Troubleshooting Audio/Video Problems

Jared Vagy, PT, DPT, OCS, CSCS

"My patient can't hear me" or "I can't hear my patient"

Identifying the problem: Ask your patient to hold up 1/2/3 fingers or nod if they can hear you. If they can, let them know you can't hear them and are working on a solution. If they cannot, use the chat, email, or phone to let them know you are working on a solution.

Clinician Steps

1. Check your computer audio. Make sure it is turned up and not muted.

2. Make sure your headset is fully plugged in or your wireless connection is active by playing some other sound, such as a song, for a few seconds.
   - If there is an on switch or volume knob on your headset, turn this on or up.

3. Go into audio settings of the telehealth platform you are using. Make sure the correct device (your headset) is selected under "output device" or "speaker."

4. Go into the audio settings of the device you are using. Make sure the correct device (your headset) is selected under "output device" or "speaker."

If all of this is correctly set and you can hear audio through your system but not the patient's audio, this may be a patient-sided problem.

Patient Steps

1. Check computer audio. Make sure it is turned up and not muted.

2. If using a headset, confirm it is fully plugged in or the wireless connection is active by playing some other sound, such as a song, for a few seconds.
   - If there is an on switch or volume knob on your headset, turn this on/up.

3. Go into the audio settings of the telehelealth platform program you are using. Make sure the correct device (your speakers or headset) is selected under "output device" or "speaker."

4. Go into the audio settings of the device you are using. Make sure the correct device (your speakers or headset) is selected under "output device" or "speaker."

If all of these steps do not resolve the issue, close the program and restart it or try on a different device.

"My Patient's Video is Choppy"

Identifying the problem: If the patient's video feed has poor quality or the patient tells you they are experiencing poor video quality, have your patient follow these steps to maximize internet stability:

1. Move closer to the router/modem, or plug in to a wired connection (if available).

2. Point router antennas in the direction of the device being used.

3. Go into settings and unclick "enable high definition/HD" (if available).

4. Close any apps/programs in the background that may be using internet.

5. Make sure that any other devices in the home are not streaming video.
   • Put them on airplane mode to make sure they will not use internet.

6. Attempt to connect with a mobile hotspot instead of wifi.

7. Mute audio on both parties' devices, and use a phone for audio instead.

Note: As a courtesy to the patient and to be professional, the therapist should have done these steps prior to beginning the telehealth call.