

Telehealth Troubleshooting Tips

Dear [Patient's Name],

We understand that encountering technical issues during your telehealth appointment can be frustrating. Here are some troubleshooting tips to help resolve common issues:

General Guidelines:

- Ensure your device is fully charged or plugged in.
- Use a reliable internet connection, preferably Wi-Fi.
- Close any unnecessary applications or browser tabs.

Video/Audio Issues:

- Check if your camera and microphone are enabled in the settings.
- Try restarting your device.
- Make sure your browser is up to date.

Connection Problems:

- Log out and log back into the telehealth platform.
- Try using an alternative device if available.
- Contact your internet service provider if the connection is unstable.

If you continue to experience issues, please contact our technical support at [Support Phone Number] or [Support Email].

Thank you for your understanding, and we look forward to your appointment!

Sincerely,

[Your Name]

[Your Title]

[Your Organization]