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Technical Instructions for Telehealth Video Conferencing

Below are specific technical instructions for preparing for your initial telehealth session. Please read this carefully. If you have any questions, please contact your therapist in advance of your first telehealth appointment.

Hardware

You are responsible to provide your own hardware and software, audio and video peripherals, and internet connection.

Software

I use GoToMeeting for my telehealth appointments. Get started with GoToMeeting on your mobile device by downloading the GoToMeeting app from the [App Store](#), [Google Play](#) or [Windows Phone Store](#). Then join the meeting by opening the app and entering the meeting ID you received in an email from the meeting organizer.

Set-Up

Telehealth videoconferencing can take increased set-up time and requires reasonable comfort with technology. Please test all of your systems and technical capabilities ahead of time. Before your first session with the therapist, we recommend that you ensure that your software and hardware are working together properly and that you know how to operate them. Confirm your internet connection and wireless router are fast enough to provide a full signal and won't be saturated.

Test Call

Before an initial telehealth session, try going to my online waiting room to make sure things on your end are working good.

Environment

Make sure your video conference session is in a private place, free from distraction or intrusion. A room with a door that closes is best. Confirm there is plenty of even light with minimal glare. Aim your camera. Check your camera angle. Check to see that your face can be seen. Avoid positioning your camera too low or too high. Try to fill the screen as much as possible. To maximize audio quality, freedom from extraneous noise, and privacy, a headset or earbuds may be better than a speaker and microphone. The most important part of a video conference is not

the video—it is the audio. Speak in your normal voice, without shouting. Avoid "double talk." Double talk is when both people talk at the same time. Double talk may cause audio feedback and echo. Allow the other person to finish speaking before you speak. Since audio has a very slight delay, you may want to pause briefly for the therapist to respond or to make comments.

Session

I will send you a personalized invitation by email ahead of time for each meeting to ensure confidentiality and encryption. Just like an in-person appointment, you can visit my online waiting room early and wait for me to start the call. At least 10-15 minutes early have your device on, video conferencing software launched, and be ready to start the session at the time of the scheduled telehealth appointment. We recommend you shut down all unnecessary other programs before the session. Your therapist will initiate the call at the appointment time.

Distortion or Disruption

If the connection is distorted or interrupted by a technical malfunction, we may reconnect and try again. If a video telehealth session is blocked after several reasonable attempts, please be open to having a telephone session for that time.