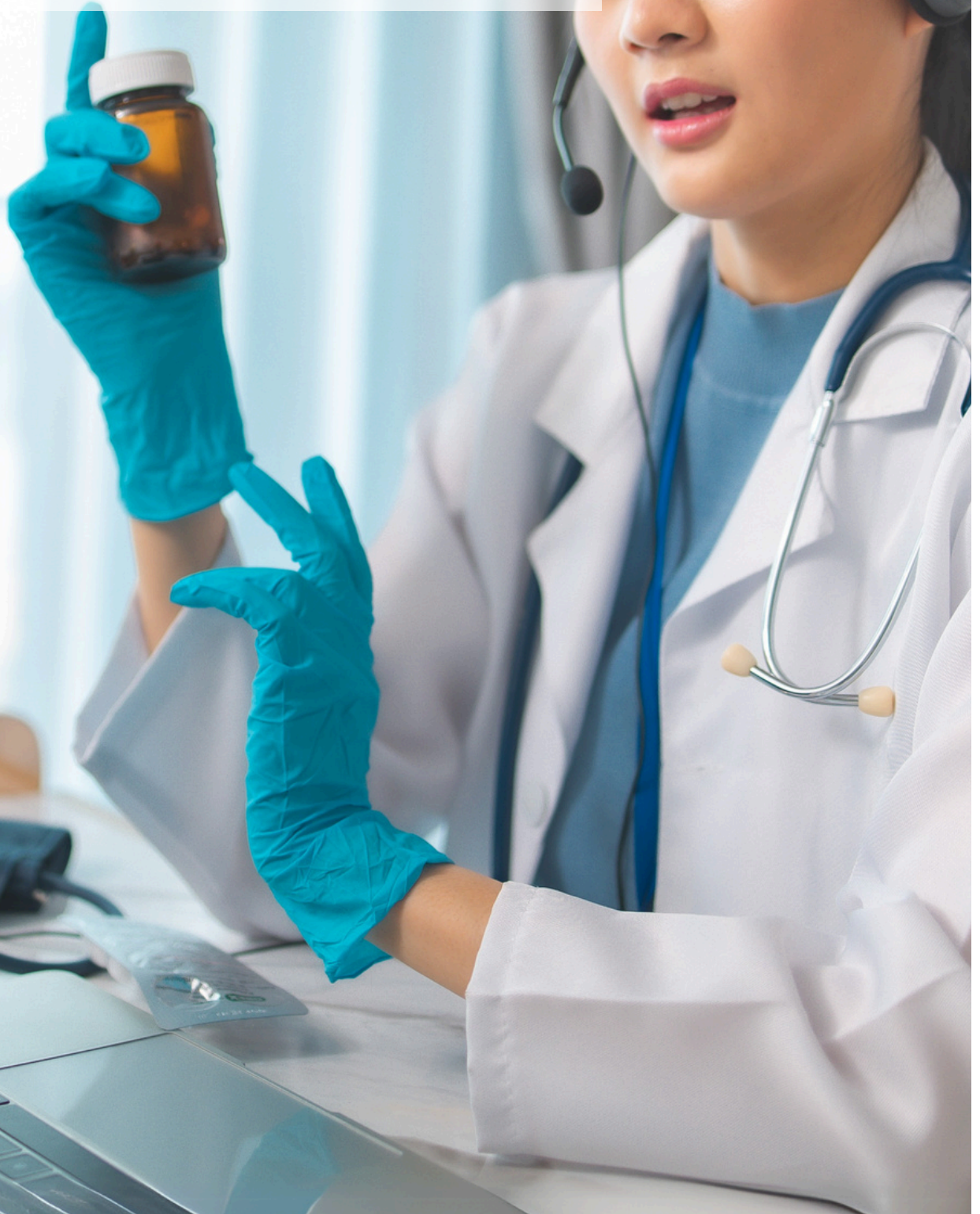


All In Remote Physician Academy

Quick Solutions

Technical and Patient-Related
Issues in Live Video Sessions



AIR Academy Content Disclaimer

The content provided by AIR Academy is for educational purposes only and does not constitute legal, financial, or professional advice. AIR Academy is not responsible for any decisions or actions taken based on this material. All content is confidential and intended solely for enrolled participants. Unauthorized sharing, reproduction, or distribution of this material is strictly prohibited and may result in legal action.

Resolving Technical Issues

Connectivity Problems

1. Check your internet connection. If unstable, switch to a backup network or mobile hotspot.
2. Ask the patient to verify their Wi-Fi or cellular signal and suggest they move closer to their router.

Audio Issues

1. Ensure your microphone and speakers are connected and not muted.
2. Instruct the patient to check their device's audio settings and ensure permissions are enabled for the telemedicine platform.
3. If issues persist, switch to a phone call as a backup.

Video Malfunctions

1. Restart the video platform or app and rejoin the session.
2. Ensure both your and the patient's cameras are enabled and not blocked by other applications.
3. Suggest switching to another device if the issue persists.

Platform Glitches

1. Close and reopen the telemedicine application.
2. Ensure both parties are using the latest version of the software.
3. Contact technical support if the problem cannot be resolved quickly.

AIR Academy Content Disclaimer

The content provided by AIR Academy is for educational purposes only and does not constitute legal, financial, or professional advice. AIR Academy is not responsible for any decisions or actions taken based on this material. All content is confidential and intended solely for enrolled participants. Unauthorized sharing, reproduction, or distribution of this material is strictly prohibited and may result in legal action.