Patient User Guide
Medpod Video Visits

The following User Guide will help access and complete your Medpod video visits with a provider.

Here is what you can find in this User Guide:
- User Requirements
- Patient Instructions
- Connection Requirements & Common Questions / Issues

**USER REQUIREMENTS**
- You will need a computer or tablet (Android or iPad) to utilize the Medpod Video Visit platform
- Depending on the device you are using to connect, use the appropriate browser

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- Make sure on ALL devices, including the microphone, speakers, and camera are accessible (Set to Allow)

**PATIENT INSTRUCTIONS**

**Access the Medpod Video Visit Website**
- Launch the appropriate browser
  - Non-iOS Devices: Google Chrome (except MACs)
  - iOS Devices: Safari
- Access the website URL provided by your practice (Example: jclewis.amp.medpod.net)
- If prompted, you must allow access to Location, Camera, and Microphone

Click Start Your Registration
Enter your information

- First Name
- Last Name
- DOB
- Reason for Visit

Click Confirm

Next screen will prompt you to -
Review “Consent” form presented and click “I Agree”

Select your provider (Depending on how your provider is set up to receive video visit patients, you may see any of the following options)

- Click the drop-down arrow to select from the list of available Provider Selection options
  - If there are no providers listed, select “Any Available”
  - If your practice has scheduled you to see a specific provider and that provider is on the list, select that provider
If your practice accepts “Walk In” patients and you do not have a previously scheduled appointment with a specific provider, select “Any Available”
  - Click the “Connect to Waiting Room”

You will be placed in the Virtual Waiting Room while your provider is reached.

Once your provider connects, your video and audio will be connected, and you should see and hear your provider on screen to conduct your visit
CONNECTION REQUIREMENTS & COMMON QUESTIONS

Medpod Technical Requirements

Browser
- Non-iOS Devices & MACs: Google Chrome
- iOS Devices: Safari

Internet Speed: Minimum Upload speed should be at least 1.5 to 2.0 mbps

Mobile Device or Desktops: Medpod Video Visits will work on the following platforms (Utilizing the appropriate browser):
- Windows PC
- Apple Macintosh (Laptops and desktops)
- iOS Devices (iPhones and iPads)
- Linux PC
- Windows Tablet
- Android Tablet

Desktop Computer Requirements: Desktop computers must be equipped with camera, microphone, and speakers and have adequate CPU power to process video (i3, i5 or i7)

Mobile Device Requirements: Mobile devices must have a video camera, microphone, and speakers and be enabled to “Allow” access to
  - Location
  - Camera
  - Microphone

Operating System:
- Microsoft Windows 7/8/8.1/10 or latest
- Mac OS X 10.7.5+ or latest
- IOS 12.2 or latest
- Android 7 or latest
- Linux Fedora or Debian distributions

CPU Recommended:
- Intel Core i3, i5 (3.3 GHz or higher)
- Intel Core i7 (3.0 GHz or higher)

RAM: 2GB minimum, 4GB or more recommended

Web Camera Recommended:
- Logitech c910, c920, c930e
- Logitech Conference Cam CC3000e
• Any good quality USB or built in webcam capable of 720p video and equipped with a microphone

**Audio:** Any good quality speakers

**Bandwidth**
• For HD (1280×720 pixels) resolution at 30 frames/sec, we recommend 2Mbit/sec (which will support 2 streams, e.g. main video + plus a scope, or main video and an interpreter)
• Full HD (1920 x 1080 pixels) resolution require double bandwidth and nHD (640×360 pixels) require a quarter of the HD bandwidth

**Q: My computer is not connecting**
• Are you connected to the Internet?
• Is the connection sufficient?
• If the connection speed seems slow, perform a speed test
  o Type “Speed Test” into your browser and select one to test
  o Upload speed should be at least 1.5 to 2.0 mbps
• What computer or device are you using?
• Are you using the required browser?
  o Non-iOS Devices: Google Chrome
  o iOS Devices: Safari

**Q: I’m connected, but there is no video / just received an error**
• Is there a camera installed on the computer/device?
• Is the camera “Allowed” through the Chrome (Android) or Safari (iOS) browser?
• Is the camera hooked up to their computer?
• Is the camera on?
• Is the camera accessible?

**Q: I’m connected, but I can’t hear**
• Do you have external speakers?
• Are they plugged in and/or turned on?
• Are the microphone or speakers “Allowed” through the Chrome (Android) or Safari (iOS) browser?
• Is the speaker volume on and/or turned up?

**Q: How long does it take for the session to timeout due to inactivity?**
• 15 minutes, please be sure to engage in some activity with your device or computer to prevent a timeout

**Q: If I am using a phone, what is the best screen orientation?**
• **Landscape:** Turn phone to a LANDSCAPE orientation so that patients and providers can see a full view of each other; phones may need to have settings adjusted to allow for screen rotate
o Android
  ▪ Most devices: Open Settings – Accessibility – Turn on Auto-rotate Screen
  ▪ Samsung Galaxy devices: Swipe down on screen to access Quick Settings, ensure Auto-rotate screen is enabled (not locked)

o iPhone
  ▪ Open the Control Center
  ▪ With Face ID: Swipe down from top-right corner of screen
  ▪ With a Home Button: Swipe up from the bottom edge of the screen

Q: How do I allow the required Medpod website access to my Location, Camera, and Microphone?

• Medpod video visits requires access to Location, Camera, and Microphone settings on your device. See below for options to allow access for future Medpod website visits.

• Android devices using Chrome:
  o While in the Chrome app, to the right of the address bar, tap More (triple dots) – Select Settings – Site Settings
    ▪ Select “Location”: If the Medpod URL does not show in your “Allowed” list, select “Blocked”, locate the URL, click on it, under Permissions select Access your microphone, click “Allow”
    ▪ Select “Access your camera”: If the Medpod URL does not show in your “Allowed” list, select “Blocked”, locate the URL, click on it, under Permissions select Access your microphone, click “Allow”
    ▪ Select “Access your microphone”: If the Medpod URL does not show in your “Allowed” list, select “Blocked”, locate the URL, click on it, under Permissions select Access your microphone, click “Allow”

• iPhone / iPad using Safari
  o Open Settings – Select Safari – scroll to:
    ▪ Camera – Camera Access on All Websites – Ask or Allow (To allow all)
    ▪ Microphone – Microphone Access on All Websites – Ask or Allow (To allow all)
    ▪ Location – Location Access on All Websites – Ask or Allow (To allow all)

Q: I’m using an iPad and cannot connect
• Make sure all “Content Blockers” are “Off” for the Medpod website and that Camera, Microphone, and Location are set to “Allow”