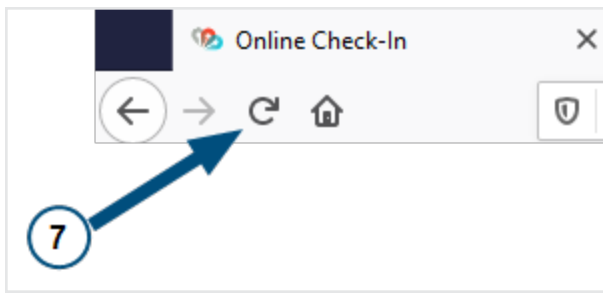

4. Click the camera icon.
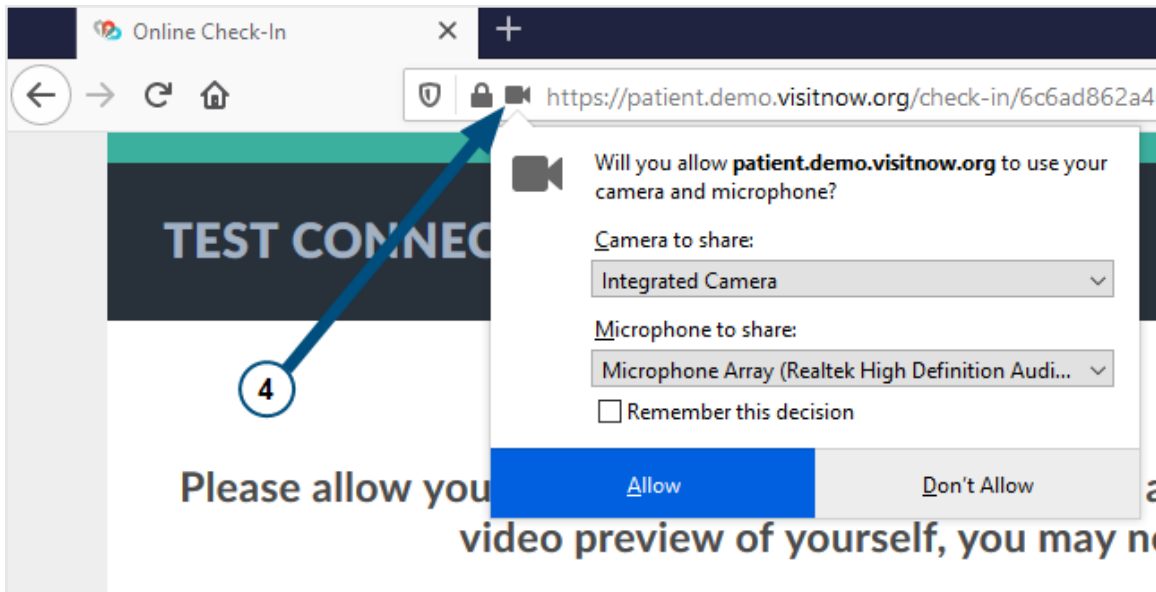
5. Select **Remember this decision**.

6. Click **Allow** to return to the virtual visit.
7. Click the refresh button.

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8. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.

9. You are all set for your video session with your medical professional!

Advanced Troubleshooting for Firefox

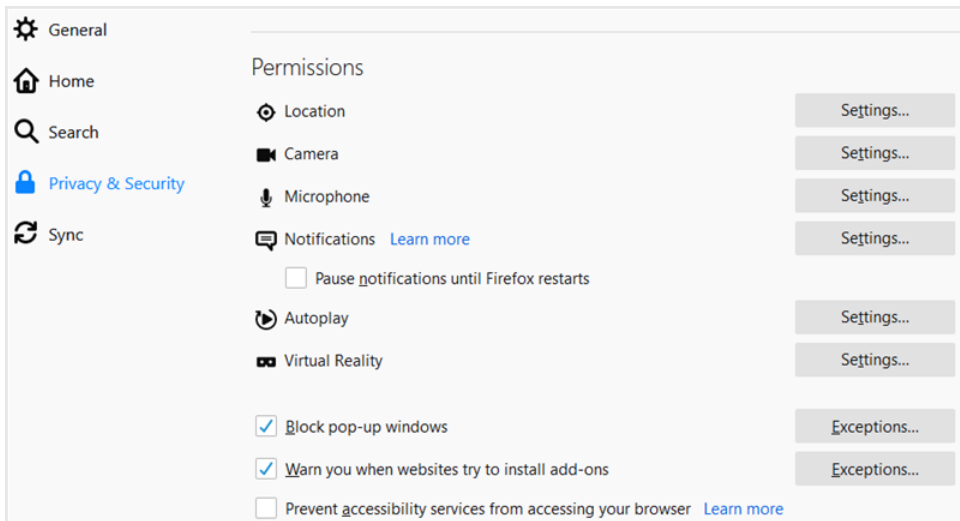If you are still having issues with your audio or video connection, follow the steps below.

1. Click the three horizontal lines in the upper right hand corner of your browser window and select **Options**.
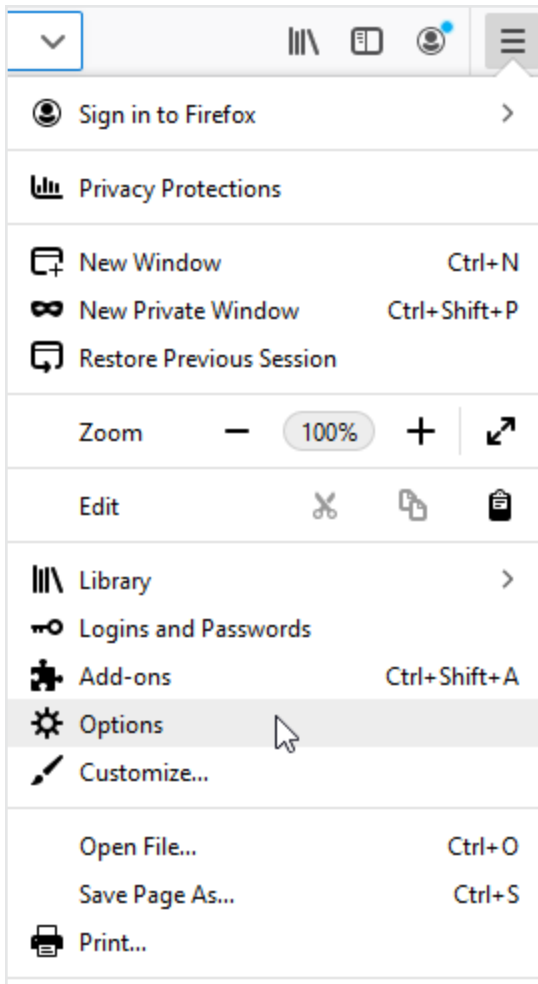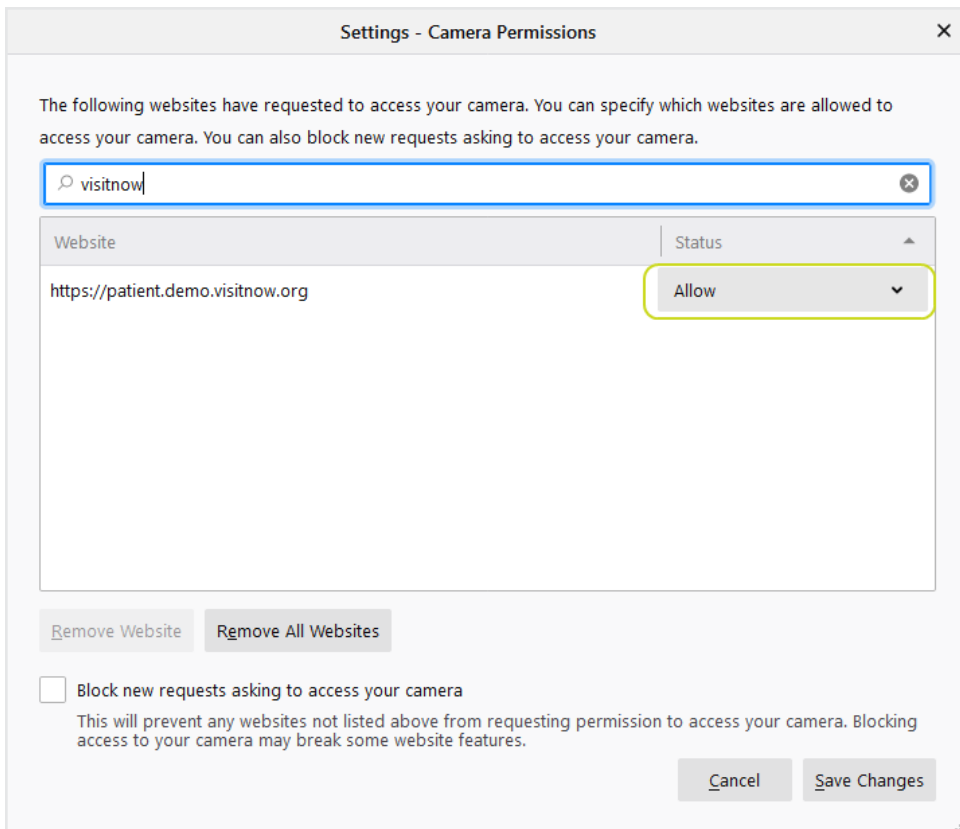
2. In the left sidebar select **Privacy & Security**.

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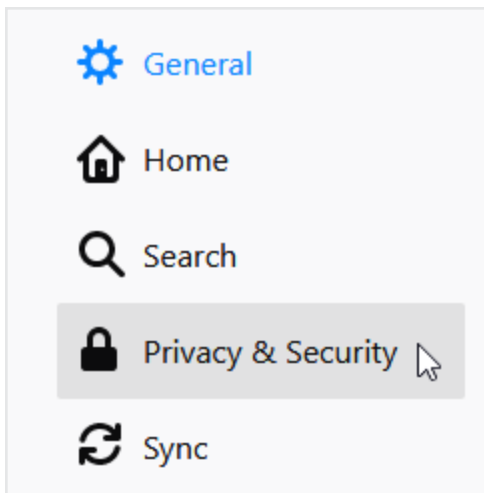
3. Click **Settings** in the Camera or Microphone row, as appropriate.

4. For both audio and video issues, make sure **Allow** has been selected for the URL used for your virtual visits.
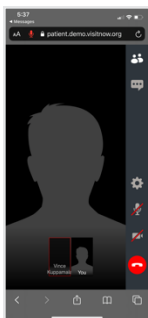
If you are still having audio issues, video issues, or both, make your you are running the latest version of Firefox. Click the appropriate link below for more information.

- [Update the Desktop Version of Mozilla Firefox](#)
- [Install and Update Mozilla Firefox on Android Devices](#)

Troubleshoot Audio/Video for Safari

> **NOTES**: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)


2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), you will need to click on the icons to make sure that they are enabled.
3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:
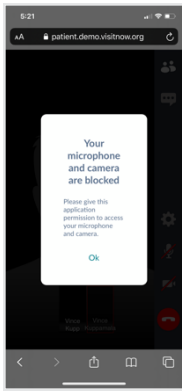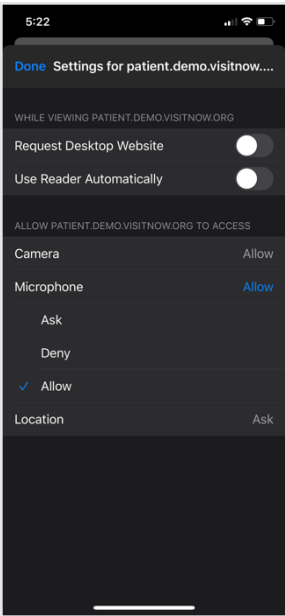
4. Click the icon at the top of your screen with the letters "AA" and click **Website Settings**.
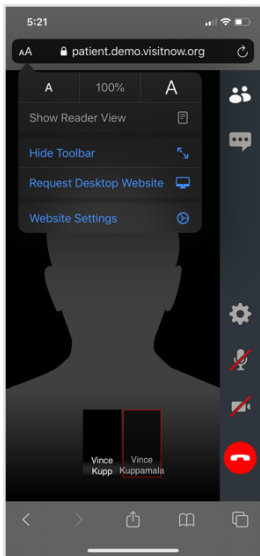
5. Under "Camera" please ensure that **Allow** is checked.
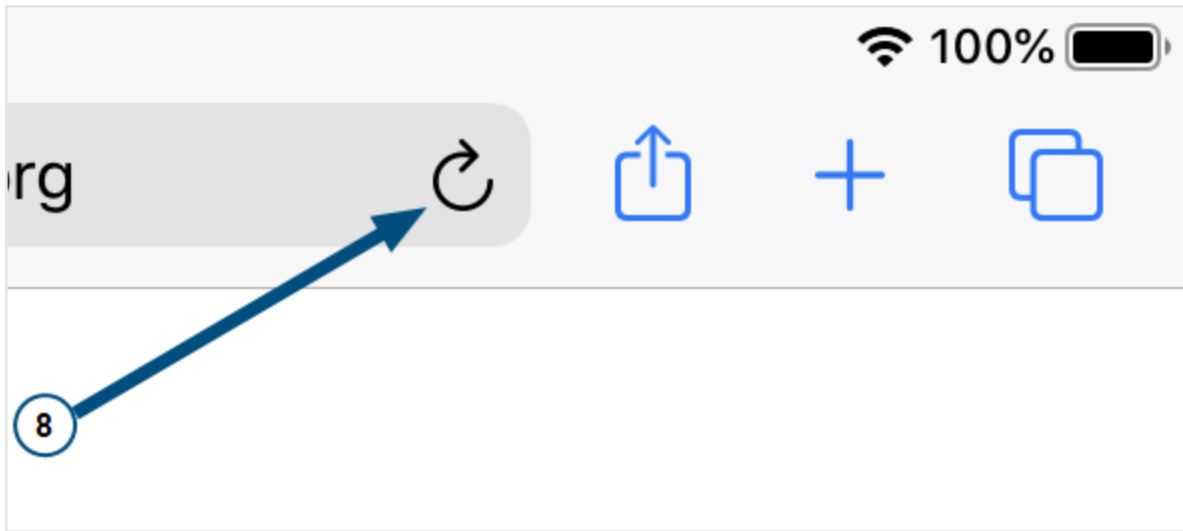
![Teladoc HEALTH]
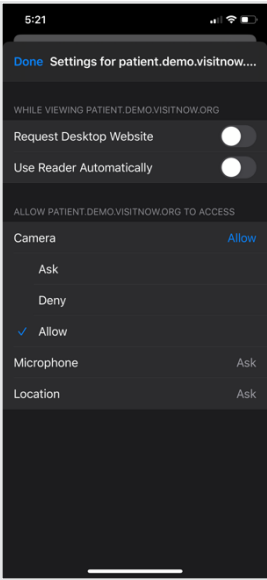
6. Under "Microphone" please ensure that **Allow** is checked.

7. Click **Done** in the top left to return to the virtual visit.

8. Click the refresh button.

9. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.

10. You are all set for your video session with your medical professional!

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Contact Your Provider for Assistance

If you have questions, contact your healthcare provider.