

# Telehealth Tips, FAQs & Troubleshooting Guide

## Optimal Telehealth Experience

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### Desktop:

**Internet Browser:**

Google Chrome (Latest version + 1 below),  
Firefox (latest version + 1 below), Safari 13.

**Bandwidth requirements:**

Wired connection with speeds of 1 Mbps  
per second or higher is recommended.

**Camera/Mic:**

Ensure camera and mic are enabled.  
Not supported: Internet Explorer, older  
versions of Safari, Edge.

### Mobile:

**iOS:**

- iOS 11 or higher

**Android:**

- Version 6 or higher

**MedBridge GO version:**

- iOS: 2.2.1+, Android: 2.6.4+

**Wi-Fi / Data Requirements:**

- Wi-Fi is more reliable if 25mb per second or higher.
- Data depends on the cellular carrier and the location of the caller.

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# Frequently Asked Questions (1/2)

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## About Visits

### 1) How do I schedule a Telehealth session?

To schedule a Telehealth session, a patient can contact their provider to initiate a Telehealth visit request. To conduct a Telehealth visit, a patient must first be added to MedBridge. For help adding a patient to MedBridge, see **How do I add a new patient for a Telehealth session?** below. If the patient is already added to MedBridge, you or a member of your staff can send an invitation to the client. Navigate to the MedBridge Patient Engagement module and select Home Exercise Program. Select the patient with whom you will be having the Telehealth session to navigate to their profile, then click [Send Intro Email](#).

### 2) How do I add a new patient for a Telehealth session?

Telehealth functionality has been integrated to ensure limited changes to your current workflows. Telehealth patients can be added the same way you would add a patient receiving a home exercise program or patient education. Navigate to the MedBridge Patient Engagement module and select [Home Exercise Program](#). Next, click [Create New Patient](#). Enter the patient's personal information and select [Add New Patient](#).

### 3) How do I start a Telehealth session?

To start a Telehealth session, navigate to the MedBridge Patient Engagement module and select Home Exercise Program. Next, select the patient with whom you will be having the Telehealth session to navigate to their profile. Click [Telehealth Visit](#) and you will be prompted to either Start the Call or Send the Intro Email. Click [Start Call](#) to enter the virtual waiting room. If your patient has not yet joined, you can click [Send Invite](#) to send them an invitation via email or text message. When your patient joins the call, you will be prompted to confirm that you are licensed to practice in their state. Once you click [Confirm](#), you'll be connected to your patient immediately to start your Telehealth session.

### 4) How do I assign or update an HEP for my patient?

You can assign or update your patient's HEP either prior to their Telehealth session or during the session. If you are assigning the program during the session, select the Telehealth session window and then click the Exercise icon. This will bring up the HEP tray. Click [Update Exercise Program](#) and you will be taken to the HEP Builder page in a new window or tab. From here, you can create or update your patient's program. When you are done, click [Save](#) and return to the Telehealth session. To see the newly added exercises within the session, click the [Refresh](#) button within the HEP tray.

### 5) How do I update my patient's HEP?

To update your patient's HEP during the Telehealth session, select the Telehealth session window to see your available options. Click on the Play button, and your patient's HEP tray will slide up from the bottom. Click on Update Exercise Program and a new window will open in which you can see the HEP builder. Update the HEP as usual and click Save. To see the newly modified exercise program within the Telehealth session, return to the session and click Refresh within the HEP tray.

### 6) If a patient is traveling and they want to be treated from their home state where their provider is licensed, can they still receive treatment via a Telehealth appointment?

The provider needs to be licensed in the state in which the patient resides. Different states have different laws around vacation treatment. There is a new type of PT license called 'PT compact' that allows a PT to quickly get licensed in the 18 states included in the compact.

## Frequently Asked Questions (2/2)

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### About Visits (cont.)

#### 7) Is the virtual visit information with the client shared and stored under HIPAA?

All data from the Telehealth session is shared and stored in compliance with HIPAA/Hi-Trust regulations and suggestions. ([link](#))

#### 8) Is patient messaging available?

Messaging is not currently available through the Telehealth experience.

#### 9) How do I update a patient's details?

To update a patient's details, please navigate to the patient's profile within the Patient Engagement module in MedBridge. Select the patient from your list of Home Exercise Programs, then click Edit Details. From the Edit Details page, you can update their name, birthdate, phone number, and email.

#### 10) Can I assign patient education prior to or during the visit?

Before the Telehealth session begins, you can assign patient education as you usually would through the MedBridge platform.

To update your patient's education during the Telehealth session, select the Telehealth session screen to see your options. Click on the Play button and your patient's HEP tray will slide up from the bottom. Click on Update Exercise Program and a new window will open with the HEP builder. From here, click the Patient Education tab. Update the Patient Education as usual and click Save. When the patient leaves the Telehealth session, they can find their newly added patient education under Resources.

#### 11) How do I get reimbursed for a Telehealth visit?

While you cannot bill for treatment codes at this time, due to recent changes as a result of COVID-19 you can now bill for an "e-visit," which can include communication, evaluation, assessment, or education. You can bill for one of the following codes according to the duration of the visit:

**G2061:** Qualified non-physician healthcare professional online assessment and management, for an established patient, for up to seven days, cumulative time during the seven days; 5–10 minutes

**G2062:** Qualified non-physician healthcare professional online assessment and management service, for an established patient, for up to seven days, cumulative time during the seven days; 11–20 minutes

**G2063:** Qualified non-physician qualified healthcare professional assessment and management service, for an established patient, for up to seven days, cumulative time during the seven days; 21 or more minutes.

# Troubleshooting

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## Telehealth Troubleshooting

### 1) I am unable to send a video call invite to my patient via text:

Check to make sure that there are no spaces in the patient's phone number.

Send Text Message Invite

Phone number  
(425) 736-5041

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I confirm that my patient consents to receiving this message.

SEND INVITE

Send Text Message Invite

Phone number  
(425)736-5041

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I confirm that my patient consents to receiving this message.

SEND INVITE

### 2) What happens if I get disconnected from the call with my patient?

If you get disconnected, you can rejoin the call by clicking on "Start Video Call" on the patient profile or the patient list. Your patient can connect by responding to the incoming call notification or by clicking on the "Join Call" link in their email or text message.

# Troubleshooting

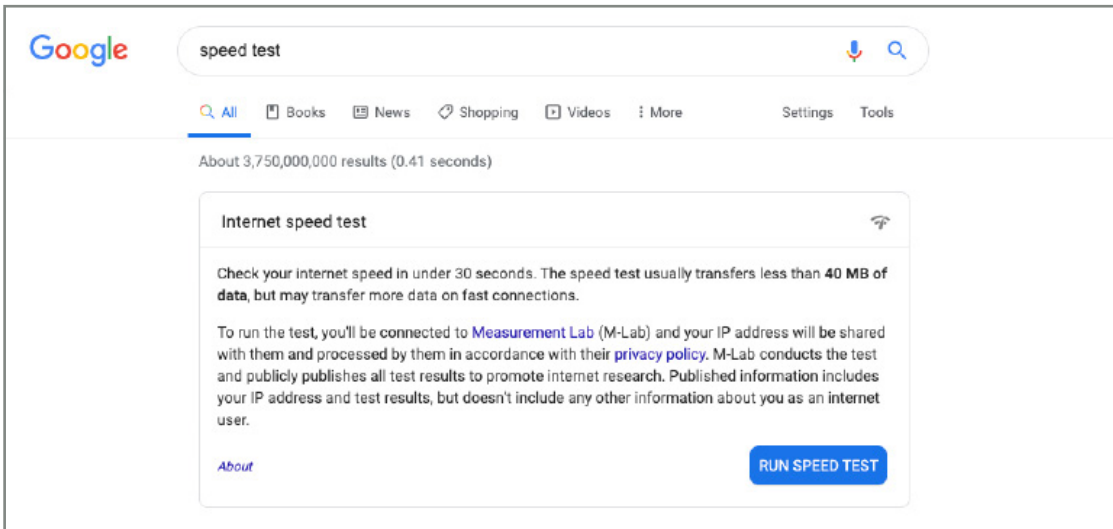
## Technical Troubleshooting

### 1) How do I test my internet connection speed?

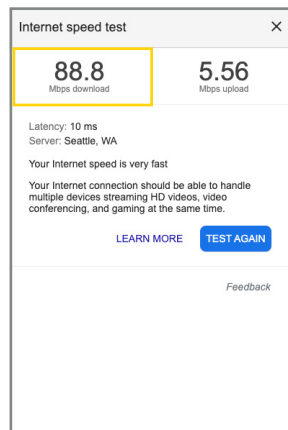
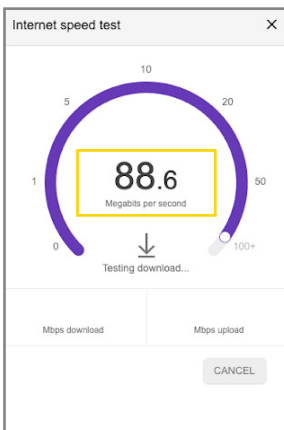
To make sure that your laptop or desktop computer has a reliable internet connection you will need to conduct an internet speed test. It is recommended that you have an internet speed of at least 25mb/second to conduct a telehealth visit.

#### 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.)

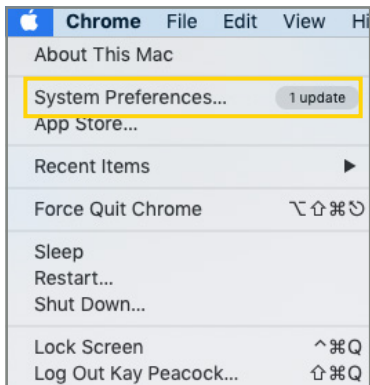
2) How do I ensure audio and video are enabled on my device?

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**.

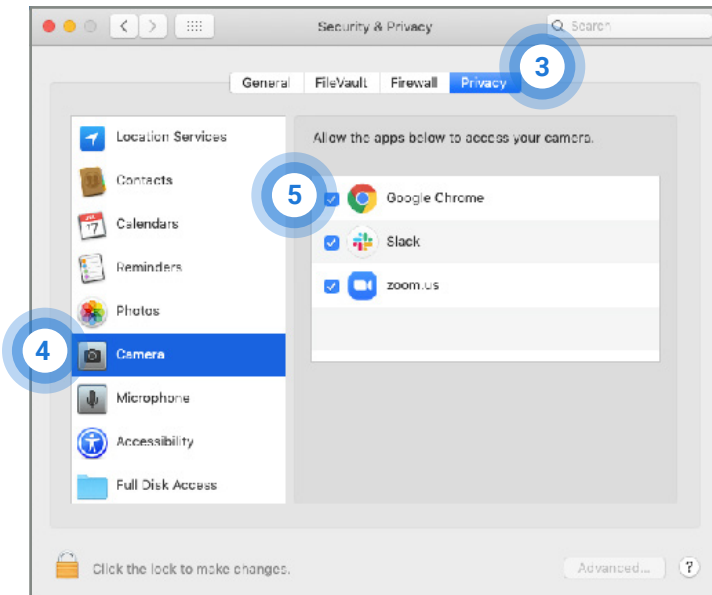


- 2. Select **Security & Privacy**.

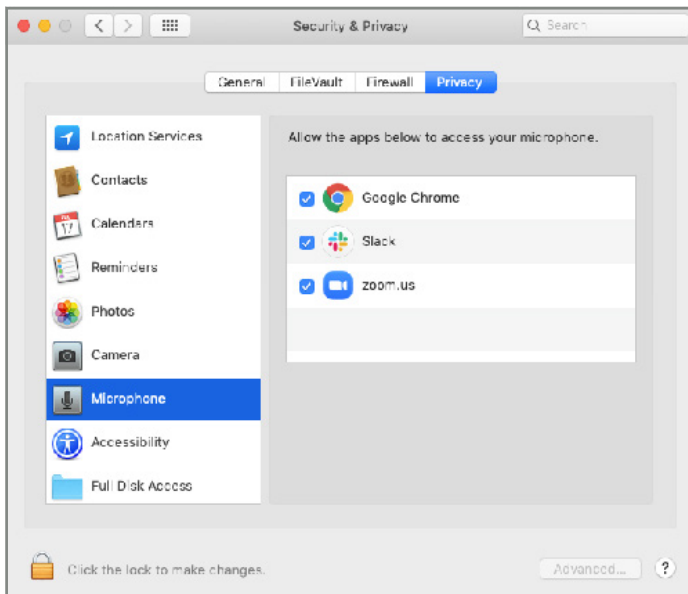


i. **Camera/Mic Enablement: Mac (cont.)**

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.



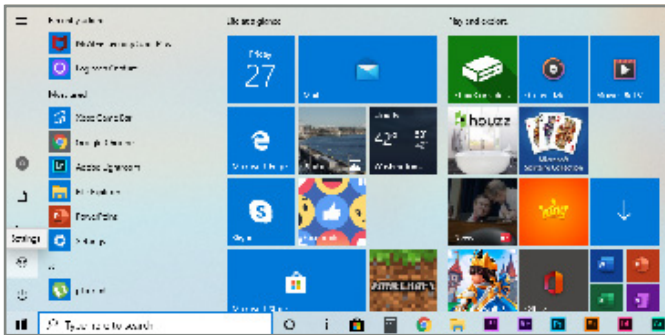
8. Close the Security & Privacy box.
9. Recheck your Telehealth connection to see if your camera and microphone work.
  - a. If you're still not able to connect, restart your computer and try again.
  - b. If issues persist, contact MedBridge support at [support@medbridgeed.com](mailto:support@medbridgeed.com) or 206-216-5003.



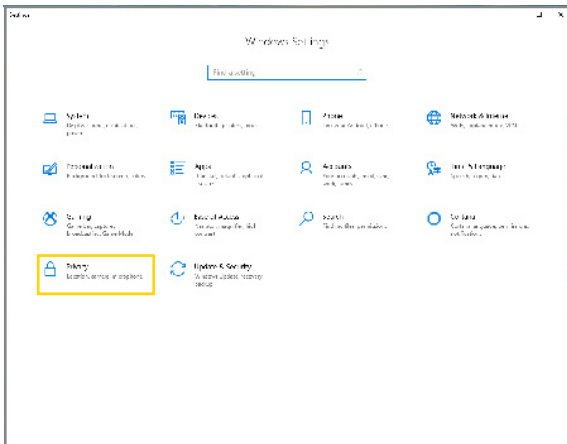
## ii. Camera/Mic Enablement: PC

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

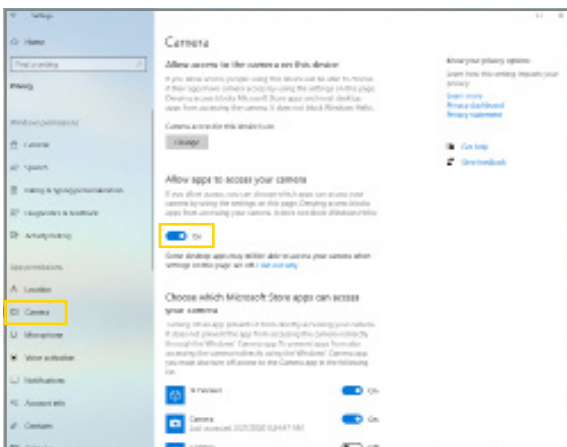
1. Click the **start** button and select the gear icon to access the **Settings** menu.



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

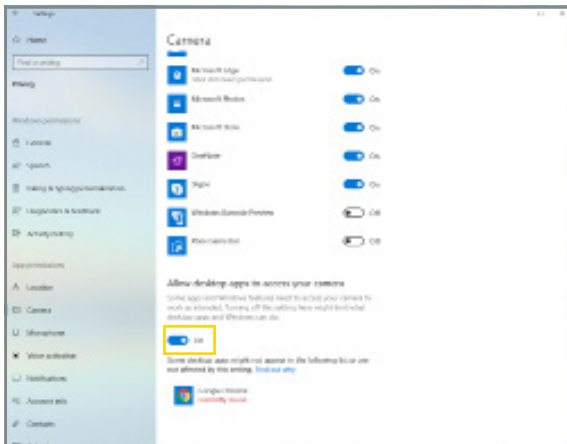


3. Under App permissions, select **Camera**.
4. Make sure the switch under **Allow apps to access your camera** is toggled to **On**.



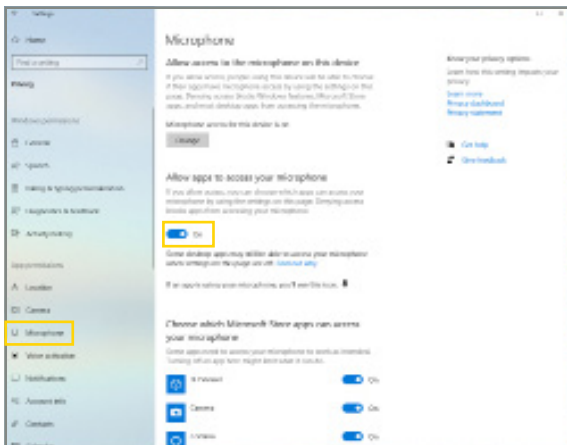
ii. **Camera/Mic Enablement: PC (cont.)**

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

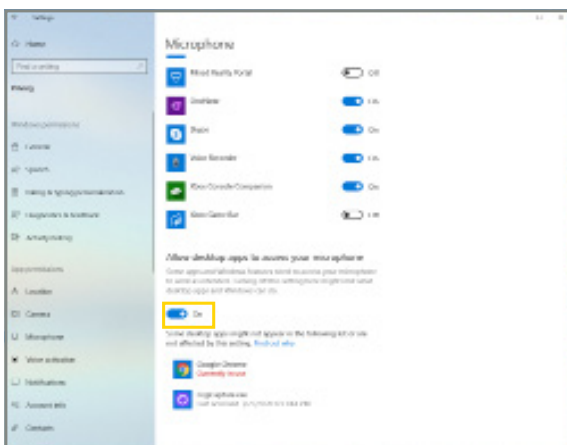


6. Next, under **App permissions**, select **Microphone**.

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?

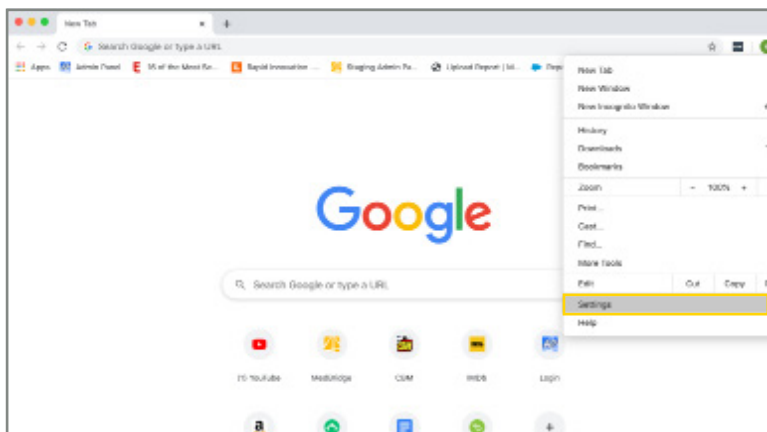
If you're still having trouble connecting, you may need to enable the camera and microphone in your browser as well.

### i. Camera/Mic Enablement: Google Chrome

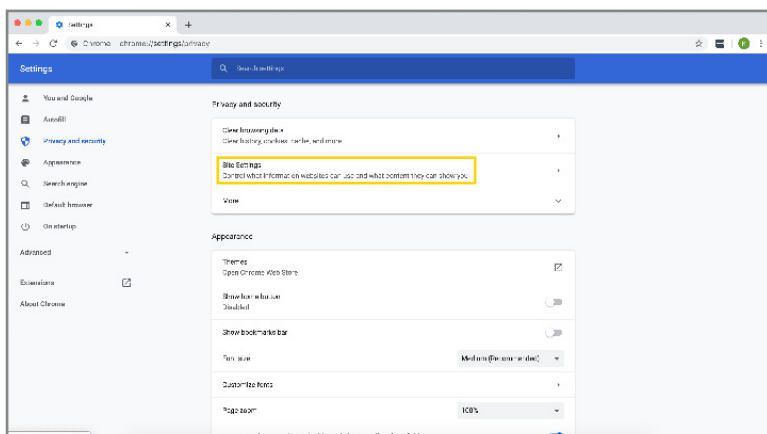
1. Open Chrome and select the Chrome menu, represented by three vertical dots in the top-right corner.



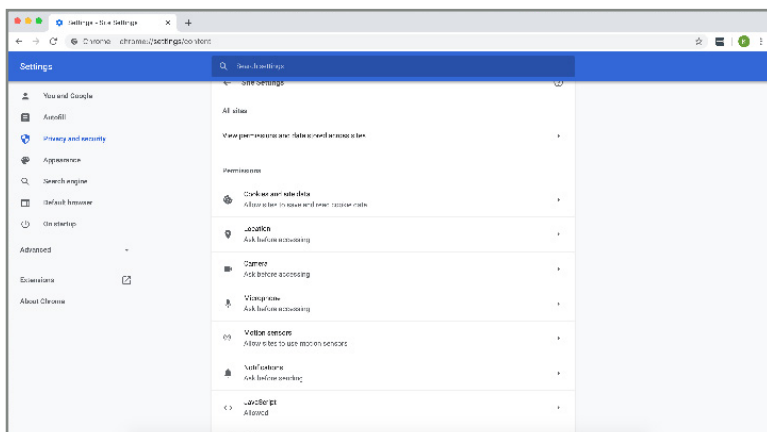
2. Select Settings.



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

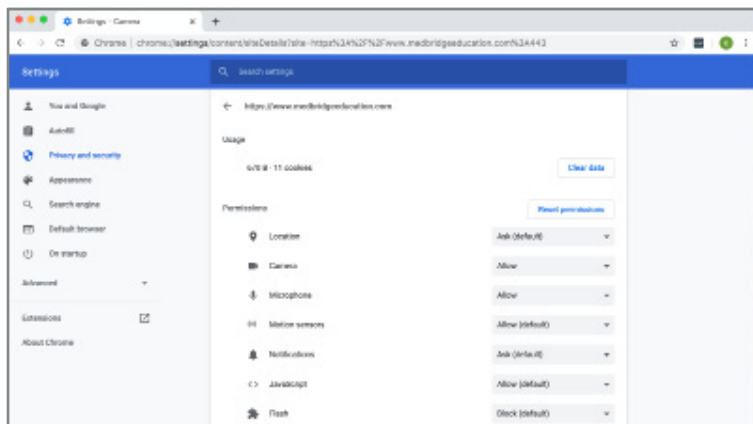


4. Select either Camera or Microphone to access either setting.



## 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**.

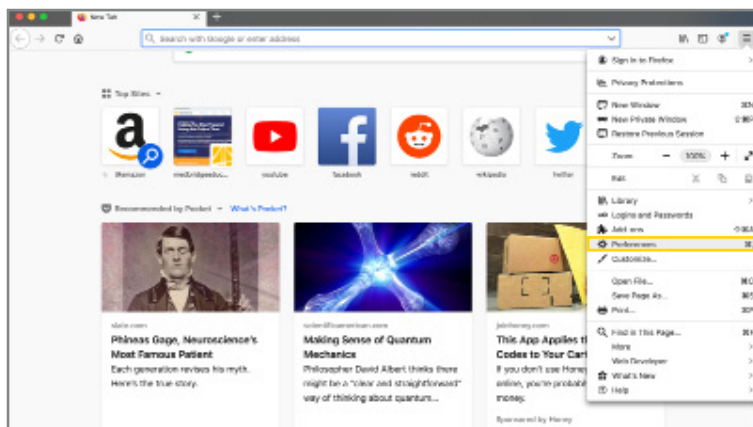


## ii. Camera/Mic Enablement: Mozilla Firefox

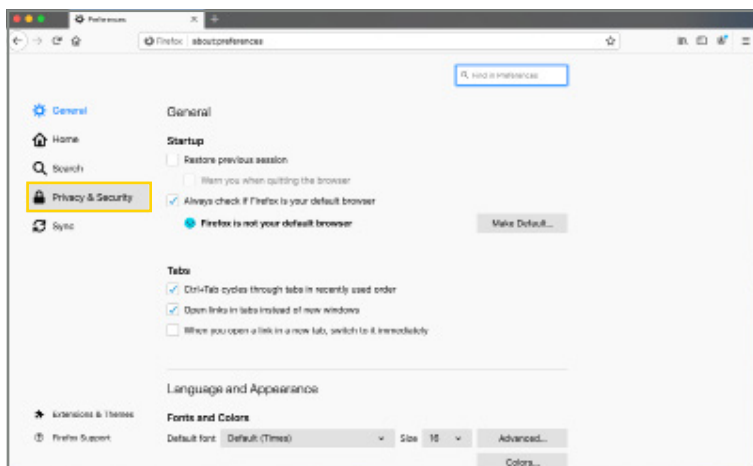
1. Open Firefox and select the Firefox menu, represented by three horizontal lines in the top-right corner.



2. Select **Preferences**.



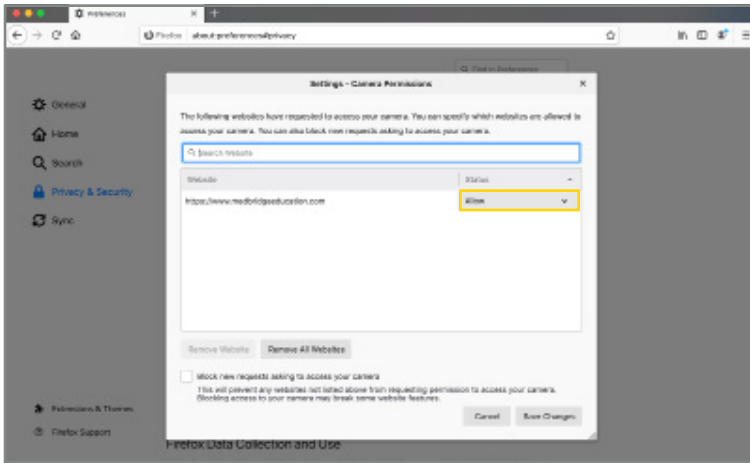
3. Select **Privacy and Security**.



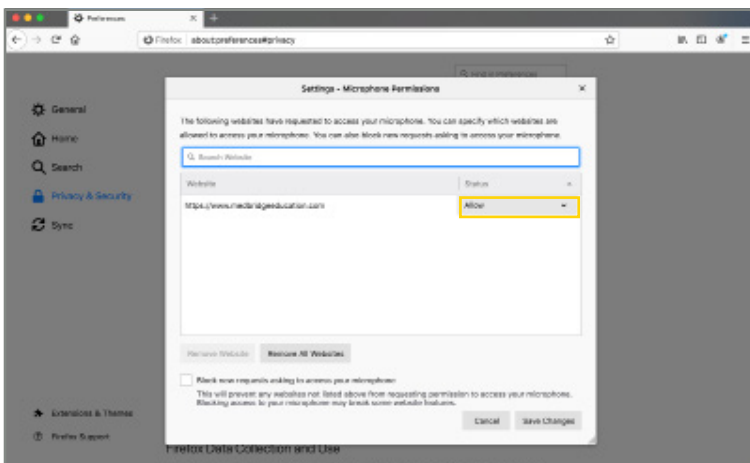
ii. **Camera/Mic Enablement:** Mozilla Firefox (cont.)

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**.



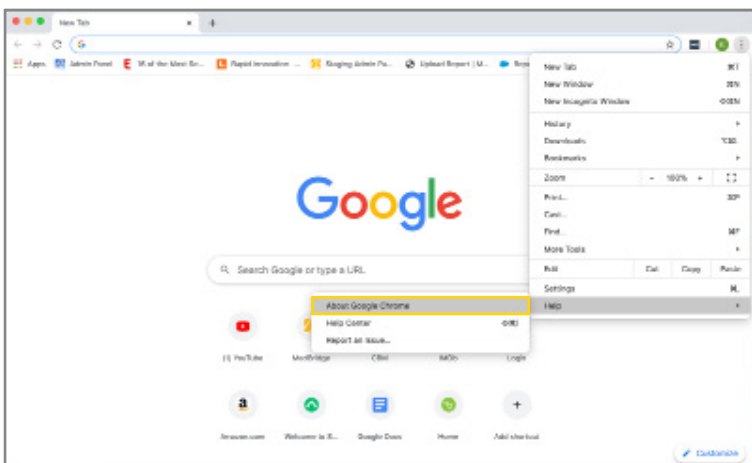
## 4) How do I confirm if my internet browser is up to date?

### i. Confirm Version: Google Chrome

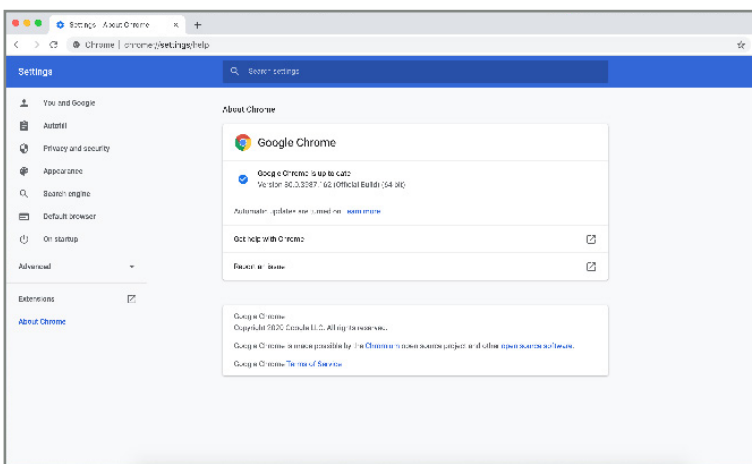
1. Open Chrome and select the Chrome menu, represented by three vertical dots in the top-right corner. *If your browser is not up to date you will see an "arrow" where the "dots" should be.* >>



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.



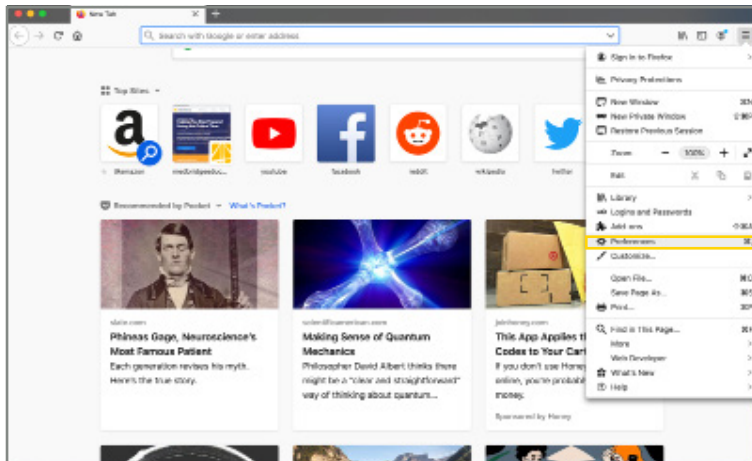
*For the best Telehealth experience, we recommend using Chrome version 58 or greater.*

ii. **Confirm Version:** Mozilla Firefox

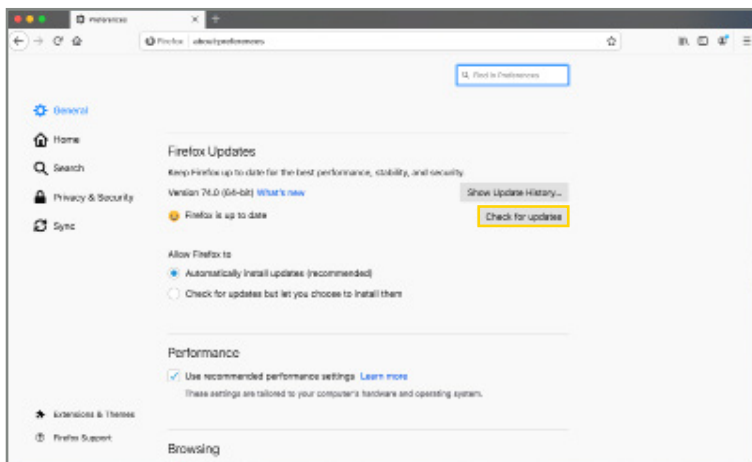
1. Open Firefox and select the Firefox menu, represented by three horizontal lines in the top-right corner.



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.

**5) How can I make sure my device is compatible with MedBridge Telehealth?**

The service that powers our Telehealth product offers the following test to determine if your facility meets the technical requirements. Consider using this tool as you prepare to rollout this product at your facility: [Tokbox testing environment](#)