

Telehealth Tips, FAQ's & Troubleshooting Guide

Tips

For the best Telehealth experience, we recommend the following:

- 1** Make sure your laptop or desktop computer has a reliable internet connection with a minimum speed of 25 mb/second.
- 2** Ensure audio and video are enabled on your device.
- 3** Confirm your internet browser is up to date (Chrome and Firefox are preferred).
- 4** Ensure you have sufficient space to perform your Home Exercise Program.
- 5** Find a private, comfortable space since personal data may potentially be exchanged during the visit.

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Frequently Asked Questions (1/1)

About Visits

1) How do I set up a Telehealth session?

Contact your provider to set up a Telehealth visit.

2) How do I prepare for the Telehealth session?

Prior to your session, your clinician will send you an introduction email with tips for the session as well as login information to create an account. Please create an account prior to your session.

3) How do I join a Telehealth session?

Immediately before your Telehealth session, you will receive an email from your clinician. Within the email, you will find a link to connect you to the active Telehealth session. Once connected, remember to share your camera and audio.

Billing and Insurance

1) How will I be billed for a Telehealth visit?

Please contact your provider to get the billing information.

2) How much does Telehealth cost?

For Medicare, Medicare Advantage, and Medicaid patients, the visit has the same copay and deductible as an in-person visit.

4) Where can I find my home exercise program and patient education?

Your most up-to-date Home Exercise Program will be available through your Medbridge Patient Portal as well as the MedBridge GO app.

5) Where can I find my education documents/images/resources?

You can view your exercises during the visit with your clinician. When the visit ends, you can find all your patient education/images/resources within the Resources section of your Patient Portal or the MedBridge GO app.

Any updates made during the Telehealth session will be viewable when the session ends.

3) Does Telehealth accept my health insurance?

Check with your insurance provider for more details on your coverage and copays. While your existing plan may have these details, due to recent changes many plans are making adjustments and waiving fees to expand coverage. Contact your plan directly for the latest information.

Troubleshooting

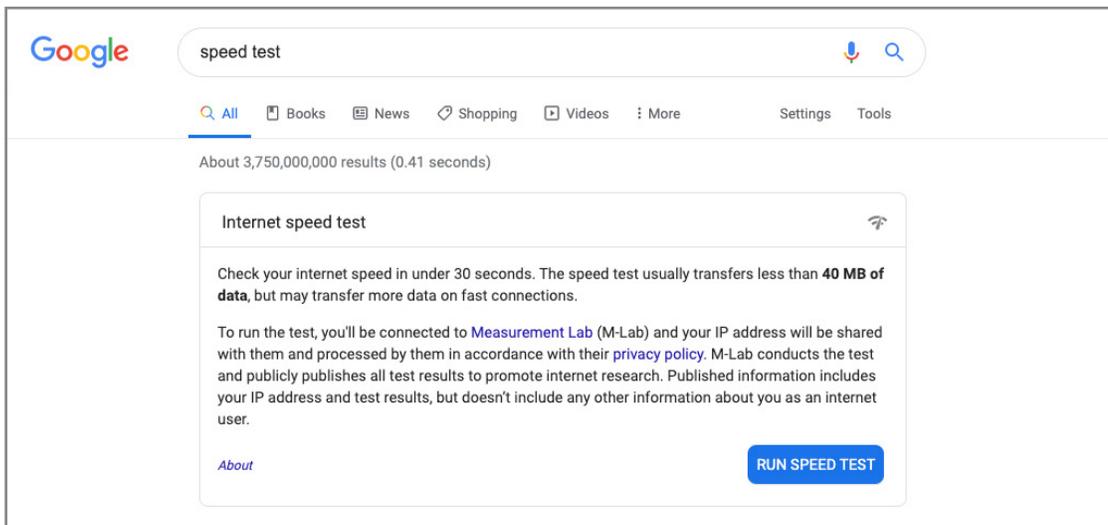
Technical Troubleshooting

1) How do I test my internet connection speed?

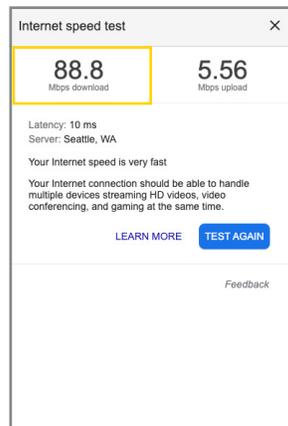
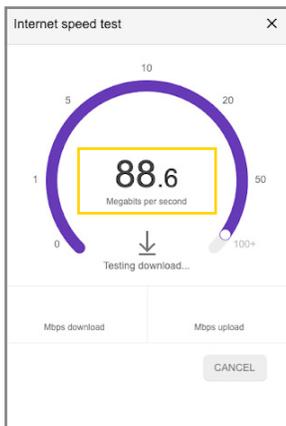
To make sure that your laptop or desktop computer has a reliable internet connection you will need to conduct an internet speed test. It is recommended that you have an internet speed of at least 25mb/second to conduct a telehealth visit.

To conduct a speed test:

1. Navigate to google.com.
2. Type in "speed test" and press search.
3. An internet speed test will appear at the top of the search results. Click the blue "Run Speed Test" button to complete the test. A dialogue box will appear on your screen.



4. Your download speed should be above 25mbps for an optimal Telehealth experience.



Technical Troubleshooting (cont.)

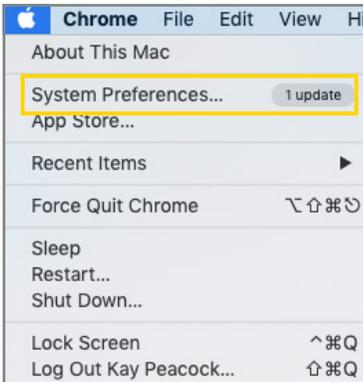
2) How do I ensure audio and video are enabled on my device?

If you are having trouble getting your camera or microphone to connect to the telehealth call, first make sure that they are enabled on your computer.

i. Camera/Mic Enablement: Mac

To enable the camera and microphone on your Mac:

1. Click the **Apple logo** in the top left of your screen and click on **System Preferences**.

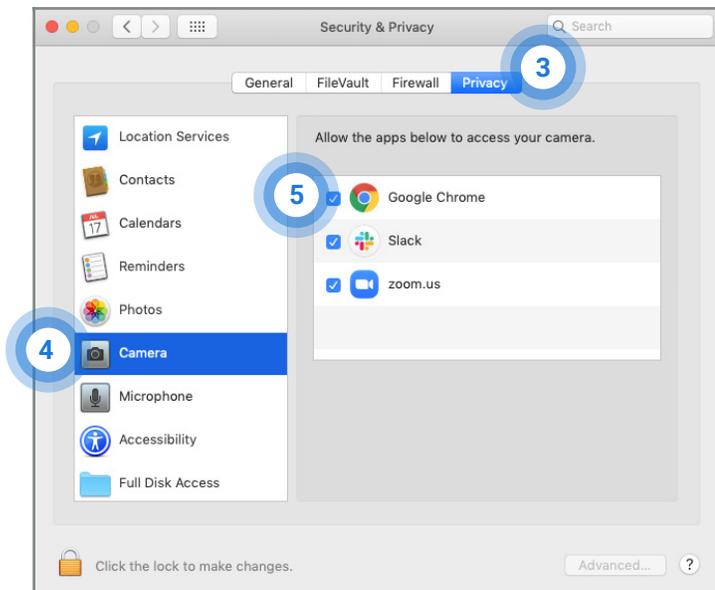


2. Select **Security & Privacy**.

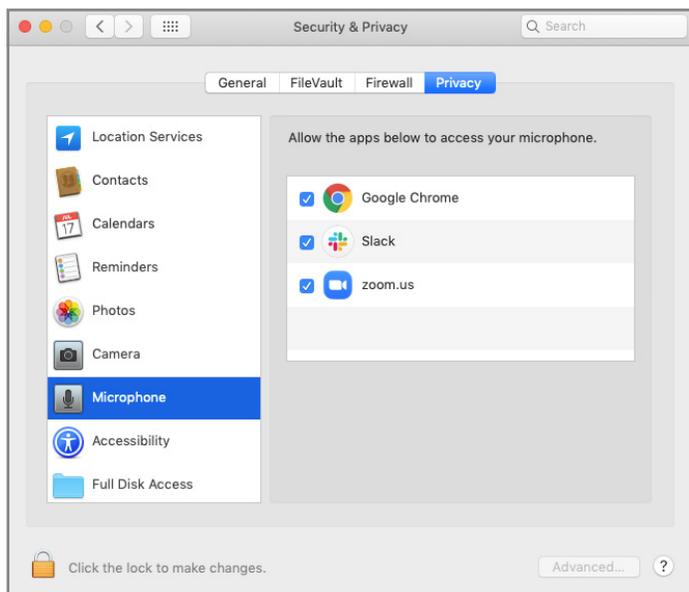


i. **Camera/Mic Enablement: Mac (cont.)**

3. Select the **Privacy** tab.
4. Select **Camera**.
5. Ensure your browser (Firefox or Chrome) has a checkmark next to it so that it can access the camera.



6. Select **Microphone**.
7. Ensure your browser (Firefox or Chrome) has a checkmark next to it so that it can access the microphone.

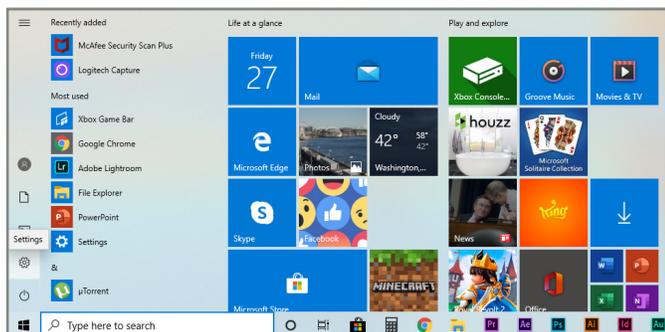


8. Close the Security & Privacy box.
9. Recheck your Telehealth connection to see if your camera and microphone work.
 - a. If you're still not able to connect, restart your computer and try again.
 - b. If issues persist, contact your provider.

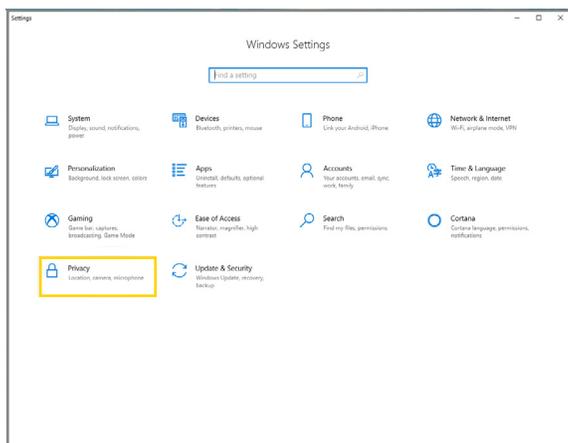
ii. Camera/Mic Enablement: PC

To enable the camera and microphone on your Windows 10 PC:

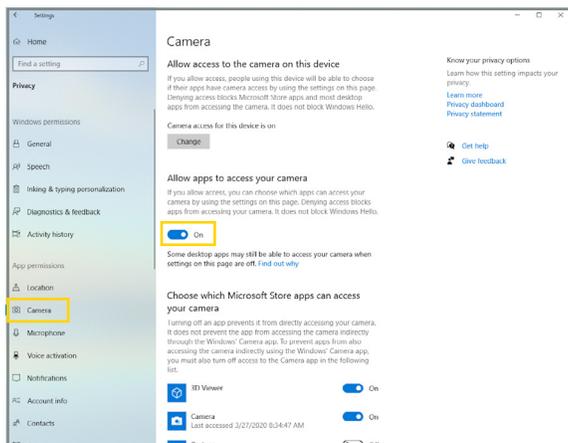
1. Click the **start** button and select the gear icon to access the **Settings** menu.



2. Select **Privacy** in the lower left corner.

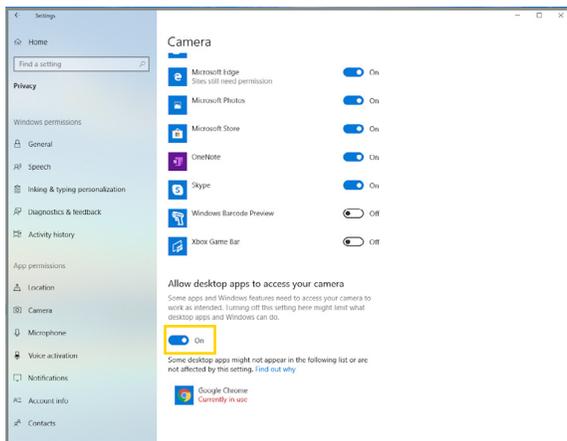


3. Under App permissions, select **Camera**.
4. Make sure the switch under **Allow apps to access your camera** is toggled to **On**.



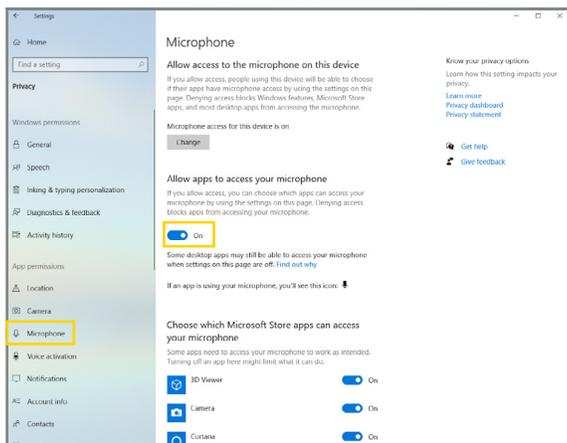
ii. **Camera/Mic Enablement: PC (cont.)**

5. Scroll down to the section that says **Allow desktop apps to access your camera**. Make sure this is also toggled to **On**.

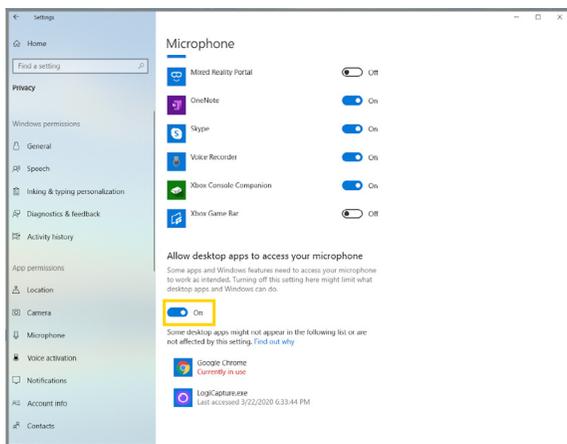


6. Next, under **App permissions**, select **Microphone**.

7. Make sure the switch under **Allow apps to access your microphone** is toggled to **On**.



8. Scroll down to the section that says **Allow desktop apps to access your microphone**. Make sure this is also toggled to **On**.



9. Recheck your Telehealth connection to see if your camera and microphone work.

- a. If you're still not able to connect, restart your computer and try again.
- b. If issues persist, contact MedBridge support at support@medbridgeed.com or 206-216-5003.

3) How do I make sure my camera and mic are enabled for my browser?

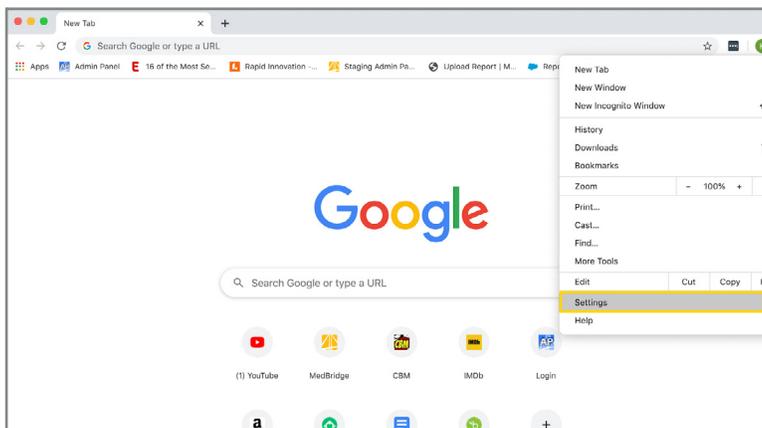
If you're still having trouble connecting, you may need to enable the camera and microphone in your browser as well.

i. Camera/Mic Enablement: Google Chrome

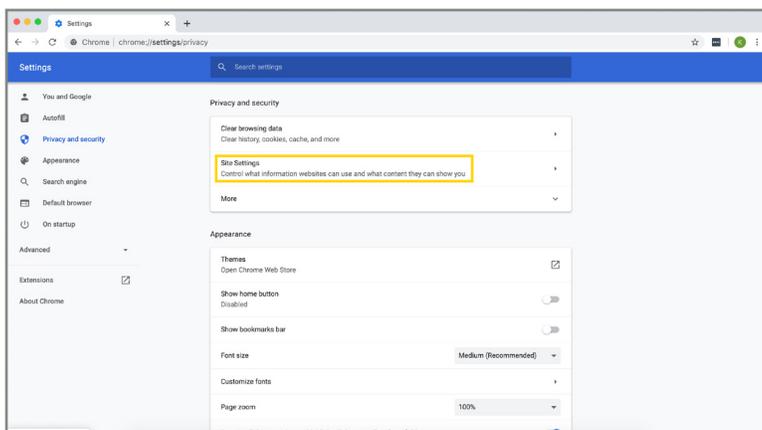
1. Open Chrome and select the Chrome menu, represented by three vertical dots in the top-right corner.



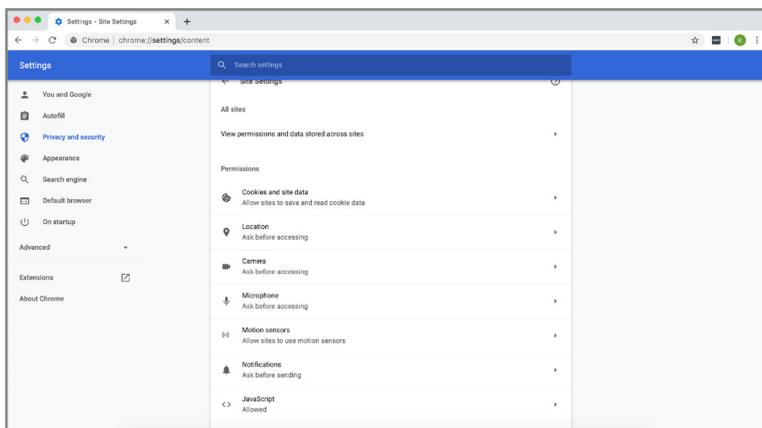
2. Select Settings.



3. Scroll down to **Privacy and Security**, select **Site Settings**.

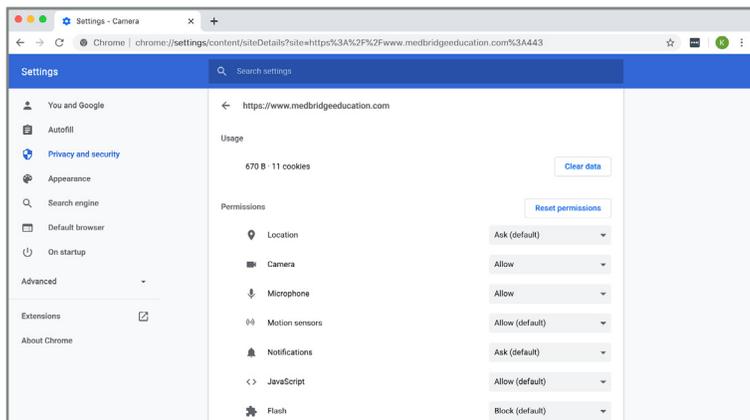


4. Select either Camera or Microphone to access either setting.



i. Camera/Mic Enablement: Google Chrome (cont.)

5. Select the website you want to allow Camera and Microphone access to <https://www.medbridgeeducation.com>. Under **Permissions** make sure that your Camera and Microphone are set to **Allow**.

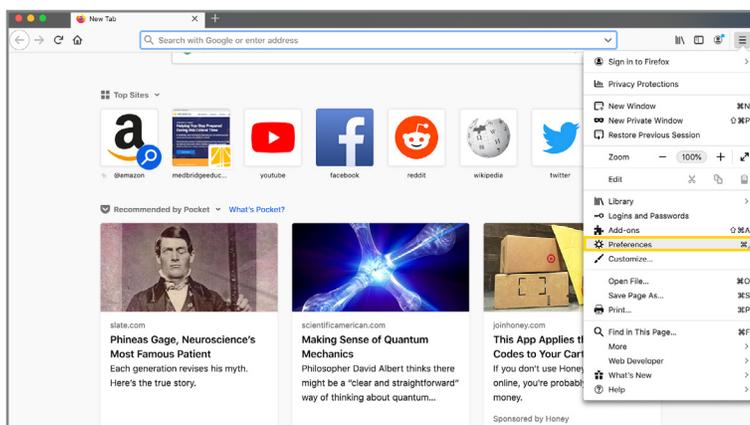


ii. Camera/Mic Enablement: Mozilla Firefox

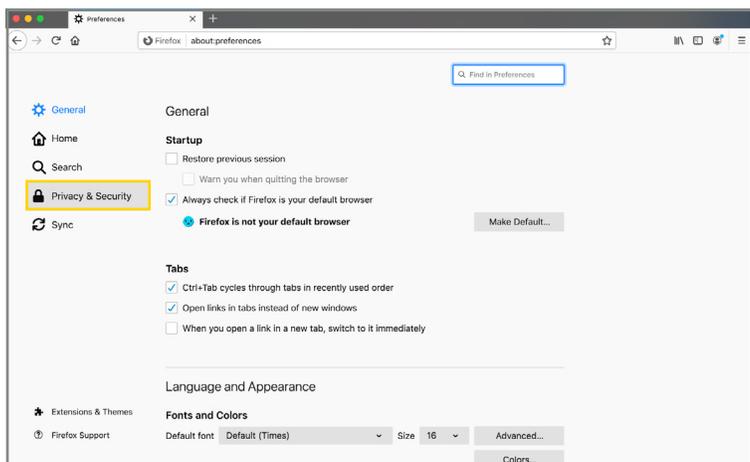
1. Open Firefox and select the Firefox menu, represented by three horizontal lines in the top-right corner.



2. Select **Preferences**.

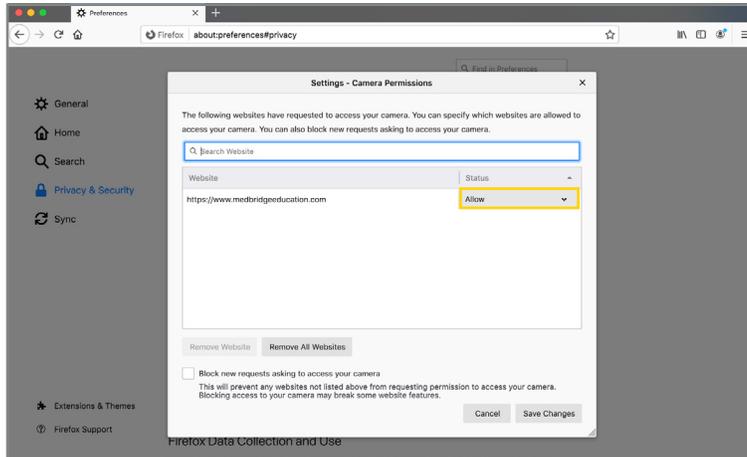


3. Select **Privacy and Security**.

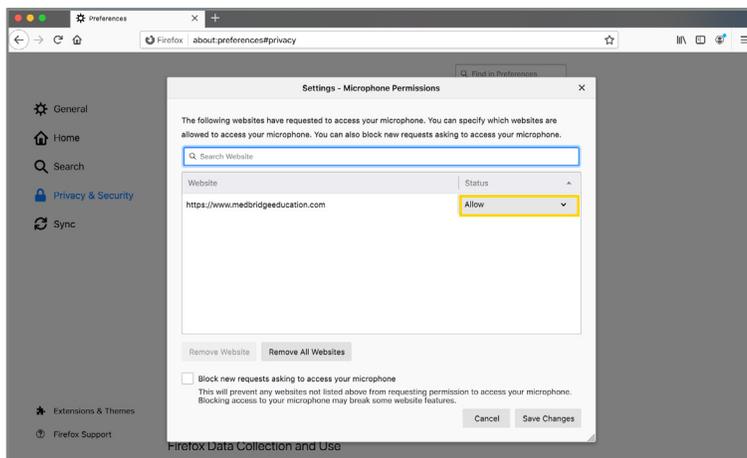


ii. **Camera/Mic Enablement:** Mozilla Firefox (cont.)4. Scroll down to **Permissions**.

- a. To enable your camera, select **Camera**. Confirm that the camera setting for <https://www.medbridgeeducation.com> is set to **Allow**.



- b. To enable your microphone, select **Microphone**. Confirm that the microphone setting for <https://www.medbridgeeducation.com> is set to **Allow**.



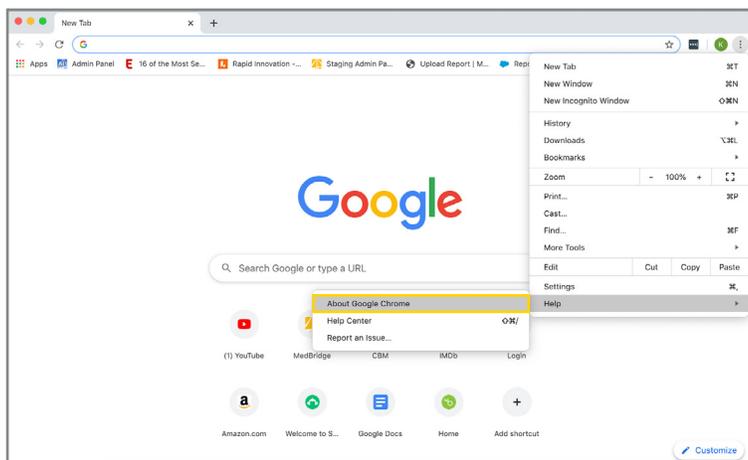
4) How do I confirm if my internet browser is up to date?

i. Confirm Version: Google Chrome

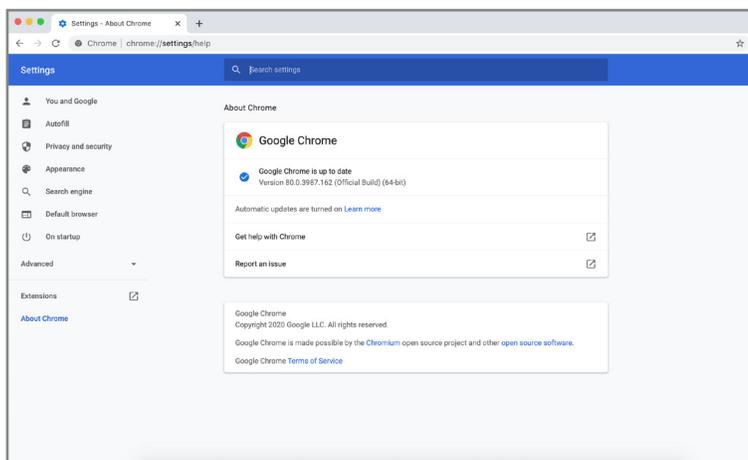
1. Open Chrome and select the Chrome menu, represented by three vertical dots in the top-right corner. *If your browser is not up to date you will see an "arrow" where the "dots" should be.* >>



2. From the drop-down menu that appears, select **Help**, then select **About Google Chrome**.



3. The window that appears will automatically check for updates and show you the current version of Chrome. If an update is available, Chrome will be updated automatically. After Chrome is updated, click the **RELAUNCH** option to restart Chrome and complete the update.



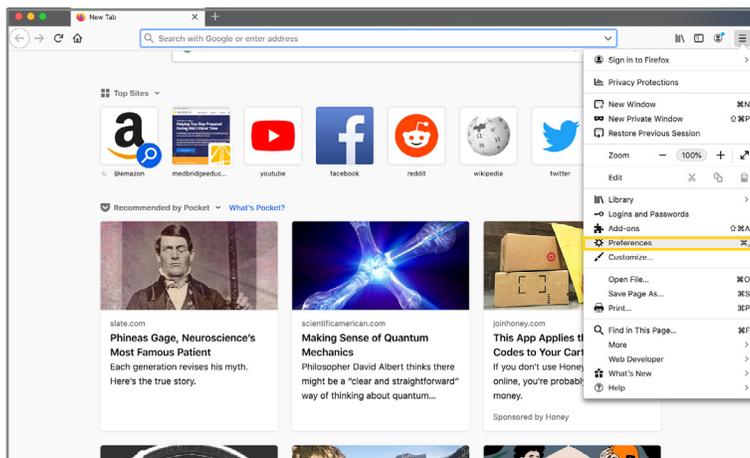
For the best Telehealth experience, we recommend using Chrome version 58 or greater.

ii. Confirm Version: Firefox

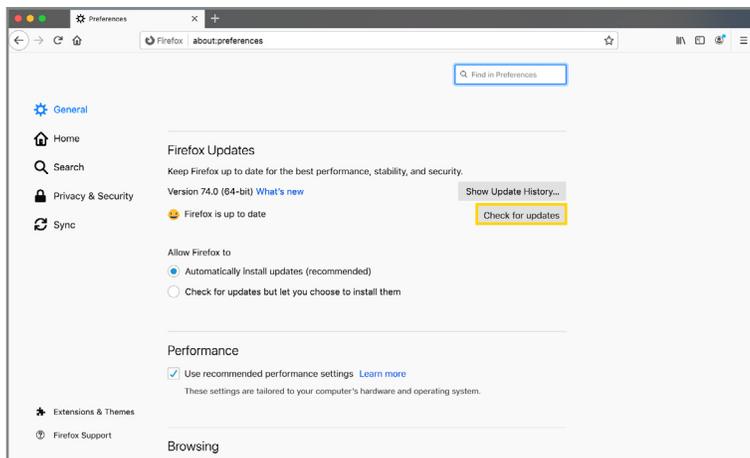
1. Open Firefox and select the Firefox menu, represented by three horizontal lines in the top-right corner.



2. Select **Preferences**.



3. Scroll down to **Firefox Updates** to see which version of Firefox you are currently using. If the version you are using is not up to date, select **Check for Updates** to download the latest version.



For the best Telehealth experience, we recommend using Firefox version 52 or greater.