



Troubleshooting Video Consultations

To avoid issues during your video consultations, it is important to test equipment regularly.

Where possible have a backup plan in place to ensure that technical issues will not prevent the consultation from continuing.

Having a telephone available will allow you to continue the consultation over the telephone.

Below are some common issues and suggestions for troubleshooting.

If you cannot hear the other party

- Ensure that the speaker volume is at the correct level and that neither the speakers nor the computer are muted.
- Confirm that all sound devices are connected securely.
- Test with other programs to determine if the issue is on your end or at the linked location.

If the other party cannot hear you

- Ensure the microphone is connected, by checking the connection and status lights.
- Check that the microphone is not muted in Windows or on the physical device itself.

If the other party cannot see you

- Ensure your camera is connected correctly. You may need to restart the software once the camera has been re-connected.

There is jumpy, slow video

- This is generally caused by bandwidth problems, so confirm your colleagues are not downloading large files on the network.
- Where possible reduce the number of web based applications running on your computer.

More information

The Rural Australian College of General Practitioners has provided guidelines for performing Telehealth consultations available at www.racgp.org.au/your-practice/guidelines/implementation/

See also

Practice Assist Fact Sheets:

- Becoming Telehealth enabled
- Conducting a Telehealth consultation
- Free software options for Telehealth consultations
- Paid software options for Telehealth consultations
- Privacy for video consultations
- Telehealth service options
- What are the Telehealth Medicare Benefits Schedule item numbers?

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