




## Telehealth Troubleshooting Guide

### A quick-reference guide for staff to diagnose and resolve common technical issues during telehealth consultations

Including audio, video, and connection problems. Keep a copy with your telehealth equipment for easy access during consultations. For platform-specific issues, refer to the [Telehealth Platforms and Software – Support & User Guides](#) resource available on the EMPHN website.

Situation	Contingency Plan
<b>Be prepared for technical issues during consultation</b>	<ul style="list-style-type: none"> <li>• Have contact details for other parties available</li> <li>• Have mobile phone ready to contact provider to discuss and plan how to continue</li> <li>• Be familiar with how to dial in others if it is decided to continue by phone</li> <li>• Have weblinks and web resources available for easy access (staff are familiar with these sites)</li> <li>• Regularly review back-up contingencies for efficiency / effectiveness</li> </ul>
<b>Unable to be seen or cannot see the other person</b>	<ul style="list-style-type: none"> <li>• You or they check camera icon</li> <li>• Click on the camera icon</li> </ul>  <ul style="list-style-type: none"> <li>• If the camera is on and still unable to be seen, try disconnecting and reconnecting into the call. Let the others know what you are doing first.</li> </ul>
<b>The other person cannot hear you</b>	<ul style="list-style-type: none"> <li>• You or they check the microphone (mic) icon</li> <li>• Click on the mic icon</li> </ul>  <ul style="list-style-type: none"> <li>• If the mic is on and still unable to be heard, try disconnecting and reconnecting into the call. Let the others know by sending a chat or text message first.</li> </ul>
<b>Unable to hear the other person</b>	<ul style="list-style-type: none"> <li>• Check the volume on the telehealth device or speaker being used is on and high enough</li> </ul>  <ul style="list-style-type: none"> <li>• Ask the person on the other end to check their mic (as above)</li> <li>• If the above does not resolve this, try disconnecting and reconnecting into the call and advising the other person to do the same. Let the others know by sending a chat or text message first.</li> </ul>
<b>Background noise interfering with hearing</b>	<ul style="list-style-type: none"> <li>• If it is on your end, let the others know you will mute your mic and turn back on or wave your hand when you wish to speak</li> <li>• If the background noise is on the other end, ask them to mute the mic and turn back on or wave their hand when they wish to speak</li> </ul>
<b>Audio is poor / difficult to hear each other</b>	<ul style="list-style-type: none"> <li>• Mute the audio and proceed with video, and use a phone for audio communication</li> </ul>

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**Problems with the quality of a video consultation**

- Turn the video off and proceed with audio only
- If possible, turn video on for short periods only as needed i.e., to check a wound
- Ensure adequate lighting and avoid direct sunlight from windows

**Technical issue or technical failure during consult – unable to fix or other options have not worked**

- Complete the interrupted consultation by phone, or
- Reschedule the consultation if non-urgent