Telehealth Tips

Your first telehealth / virtual visit might feel intimidating, but it shouldn't worry you one bit. With some preparation, you can be sure to have a great visit and finish the session satisfied, and not feeling like the technology was at all a hindrance to connecting with your provider.

1. Choosing an Appropriate Setting & Technology

What you will need:

- Either a laptop with a camera or a smart phone or tablet with a camera.
- Headphones are recommended (we recommend using headphones to reduce echo and mic cutout when the other individual speaks)
- A stable internet connection. If the internet in your home is slow or acting up, you can use a smartphone with cell connection (turn off the wi-fi on your phone)
- If using a smart phone or tablet, try to find a way to prop it up so you don't have to hold it during the session.
- Private area, free from other people, pets, and distractions.

Plan ahead to make sure that you have a private setting for the entire duration of the appointment. Most individuals have the appointment in their home or apartment, but on occasion, some individuals need to leave their home, go out to their vehicle or to a nearby park. Do not attempt to drive during the appointment.

2. Installing Zoom on your device

You must have Zoom downloaded on your device, but you **do not need to create a Zoom account.** Zoom usually downloads automatically when you click the meeting link in the email we will send you for your session, but you can install Zoom before the appointment on your device here: https://zoom.us/support/download Zoom is available to be installed on a laptop, iphone or android device, and **you do not need a Zoom account** to join the session. As long as your device has a front-facing camera and microphone, you can use it. Of course, newer/faster devices are preferred as they will have better quality camera and will transfer data more efficiently.

3. Checking Your Internet Speed

Having fast, reliable internet is integral to the visit. If your bandwidth/speed is slow, the video will lag and cut out causing a frustrating experience. For some

people in poor cellular coverage areas, this means getting on a Wi-Fi network. If you live in a city, and have good cellular signal strength, you can most likely use your cell service but keep in mind that if you use your cellular network, the data transferred will be deducted from your monthly limit.

To help you decide which network to use, go [here to check your wifi speed](#). **Greater than 10 mb/s on download and upload is recommended.** If you are getting less than 10 mb/s, consider changing your network. If you are not getting internet speed greater than 1 mb/sec, you will not have a good experience and we recommend postponing the appointment until you can find faster internet.

4. Testing Zoom

Now that you have made sure you have a reliable internet connection and download/upload speed, you should test your device to make sure the settings are correct to work properly with zoom. The easiest way to do this is to **join a test meeting**: https://zoom.us/test

You will want to make sure you:

- Give your computer/device permission to use the camera and audio.
- Can see yourself in the app. If you see your name, or an icon, then your camera is not on or is not working properly.
- Do not have an external speaker or headphones that will automatically connect unexpectedly.
- Consider using the 'Test my Audio' feature within Zoom: https://support.zoom.us/hc/en-us/articles/201362283-Testing-Computer-or-Device-Audio?mobile_site=true It will have you speak into the microphone, and then it will replay the sound back to you to make sure you can hear it.

5. Video Tips

If your provider can't see you well, it will make it more difficult for her to pick up on certain non-verbal cues. We depend on these visual cues to communicate and to help us understand your emotions. By ensuring we can see you, we will be able to understand you better, leaving you more satisfied that you delivered your point to us. In addition, insurance *requires* that we can see you, otherwise it is not considered a telehealth session and is not covered by insurance.

- Try to _maximize_ *front-facing lighting*, and _minimize_ *lighting behind you.*

- If using a phone, prop it up on a stable surface to make it more steady (refrain from holding it). A stable image would be very much appreciated by your provider, and will help you take your mind off having to hold your phone.

6. Audio Tips

A common issue is that when you join the meeting, your microphone might be muted. If that is the case, you'll see an icon on the Zoom app with a microphone and a red line through it — click that to unmute it.

- We recommend you use headphones. Headphones reduce echo and mic cutout when the other individual speaks.
- After you join the test meeting you can check your audio settings: https://support.zoom.us/hc/en-us/articles/201362623-Changing-Settings-in-the-Desktop-Client-or-Mobile-App
- If you cannot get the audio to work from your device, you can call in to the session. To do so, click Settings -> Switch to Phone Audio and it will give you details on a phone number to call and code to enter to join. To do so: https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-Meeting-by-Phone

7. Logging into the Appointment

To join the session, click on the link we sent you for your session. You can also join directly from the Zoom app by entering your meeting ID and password. You find these in your appointment confirmation email.

When you first join your session, you may see a prompt to allow video and/or audio. Tap or click to allow.

Troubleshooting

- Zoom is asking me for a meeting ID! What do I do? You can click on the link in the email reminder to join the session directly. You will also find your meeting ID in your confirmation email.
- If you are worried about privacy and security, rest assured that we have a special version of Zoom for healthcare that is secure and HIPAA compliant.
- If you have difficulty joining the session or have questions, please call and we will be happy to help!