

A Guide for Telehealth Sessions

Telehealth is the use of video and audio technologies to support long-distance services between providers and their clients. Ensure that your privacy and confidentiality is maintained.

Requirements

You will need equipment to join a session such as:

- Telephone, computer, tablet, or mobile phone.
- An external or integrated webcam (video camera).
- An external or integrated microphone.
- Internet connection with a bandwidth of at least 10 MBP's.
- Google Chrome, Mozilla Firefox, or Safari.

Important Reminders

An app or program such as Zoom, FaceTime, Skype or another program recommended to use may need to be downloaded prior to starting your session. I prefer to use an app called Whereby.

Some programs like Zoom require you to have a password to join. Whereby does not have that requirement. You just need to check in with your name and "knock."

Check your audio and video connection before your session.

Best to shut down other apps to assure the best connection and less distractions.

How you position your webcam matters. Choose a place where the light is not behind you but rather in front of you. Make sure your position shows your whole face and allows you to maintain eye contact.

You need to be in a private confidential space. Make sure no one is within hearing range. Ear pods are a good option.

Minimize noise (including phones, doorbells etc.) and other distractions within your environment.

During the session do not get distracted by outside items or tasks. Stay in one place.

Of note, telehealth sessions are not recorded.