Optimal Telehealth Experience

**Desktop:**
- **Internet Browser:**
  Google Chrome 58+; Firefox 52+
- **Internet Connection:**
  25 mb per second
- **Camera/Mic:**
  Ensure permission is given to enable camera and mic

**Mobile:**
- **iOS:**
  - iOS 11 and higher
  - Version: 2.2.6
- **Android:**
  - Android 6 or higher
  - Version: 2.3.2
- **Data / Wi-Fi Requirements:**
  - Wi-Fi is more reliable (25mb/second or higher)
  - Data depends on the cellular carrier and the location of caller

**Not Supported:** Older versions of Safari; Edge
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User Login and Account Creation FAQs

1) Why am I having trouble creating my account?
This usually means that you’ve entered in information that doesn’t exactly match what your clinician has on file. Some common examples include:
- Using a nickname (for example, Bill instead of William)
- A typo in your name
- Incorrect birth date
To solve this, reach out to your practitioner to find out exactly how your information was entered to ensure that what you are entering matches exactly.

2) I can’t find my access code. Now what?
When your practitioner creates your home exercise program, an eight-digit access code is included in the print-out, email, or text sent to you. Reach out to your provider’s office or clinic directly to request that they resend this code.

3) Why don’t I have the option to log in on MedBridge GO using a username/password?
This has to do with the specific type of exercise builder subscription your provider has chosen. In this case, your exercises should be accessible using your access code. Go to the login screen and enter the access code provided (which you should be able to find in the email, text, or print-out from your provider). When you log in using your access code, you should be taken directly to your program.

4) Why aren’t my login credentials working?
Double check that you are logging in to the correct site (www.medbridgego.com). You might be trying to access the clinician website (www.medbridgeed.com).

5) I’ve forgotten my username and password! How do I access my program?
To recover your username or reset your password, go to www.medbridgego.com and click “Forgot Password.” You’ll be asked to confirm your account details. Once these are confirmed, your username will be displayed and you’ll be prompted to update your password.
Frequently Asked Questions (2/2)

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.

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.

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.

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.
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.
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**.

![System Preferences](image)

![Security & Privacy](image)
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.

![Security & Privacy](image)

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

![Security & Privacy](image)

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.
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**.
For Patients

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.
For Patients

Troubleshooting | For Desktop (cont.)

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.
For Patients

Troubleshooting | For Desktop (cont.)

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**.

![Camera/Mic Enablement: Google Chrome](image)

ii. **Camera/Mic Enablement: Mozilla Firefox**

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

![Camera/Mic Enablement: Mozilla Firefox](image)

2. Select **Preferences**.

![Camera/Mic Enablement: Mozilla Firefox](image)

3. Select **Privacy and Security**.
For Patients

Troubleshooting  |  For Desktop (cont.)

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.

   ![Camera Permissions](image1)

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

   ![Microphone Permissions](image2)
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.
For Patients

Troubleshooting | For Desktop (cont.)

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.*
Troubleshooting | For Mobile

1) How do I make sure my mobile device is up to date?

To conduct a Telehealth Virtual Visit using the MedBridge GO app on your mobile device, you’ll need to be on iOS11 or greater or Android version 6 or greater.

i. **Updating Your Device: Apple/iOS**
   1. Plug your device in and connect to the Internet with Wi-Fi.
   2. Go to **Settings --> General**, then tap **Software Update**.
   3. If an update is available, tap **Download and Install**.
   4. For additional information or troubleshooting information, go to https://support.apple.com/en-us/HT204204

ii. **Updating Your Device: Android**
   1. Make sure your device is connected to Wi-Fi.
   2. Open **Settings**
   3. Select **About Phone**
   4. Select **Check for Updates**—If an update is available, an **Update** button will appear. Tap it.
   5. Install—Depending on the OS, you’ll see Install Now, Reboot and Install, or Install System Software. Tap it. Your phone will reboot.
   6. For additional information or troubleshooting information, go to https://support.google.com/android/answer/7680439?hl=en

2) Updating the MedBridge GO App

To conduct a Telehealth Virtual Visit using the MedBridge GO app on your mobile device, you’ll need the newest version of the MedBridge GO app.

i. **Updating the MedBridge GO App: Apple/iOS**
   1. Open the App Store, then tap **Today** at the bottom of the screen.
   2. Tap your profile icon at the top of the screen.
   3. Scroll down to see which apps have available updates. If MedBridge GO has an available update, tap **Update** next to the app.
   4. For more information and troubleshooting go to https://support.apple.com/en-us/HT202180

ii. **Updating the MedBridge GO App: Android**
   1. Open the Google Play Store app.
   2. Tap **Menu** -> **My apps & games**.
   3. Apps with an update available are labeled “Update.” You can also search for a specific app.
   4. Tap **Update**.
   5. For more information and troubleshooting go to https://support.google.com/googleplay/answer/113412?hl=en
3) How to Re-Enable Audio/Video

iOS and Android MVP Telehealth products will guide patients to re-enable their audio or video from the telehealth session. Patients will know that audio and/or video are not enabled when buttons are grayed out and show a strikethrough.

Video disabled

Audio disabled

Additionally, when patient video is disabled, thumbnail will show a black box with camera strikethrough.

Patients can re-enable the audio/video by tapping the audio and video buttons.

Android Camera:

When patient pushes the video button, they will be prompted to “Allow Medbridge GO to take pictures and record video”. If patient selects “Allow”, they will enable their camera and the provider will be able to see their video stream. When enabled, the camera icon will be blue and not have a strikethrough. The patient will also be able to see him/herself in the thumbnail. If patients selects “Deny”, they will not enable their camera. Provider will not be able to see the patient. The patient thumbnail will remain black with a camera icon and strikethrough. The camera button will remain grayed out with a strikethrough.

Android Audio:

When patient pushes the audio button, they will be prompted to “Allow Medbridge GO to record audio”. If patient selects “Allow”, they will enable their microphone and the provider will be able to hear them. When enabled, the audio icon will be blue and not have a strikethrough.

If patients selects “Deny”, they will not enable their microphone. Provider will not be able to hear the patient. The audio button will remain grayed out with a strikethrough.
3) How to Re-Enable Audio/Video (cont.)

**iOS Video:**

When patient pushes the video button, they will be notified “Permission for camera was denied. Please enable access to camera in the settings.” If patient selects “Cancel,” they will not enable their camera. Provider will not be able to see the patient. The patient thumbnail will remain black with a camera icon and strikethrough. The camera button will remain grayed out with a strikethrough.

If patient selects “To settings,” they will be directed to the app settings page and they can enable the camera radio button. When enabled, the provider will be able to see their video stream. The camera icon will be blue and not have a strikethrough. The patient will also be able to see him/herself in the thumbnail.

**iOS Audio:**

When patient pushes the audio button, they will be notified “Permission for audio was denied. Please enable access to your microphone in the settings.” If patient selects “Cancel,” they will not enable their microphone. Provider will not be able to hear the patient. The audio button will remain grayed out with a strikethrough.

If patient selects “To settings,” they will be directed to the app settings page and they can enable the microphone radio button. When enabled, the provider will be able to hear the patient. The audio button will be blue and not have a strikethrough.
Troubleshooting | For Mobile (cont.)

4) Authorizing Your Mobile Device to Conduct a Telehealth Visit

i. Enable Device Authentication: iOS

Clicking **Don't Enable** will bypass the notification for that instance of login. The next time the user opens MBGO, they will be asked again to enable device authentication.

Clicking **Yes** will enable the Face ID or passcode set on the user’s device.

Users can also navigate to the app’s settings to enable Face ID:

**MBGO Settings:**

Face ID Disabled  
Face ID Enabled

ii. Enable Device Authentication: Android

Clicking **Yes** will enable the device authentication.

Clicking **Never Ask Again** will not enable device authentication, nor will it prompt the user to enable device authentication the next time they open the app.

Clicking **Maybe Later** will not enable the device authentication, but the user will be prompted to enable the device authentication the next time they open the app.

If a user clicked **Never Ask Again** but they now want to enable device authentication, they can try the following workarounds:

1. Uninstall/reinstall MedBridge GO app
2. Remove the program/re-add the program (need access code)
3. Go into the Storage menu of the OS Applications list for MBGO. Delete all app data, then re-add the program