

Will my home internet speed affect my Athena Telehealth quality? What can I do to make it better while working from home?

Internet speed will affect overall Telehealth call quality. However, you can take some steps to make sure Your Athena Telehealth call goes smooth:

1. Always use a VMG issued laptop. The IT department has the ability to remote into any VMG issued laptop and provide support as needed.
2. Shut down any other apps on your laptop. Close other browser tabs and windows. These might be taking up internet bandwidth and memory on your device. This includes unused apps, background apps, and streaming apps like YouTube. As an alternative, you can always reboot your computer as well.
3. If other people in your household are also using the internet, see if they can stop while you make your call. You can also try contacting your internet service provider. They may be able to help fix your problems. They might also have different options for getting faster connections.
4. You can run a speed test by opening Chrome and going to Speedtest.net. This will tell you exactly what your current download/upload speed is. If it's anything under 10mbps, this will cause issues.



5. If you're on a Wi-Fi connection, move closer to the router. You can always check your signal strength by looking in the bottom right hand corner of your computer.



6. If your router is in a cupboard or far away from your device, consider moving it to a central location in your home for better overall signal.
7. You can also try switching to the 5GHz frequency channel to increase the bandwidth available to your device. Some newer routers have a 2.4ghz and a 5ghz channel. You can switch between these by going into your Wi-Fi settings (step 5) and changing from 2.4 to 5.
8. Use an ethernet cable to directly connect to your router instead of using Wi-Fi for a more stable connection.
9. Contact your internet service provider. They may be able to help troubleshoot problems and offer different options for faster connection if your signal strength is fine, but your speed is slow.
10. Because of COVID-19, some internet companies are slowing down internet traffic on purpose during high demand hours. This can cause connection issues while so many people are streaming content at home. If you think this is happening to you, ask your internet service provider to allow normal traffic to Athena.io because you are using it to get healthcare.
11. You can also use your phone as a mobile hotspot if your internet connection at home is spotty. Your cell phone provider can help you set this up.
12. Even if you have a great connection, the telehealth call is also dependent on the quality of the patients internet connection.