

Medent Video Visit Tips

1. Reminders are sent 2 hours prior to the appointment
2. **FN** + F1 if your microphone is off
3. **FN** + F2 if your audio is muted
4. **FN** + F3/F4 to turn audio up and down
5. Wrap Text (*should only need to do this once*)
 - In Progress Note, click 'WP' or '>>'
 - Select 'Wrap to Window'
 - This will wrap text based on size of window, removing the need to scroll side to side.
6. Start Video Visit from Progress Note
 - Open note, click gear in right menu (sidebar)
 - 'Configure sidebar gadgets...'
 - Double-Click 'Video Visits' from list on left, checkmark out
 - Click Video Visit appointment in sidebar to connect
7. Message a patient prior to appointment, i.e. you are running late:
 - Chart Central > eBill > Send Message (located above Dx Selection)
 - Message will be sent via text or email depending on how visit is set up
 - Patients **cannot** respond
8. Another Provider may start the video visit for A2s
 - Provider 1 follows normal connecting procedure then pause video (click '...' in Video Visit)
 - Rendering Provider then connects to the video as normal.
9. Need to take a picture during the visit?
 - Press Windows Key + Shift + S
 - Click and drag around the content to copy
 - Right Click in Progress Note
 - 'Import Image'
 - 'From Clipboard'
10. Split screens
 - Click and hold title bar of first window
 - Drag window to left or right edge of screen, release Mouse when you see 'shadow'
 - Select second window from open screens
 - To adjust screen size, hold mouse over side edge of Medent widow until you see the double-sided arrow.
 - Click and drag. The other screen will automatically adjust

Common Video Visit error: Patients deny camera and/or microphone access

iPhone

- In browser Click 'AA' in address bar
- 'Website Settings'
- Camera – 'Allow'
- Microphone – 'Allow'

Android

- Open Chrome App (separately from clicking on visit link)
- 3 Dots in right corner
- 'Settings' > 'Advanced' > 'Site Settings'
- 'Permissions'
- Allow Camera and Microphone