


Patient Resources for Video Visits

Updated: 4/1/20

- To print this for the patient, click on  in the upper right of the online manual page and select **Printable Version**.
- **Patient-Sided Video Visits Tutorial:** https://www.medent.com/tutorials_mp4/PatientSideVideoVisits.mp4 (1 min 55 seconds)

MEDENT Video Visits FAQ



Q: How can a patient connect to the visit?
A: Via a link received in a text message, email or patient portal.

Q: Play button not working? Link not valid?
A: Disconnect from WiFi. It may be blocking you. 



Q: How can you fix the video/audio quality?
A: Hang up and reconnect. Try turning on HD.

Q: Access denied?
A: Your device does not have the hardware required for a visit. Try using a different device. 

Q: Unsupported?
A: Try a different browser. If in iOS, make sure you are using Safari. If using a third party email app, choose Safari to open the link and press the compass icon [top right corner on an iPad; bottom right corner on an iPhone]. 

Android:
 Chrome,
 Edge,
 Opera,
 Samsung

iOS:
 Safari

Windows:
 Chrome,
 Firefox,
 Edge Chromium Build
 Opera





supported browsers

MEDENT Video Visits - Patient Steps



Provide the practice with your email address, mobile phone number & carrier.

Before your visit ...

click the Video Visit link in your email or text message to test your connection ... 

&

check your device & browser settings to make sure video & audio are enabled 

During your visit ...

 Mute your microphone

 End the visit

 Display more options

 Turn on high definition

 Switch cameras on your device

 Switch to full screen mode

 Pull up chat window

 Pull up trouble-shooting window

