How to Disable Emoji Reactions for Telehealth Visits

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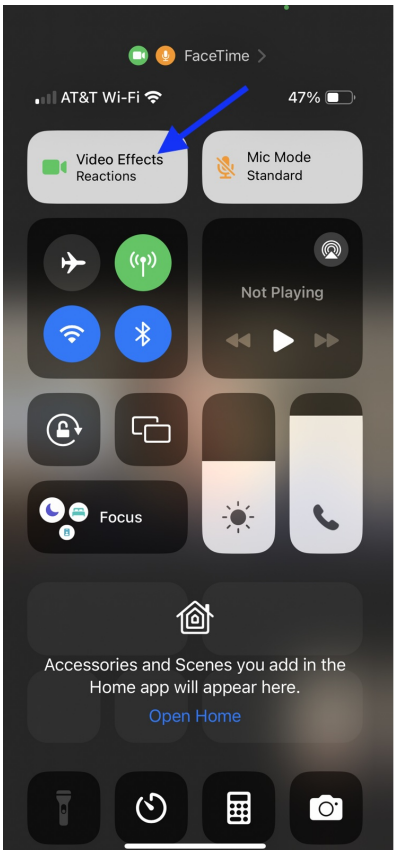
Apple released a new feature called Reactions. for iOS 17 and MacOS Sonoma. Reactions create different emojis that appear on your screen based on different gestures. Reactions are enabled by default, but you can disable them so that they do not interfere with your video visits.

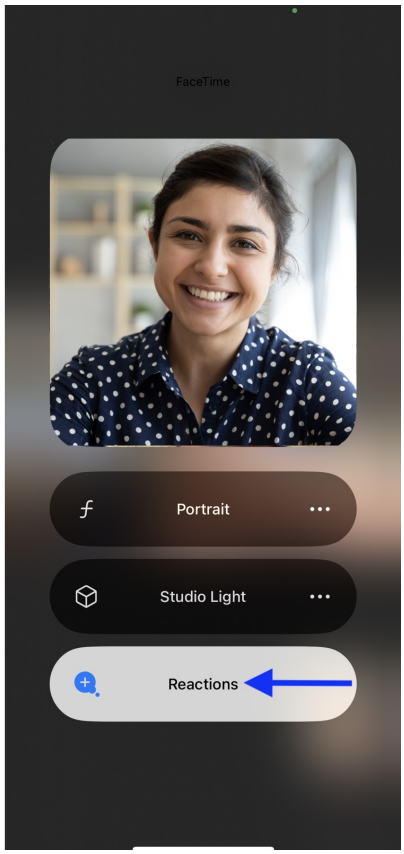
Keep in mind disabling Reactions will only impact the device they have been disabled on. For example, if a provider disables Reactions for MacOS Sonoma on their MacBook, the emojis will not appear when the provider makes the gestures. If the patient has not disabled Reactions on their iPhone, they will still be able to use Reactions when they make gestures. To fully prevent the emojis from appearing, each party would need to turn them off.

Note: Reactions are not a telehealth feature. It is a feature that is part of your Apple or Mac device software.

Disable Reactions on your iOS17-enabled iPhone or iPad

1. Start a test call and swipe down for the control center
2. Tap Video Effects Reactions
3. Tap the Reactions button to disable them.

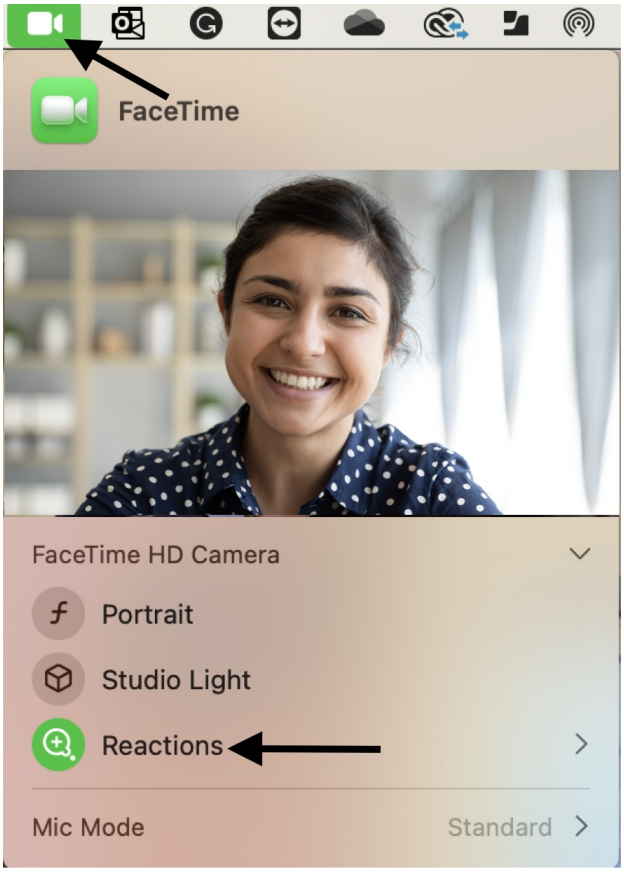


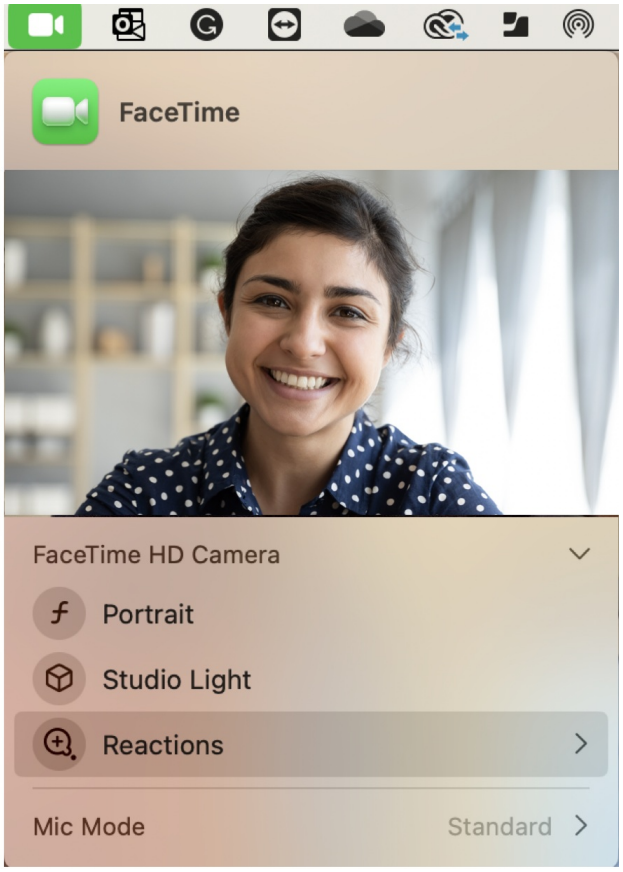


The Reactions will be disabled for your device and you will see **No Effect** listed

Disable Reactions on Your MacOS Sonoma

- Start a test call on your computer
- Select the camera icon at the top of the screen
- Click Reactions to disable the feature
- The Reactions feature will be disabled on your MacOS Sonoma device


FaceTime
FaceTime HD Camera
Portrait
Studio Light
Reactions
Mic Mode
Standard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