



## **Telehealth Pre- Visit Instructions for Patients**

1. Prior to your appointment, please visit our website [www.libertydoctors.com/videochat](http://www.libertydoctors.com/videochat).
2. You must fill out the consent form associated with your Liberty Doctors Office. Scroll down to the “Consent Forms Link” section. Find the office you called to schedule your virtual visit. Click on the consent form link and you will be directed to the consent form. You must complete this form before your first virtual visit only.
3. Visit the FAQ section located at the bottom of the page for additional resources.
4. You will receive a link via text or email (depending on the option you chose when you scheduled your virtual visit). If you do not enter the session within 10 minutes, the session will end.
5. If you need to cancel or reschedule your virtual visit, please contact your Liberty Doctors office as soon as possible.

Additional Resources:

<https://help.myupdox.com/help/how-to-use-video-chat-for-patients>

## **Updox Video Chat**

### **Technical Specs**

#### **Supported Devices:**

**Note:** While we have tested these devices internally, there may be other devices that are compatible with Video Chat.

- Samsung: Galaxy s7 and up
- One Plus 3t and up
- Google: Pixel 3+
- Apple: iPhone 7+ and up

#### **Supported Browsers:**

- Chrome: Windows, Mac, and Android
- Firefox: Windows, Mac, and Android
- Safari: IOS 11+ and Mac OS 10.10+

#### **Not supported:**

**Note:** While we have tested these devices internally, there may be other devices that are not compatible with Video Chat.

- Amazon Fire Tablets
- IOS 10 or Below
- iPhone 6 and below.
- Microsoft Internet Explorer
- Microsoft Edge

## Troubleshooting for iOS:

Enable the microphone and camera for IOS 13+

If you are still unable to see yourself in the video feed, you may need to try a few things in the following order:

1. Restart the Safari browser app
2. Confirm that your camera is not broken. We recommend trying your camera with FaceTime.
3. Make sure there is nothing blocking the camera and is clean of any dirt or smudges

On iOS 13 and up, you can also select the camera and microphone to be enabled by default.

1. Go to Settings on your device
2. Scroll down and open Safari tab
3. Ensure Camera & Microphone are set to Allow
4. Ensure Request Desktop Site option is turned off

## Troubleshooting for Android:

Enable the camera for Chrome on Android

To change settings for all sites:

1. On your Android phone or tablet, open the Chrome app.
2. To the right of the address bar, tap "MoreSettings".
3. Under "Advanced," tap **Site settings**.
4. Tap the permission you want to update.

To change settings for a specific site:

You can allow or block permissions for a specific site. The site will use its settings instead of the default settings.

1. On your Android phone or tablet, open the Chrome app.
2. Go to a website.
3. To the right of the address bar, tap "MoreInfo" .
4. Tap **Site settings**.
5. To make a change, under "Permissions," tap a setting. If you don't see a "Permissions" section, the site doesn't have any specific permissions.

**If this doesn't work - [Use Firefox mobile on Android only](#)**