**Telehealth Vidyo Troubleshooting & FAQs**

* If the computer you (as a staff member) does not have a camera on the computer you are using, you can still download Vidyo. You can proceed on calls with patients as long as they are comfortable not seeing you. The provider will absolutely have to have a camera and be connected and visible.
* If there is no external mic/speaker – staff can use any headset/headphones that have a mic and can plug into the auxiliary port.
* You can “lock” a room once everyone that needs to participate is there. But you have to make sure to unlock the room. Otherwise, you will need to reach out to the owner of the room to unlock it. Most of the rooms are owned by the Nurse Manager for the division. Otherwise may be owned by Jene Huff or Tristin Saravia.
* Anyone who has Tigertext can text the links to the patients without your phone number being revealed. If you have the Tigertext desktop application, you should be able to do it from there as well.
* When the patient’s download the application, they must click on the first link with the green box
* As long as you are using a ULPS room, you can leave the room once the provider and patient are connected.
* If you are using your personal room (the room with YOUR name on it) and you leave the room, it will disconnect the entire call.
* The patient needs to download the application from the prompt given to them after the consent form is signed.
* You can use any laptop or mobile device. The best connection when you’re on campus is through an MLH computer because the Methodist Network is the strongest network.
* If you are connected to Outlook web app and trying to “send invitation” and it’s opening Google Chrome – you need to go to your app default settings on the computer and change the default for email to Outlook.
* If you’re using a cell phone or Patient safe phone, **turn off the wifi.**
* If you use your own lebonheur email address in the link, the consent will come to your email when completed. In this case, forward the consent to [ulpstelehealth@lebonheur.org](mailto:ulpstelehealth@lebonheur.org).
* If you use the ulpstelehealth email address in your consent link, it will go straight to that email address.
* The Outlook instructions that were sent out show the staff how to create a signature (which works like an auto-text) to have the Telehealth email verbiage easily accessible and not have to be pasted in each time.
* When the staff are completing the telehealth Powernote, they should enter their SAP under the facilitator box.
* Telehealth FIN TYPE (Ambulatory, Outpatient Inpatient) has to be **AMBULATORY**. All appointments scheduled become ambulatory automatically. If you create a FIN without an appointment, you have to choose “ambulatory” FIN type. **The FIN must be for the date of service that the telehealth, phone call, etc. are being provided. You have to bill with the date of service of when the service happens.**
* The appointment type should be “telehealth – home visit” but if you cannot link that to the visit because it’s not available for the location, it’s not a deal breaker. Just make sure that somehow (in the comments) you note that it is a telehealth appointment and use your regular appointment types.
* On Vidyo

Green Dot = on, and available to invite

Red Dot = On, but currently connected to another room, unable to invite yet (make sure that person has “hung up” if they have already finished their previous call)

No Dot/Greyed out = Offline