

Video Chat FAQ

What equipment do users and recipients need to join a Video Chat?

Users will need a device that runs a supported browser. Google Chrome is the preferred browser. Currently, Video Chat is not supported by Internet Explorer. The device should have an embedded microphone and camera.

While it is perfectly viable to use Updox Video Chat with most modern laptop computers, there are some additional pieces of equipment that might enhance the experience for both users and the chat recipient.

An inexpensive Webcam is a great addition to a set up, allowing users to select the angle from which they are seen by the recipient, giving the chat a more professional appearance. Webcams can be found for sale from online retailers for as little as \$15.

Users will need to both hear and speak to the recipient, which necessitates both speakers and a microphone. Laptops typically have these components built in, but if users are using a desktop computer, they will need extra equipment. A nice headset with a built-in microphone can resolve both needs at once. These can be as inexpensive as \$20.

Many providers prefer to be able to access their EHR or Updox while using video chat. Adding a monitor or two to the setup will allow access to additional applications while chatting. For example, a practice could have one monitor displaying their EHR and another displaying the Updox Inbox while using a laptop screen for Video Chat. Many quality monitor options are available online for less than \$100.

In order to successfully join a room, recipients will need to grant their devices' camera and microphone permission. The first time the application is used, these permissions will be presented to the user via the browser's native request mechanism.

It is important to note that some recipients may have browser settings that automatically deny these requests. This would require the recipient to adjust their browser settings.

How does Video Chat work?

Video Chat allows Updox users to initiate a one-on-one video chat with any recipient. Users are able to invite patients or contacts from the Updox address book, or share an invitation link by entering a recipient's email address or cell phone number. Users can also generate a link that can be shared via other communication methods (Updox Messenger, for example).

Once an invitation is sent, a video chat room is created. The room will actively wait for the recipient to join for up to 10 minutes. If the recipient does not join within 10 minutes, the room will be closed and the invitation link will no longer be active.

There is a 90-minute limit to the duration of a chat between the initiator and the recipient. Once the chat is finished (by either party), a summary (with optional notes) can be generated by the Updox user and sent as a new item to the Inbox.

To summarize:

- A Video Chat user will be able to invite a recipient to a video chat over email, text, or by providing a link through an alternate method (such as copying/pasting the link into a Messenger message).
- Video Chat leverages the camera and microphone on the recipient's device to support the conversation. For each chat room there will be an audio track, and a video track. Users will need to explicitly grant permission to enable their device's camera and microphone.
- Once the video chat has concluded, a summary will be displayed. The Updox user will have the ability to type in notes and send the summary to the Inbox.

How long are Video Chat rooms active?

When a Video Chat room is first created, there is a 10:00 timer that will begin to countdown. If the participant does not join within that time frame, the room will close. Once a participant joins the room, the room will remain active until either party ends the chat for up to 90 minutes.

What types of controls are available during the video chat?

During an active video chat, each user has the ability to pause/resume the audio and/or video feeds, or end the chat. When a participant pauses the audio or video feeds, it will disable their video or audio - effectively muting them or cutting their video feed - and other participants will be aware of the action.

If a recipient is using a mobile device with a front and rear camera, the recipient will be able to toggle between cameras.

How many people can participate in a video chat?

Video chats will be one-on-one communication between the initiator of the chat, and the recipient of the invitation.

How is authentication handled?

Video Chat is launched from the Updox Inbox, therefore the initiator must be authenticated within the Updox application in order to launch it. Video chats are currently limited to two people (initiator and recipient). There is no authentication currently required of recipients.

What data will the end of chat summary show?

The end of chat summary will show the time and date, the duration of the chat, the names of participants, and any notes entered by the initiator. The summary can be sent to the Updox Inbox, where it will show up as a “Video Chat” inbox item.

How do does an Updox user invite someone from the Updox address book?

An Updox user can search for recipients that are in the Updox address book in the left side menu of the Video Chat interface.

Once a recipient is found, depending on the available information, the user will be able to trigger either a text or email invite with a link to the video chat session. If the recipient does not have their cell phone number or email address stored in the address book, the initiator will have to create a room and copy the link, utilizing an alternative communication method to send it to the recipient.

How do does an Updox user invite someone that is not in the address book?

An Updox user can click the button to create the video chat call and copy/paste the link to their clipboard. This will allow them to provide the link to their invitee using any desired methods.

All a participant needs to join the room is the link to the active video chat call. Users may also choose to add the intended recipient to the Updox address book to provide a more streamlined experience.

I can't find a patient in the Video Chat search box, but I know that they are in my system. Why not?

Patients will only appear in Video Chat if they have a mobile/cell phone number on file. Take a look in your Address Book to be certain that the number wasn't accidentally stored in the Home Phone field.

If a user invites someone using the "create room and copy link" method, will the summary reflect who the user had a video chat with?

If an invitation is not sent to a contact or a patient in the Updox address book, a joining participant will be considered an anonymous participant. However, the initiator of the video chat will be able to type in the participant's name in the notes section of the end of chat summary.

What are some example use cases for Video Chat?

- Provide improved healthcare access for patients in remote rural areas or patients that lack adequate available transportation
- Provide after-hours access for existing patients who may not have the ability to seek care within normal practice hours
- Improve retention and promote new patient attraction with increased access of care and simplicity of telemedicine visits
- Engage patients more effectively when they are not in the office, with no need for apps to download!
- Improve reimbursement by being able to provide more care services via video (whether for existing visits or programs like CCM)
- Better monitor and oversee patients dealing with chronic conditions to ensure treatment plan adherence and prevention of worsening conditions
- Consult with other clinicians in a more collaborative manner