

PREPARING FOR TELEHEALTH APPOINTMENTS

Making the most of your video and telephonic sessions

LOCATION

Virtual appointments are similar to meeting with your therapist in an office. Keep the following in mind:



PRIVACY:

Choose a comfortable space where you feel free to discuss personal topics.

ATTIRE:

It is important to dress as you would for an in-office appointment. Certainly give yourself permission to feel at ease, and also remember that you are meeting with a professional.



ADDRESS:

At the start of each session, let your provider know if you are at home or another address. This is necessary, should an emergency arise.

TECHNOLOGY

Virtual appointments are convenient, and a few simple techniques will help you manage most technological challenges.



CONNECTION:

If you are using a laptop, chances are you are using local Wi-Fi for the internet. The further away you are from your home's router, the less stable your internet may be. In the event of a disconnection call your therapist to let them know.

SETTINGS:

Try to connect 10 minutes before your first appointment to test all of your permissions and ensure that you have given access to your microphone, camera, and in some cases, speakers.

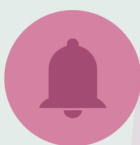


AUDIO/VISUAL:

Try aiming your voice towards your device's microphone, or consider using an external microphone. If it is difficult to hear both sides of the session, you may want to use in-ear headphones or noise-cancelling headphones.

DISTRACTIONS

Virtual appointments are convenient and with a few simple tools, technology need not be a challenge.



NOTIFICATIONS:

If you are on your mobile phone, an incoming text message can disconnect your audio and video from the platform and may be difficult to reconnect. Try to put your phone on 'Do Not Disturb'.

APPLICATIONS:

An email popping up in the corner of your screen may seem like a small interruption, but it can also take you out of the moment. Try to close any applications that send you alerts and updates.



If you have questions or concerns, it is always appropriate to bring them up to your therapist. Make sure you are comfortable in your sessions and that you get to use the time for you.

