

TELEHEALTH PATIENT

User Questions and Answers

Q: I can't hear my provider; how do I turn the volume up while using the PocketPatient™ App?

A: Ensure access to a **microphone** has been granted in **smart device permissions**. Ensure that the **microphone icon** on the video chat screen is **BLUE**. To adjust the volume, use the volume keys on your cellular device.

Q: Why can't I see myself in the audio/visual session?

A: Ensure **Camera access** has been granted in **smart device permissions**.

Q: I forgot my newly created password, how do I retrieve it?

A: Select **Forgot Password?** Located on the PocketPatient™ user login screen. The link will direct you to a **Password reset** screen where you will be instructed to **enter your username, last name, and date of birth**. Users will then select **Send Email** and follow the instruction given through the email received.

Q: Can I use the same email address to enable Telehealth Access for multiple patients in the same household?

A: Currently, **each patient must have a unique email address** to enable Telehealth Access. This also pertains to minors.

Q: I do not have enough storage on my cellular device for a new app. Am I able to use my cellular web browser to video chat with the provider?

A: If necessary, users are able to use the **Patient Portal** on the web instead of the app. The preferred web browser is **Google Chrome**.

Q: I do not have an active email address but I have a smart phone. Am I able to use PocketPatient™ for Telehealth Access?

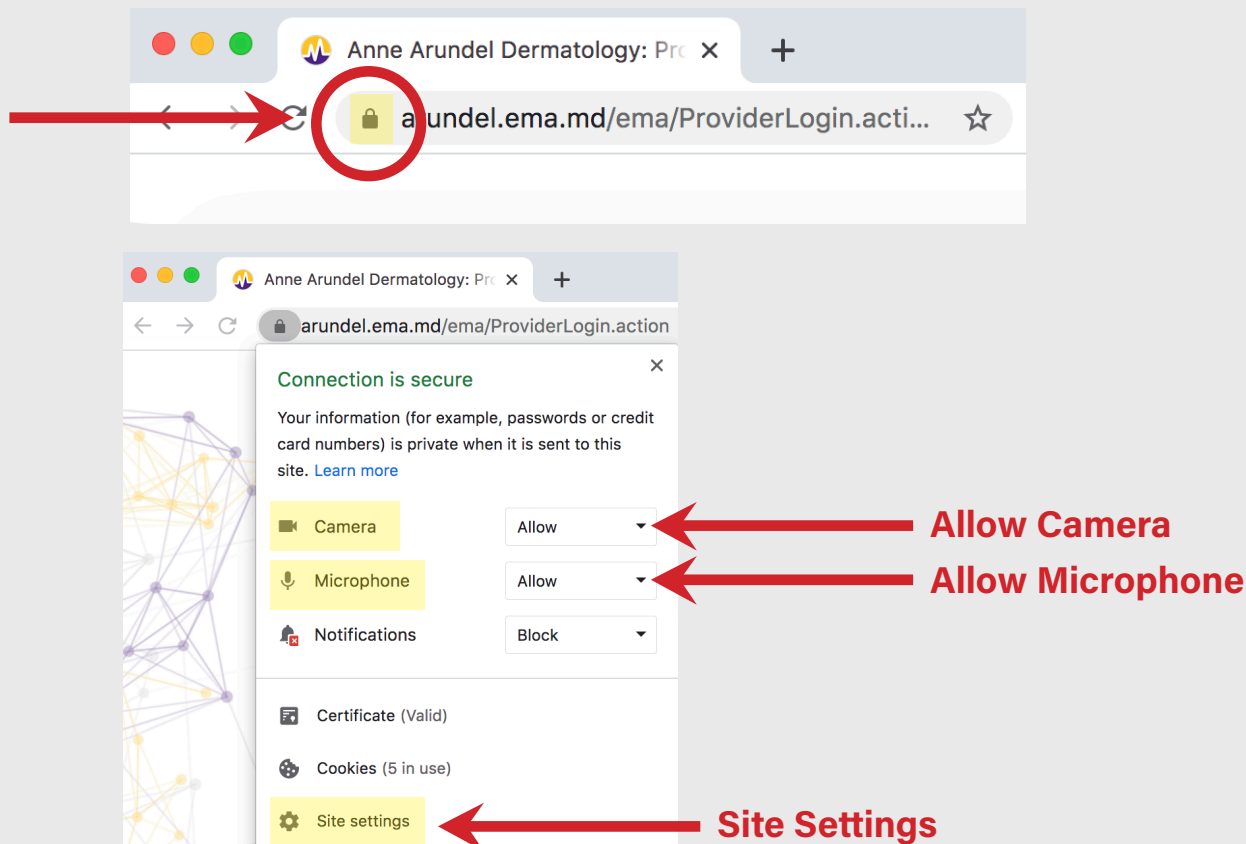
A: Unfortunately, no. Users **must have an active email address** to access the Telehealth features.

Q: I received 2 emails, one titled "Patient Portal" and one titled "Telemedicine Service", which email should I use?

A: To activate the TeleHealth feature, users should follow the **hyperlink** through the email titled **"Telehealth Services."**

HOW TO ENABLE GOOGLE CHROME PERMISSIONS:

1. Select the **lock symbol** in the Chrome address bar.



2. If camera and microphone say **Allow**, you are all set. If camera and microphone **NOT** already say **Allow**, select **Site Settings** at bottom of the drop-down and continue to step 3.

3. Within the **Permissions** section of your **browser settings**, be sure to use the drop-down and select **Allow** for both camera and microphone.

