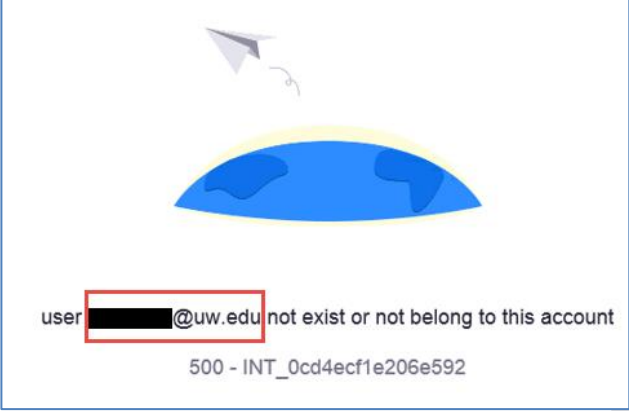
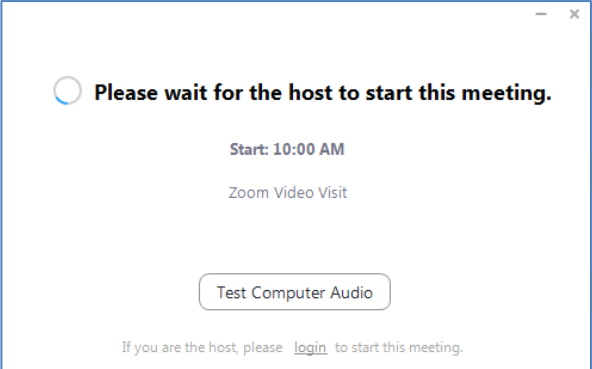
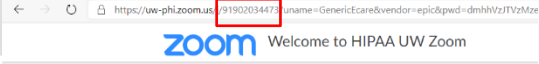
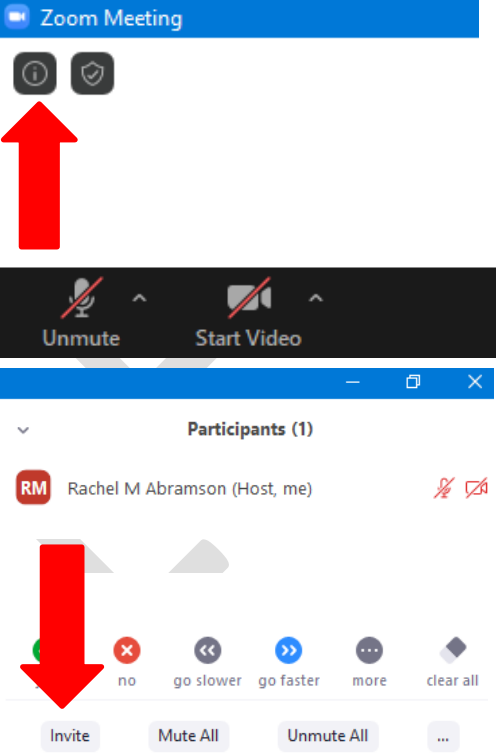
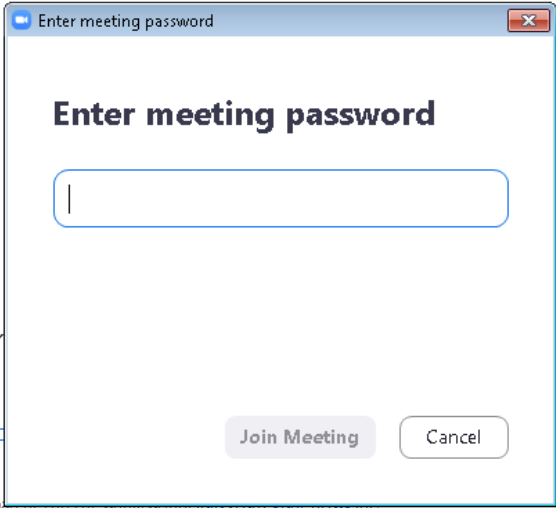
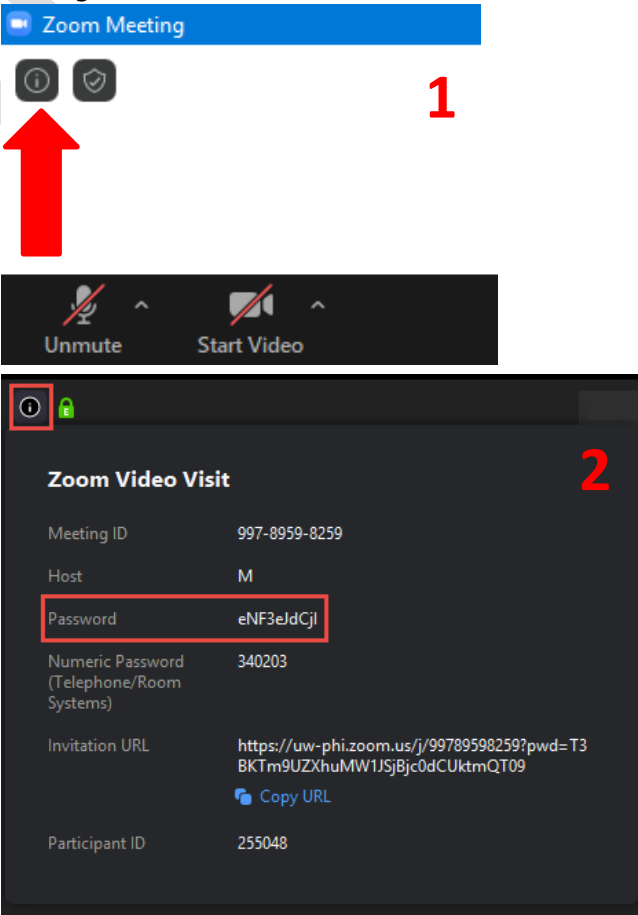
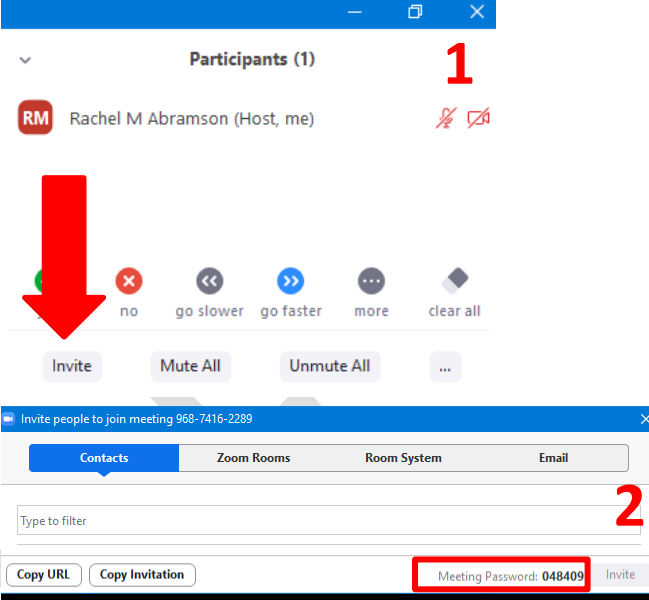
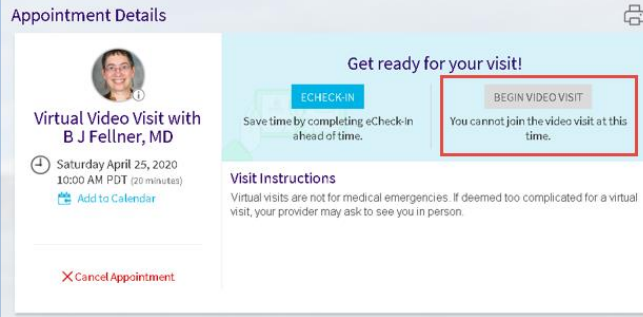
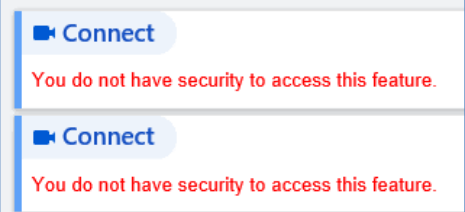


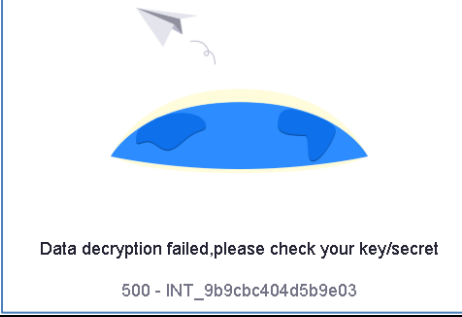
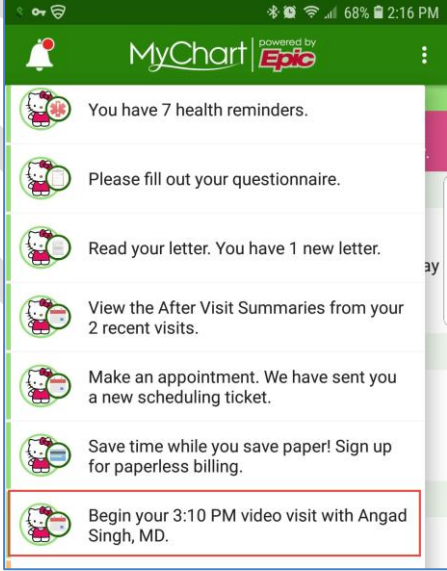
EpicCare – Zoom Troubleshooting Guide

| Problem | Troubleshooting and Workarounds |
|---|--|
| <p>1. User reports their email address doesn't belong to this account</p>  | <p>Troubleshooting:</p> <p>Is the email address that displays on the error message a uw.edu address?</p> <ul style="list-style-type: none"> • Yes: Resolve by following these steps: How to Convert your Zoom Account to a HIPAA Account Job Aid • No: Submit a help desk ticket (mcsos@uw.edu) and include screenshot <p>Workaround:</p> <ul style="list-style-type: none"> • Use personal Zoom account and provide the patient your personal meeting link. Make sure patient gets personal meeting link and knows to use that instead of the link from Epic. |
| <p>2. User receives a wait for host message:</p>  | <p>Troubleshooting:</p> <p>Submit a help desk ticket (mcsos@uw.edu) and provide the Meeting ID and the time you tried to connect. Your meeting ID is the 11-digit number in your browser after uw-phi.zoom.us.</p>  <p>Workaround:</p> <ul style="list-style-type: none"> • If the provider is receiving this after the MA already roomed the patient, the MA can re-connect and admit the provider |
| <p>3. Provider is not seeing patient in waiting room even though the patient is stating they are in waiting room</p> | <p>Troubleshooting:</p> <p>Confirm the patient was clicking on the “Begin Video Visit” button from eCare or that they are using the link from Epic associated with that visit (not the provider’s personal link).</p> <p>While the average time it takes to connect to Zoom is 15-20 seconds, there have been instances where it has taken longer. If possible, ask the patient how long they were waiting to connect.</p> <p>If still an issue, submit a help ticket (mcsos@uw.edu). To expedite resolution, provide the following information:</p> <ul style="list-style-type: none"> • Meeting ID |

| Problem | Troubleshooting and Workarounds |
|---|---|
| | <ul style="list-style-type: none"> ○ Can get from within Zoom meeting by clicking on information icon or “Invite”  <ul style="list-style-type: none"> • Patient MRN • Appointment day, time, and provider • Link in Epic for patient • How patient connected to Zoom & link they used <ul style="list-style-type: none"> ○ If link sent via Zipwhip, get link from Zipwhip records ○ If patient connected via eCare “Begin Video Visit” button, have patient copy URL and send to provider via eCare message <p>Workaround:</p> <p>If possible, call patient and send them the link to your visit through an eCare or Zipwhip message. If you can’t send them the link to your visit, convert to a phone visit.</p> |
| 4. Patient cannot get Zoom to open from eCare | <p>Troubleshooting:</p> <p>Confirm the following:</p> <ul style="list-style-type: none"> • Patient is attempting to connect within 1 hour prior to their appt time or 2 hours after their appt time. Button is only available during this time. • If patient joins from web browser: confirm patient has pop up blocker disabled |

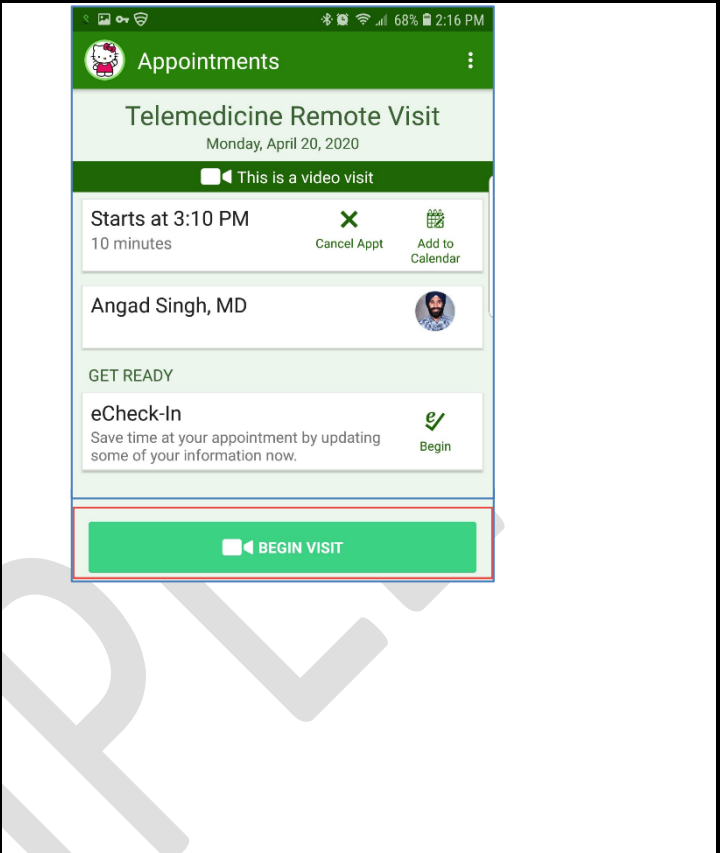
| Problem | Troubleshooting and Workarounds |
|---|---|
| | <ul style="list-style-type: none"> • If patient joins from mobile app: confirm patient has latest version of MyChart app. For iPhones, they need version 9.2.6 or later. <p>If submitting help ticket (mcsos@uw.edu), please include the following information:</p> <ul style="list-style-type: none"> • How the patient is trying to connect (browser vs. mobile app) • Date and time the connection was attempting to be made • What the patient is getting when they click the button |
| <p>5. Patient is prompted for a password</p>  | <p>Troubleshooting:</p> <p>Users must update their settings in Zoom to embed password in link (Step 4 – How to Configure Zoom for Providers Job Aid).</p> <p>If still an issue, submit a help ticket (mcsos@uw.edu).</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Users can provide password once they're in Zoom by clicking information icon or "Invite".  |

| Problem | Troubleshooting and Workarounds |
|---|---|
| |  |
| <p>6. Patient reports they cannot click on Begin Video Visit in eCare.</p>  | <p>Patients can only click on the Begin Video Visit button 1 hour before the appt time and 2 hours after the appt time.</p> <p>Resolve by rescheduling the appointment.</p> |
| <p>7. User reports they don't have security to connect to Zoom from Epic.</p>  | <p>Troubleshooting:</p> <p>Submit a help ticket (mcsos@uw.edu) requesting access.</p> <p>Workaround:</p> <ul style="list-style-type: none"> Until the security request is reviewed, users can use the patient link (copied by another user or available in Appt Desk). |
| <p>8. User reports data decryption failed in copied Zoom link.</p> | <p>Zoom link was not copied in its entirety. Resolve by sending the patient the complete URL.</p> <p>If the patient is receiving a broken URL due to their text message cutting it off, the user can copy a shorter URL from within the Zoom meeting itself, or use TinyURL to get a shorter URL to send to the patient. See Zipwhip job aid for details.</p> |

| Problem | Troubleshooting and Workarounds |
|--|--|
|  | |
| <p>9. User reports the Connect navigator sections are not available in encounter.</p> | <p>The encounter type needs to be Telemedicine or Phone Visit.</p> |
| <p>10. Patient can't find "begin video visit" button in MyChart app within the time range button is visible.</p> | <p>Make sure patient is navigating correctly, see below.</p> <p>Path 1:</p> <ol style="list-style-type: none"> 1. Select "Begin Video Visit" alert from Alerts screen  <ol style="list-style-type: none"> 2. Click "Begin Visit" |

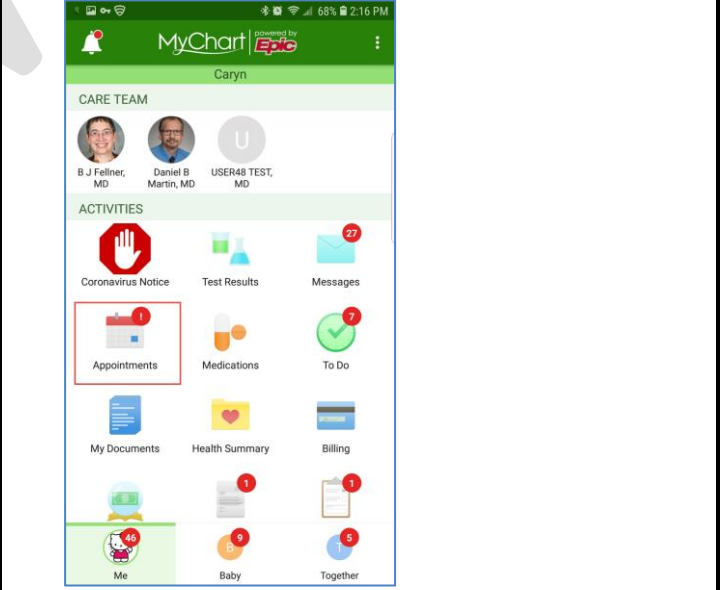
| Problem | Troubleshooting and Workarounds |
|---------|---------------------------------|
|---------|---------------------------------|

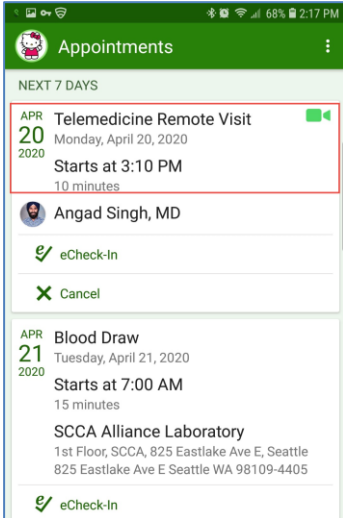
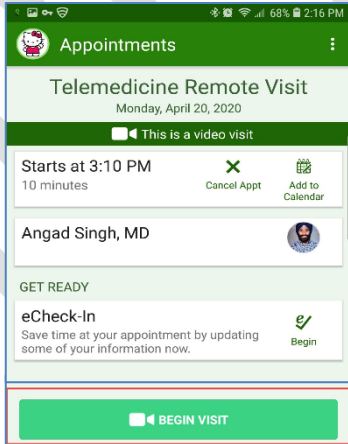
SAMPLE

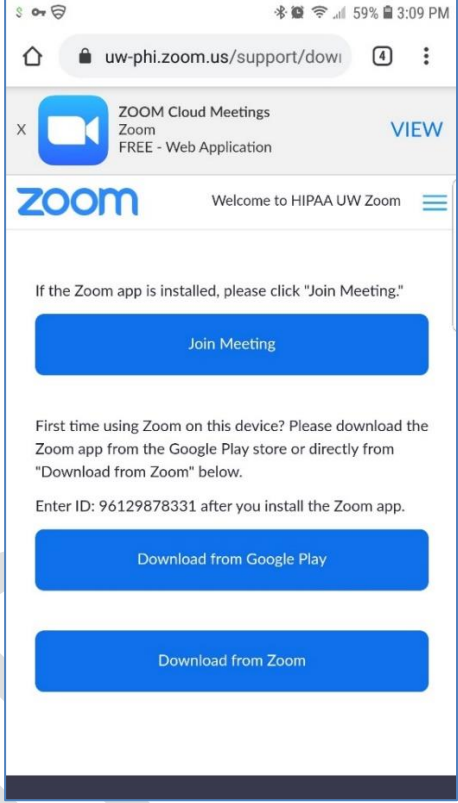
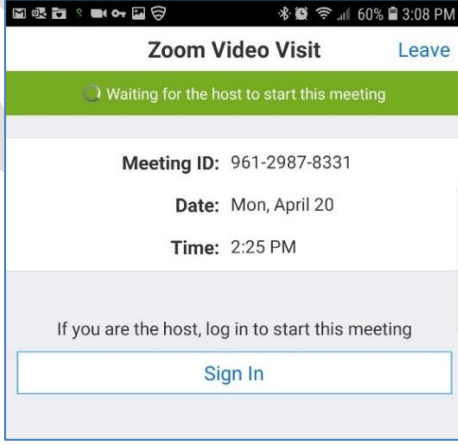


Path 2:

1. Select "Appointments" icon on Home screen



| Problem | Troubleshooting and Workarounds |
|---------|--|
| | <p>2. Select Telemedicine Visit (will have a camera icon)</p>  <p>3. Click "Begin Visit"</p>  <p>Clicking "Begin Visit" will prompt the patient to download Zoom app if they do not have it installed on their phone. If the patient has the app or once they install it, they will be put in the waiting room.</p> |

| Problem | Troubleshooting and Workarounds |
|--|---|
| |  <p>The screenshot shows a mobile browser page for Zoom support. The URL is uw-phi.zoom.us/support/down. The page features the Zoom logo and a welcome message: "Welcome to HIPAA UW Zoom". It provides instructions for users with the Zoom app installed, with a "Join Meeting" button. For first-time users, it instructs them to download the app from the Google Play store or directly from the page, with buttons for "Download from Google Play" and "Download from Zoom". It also includes the meeting ID: 96129878331.</p>  <p>The second screenshot shows the Zoom mobile app interface during a video visit. The status is "Waiting for the host to start this meeting". It displays the meeting ID: 961-2987-8331, the date: Mon, April 20, and the time: 2:25 PM. There is a "Sign In" button for hosts.</p> |
| <p>11. Host is required to handoff host controls before leaving Zoom meeting</p> | <p>This is a security enhancement from Zoom. There can be no host-less meetings after May 30.</p> <p>If you are ready to leave the visit and someone else will be joining after you, put the patient back into the waiting room and then leave. Then when the next provider or clinic staff member joins the visit by clicking "Connecting to Zoom" in the Epic encounter rooming tab, they will enter as a host and be able to admit the patient.</p> |

SAMPLE