

# Telemental Health Videoconferencing

through **Zoom**

This guide includes basic tips and instructions on how to join a video session, as well as some FAQs to make your first video call a success.

To prepare, please review the following information before your first video appointment. You may still have questions, so please do not hesitate to reach out.

## What is Telehealth?

Through video over the internet, you can meet with your therapist, Cheryl Dielman, LPS-S, on-the-go from your desktop, laptop, tablet, or mobile device (iOS or Android)—it's your choice!

Telehealth allows us to connect anywhere with secure and convenient appointments that save you time and hassle.



## What equipment do I need?

To participate in Telehealth appointments from your home, you need **one** of the following devices:

1. **Desktop computer** with a webcam and speakers
2. **Laptop computer** with built-in webcam and speakers
3. **Tablet device** with built in webcam and speakers
4. **Smartphone** (**Note:** To use a smartphone you must first download Zoom – available for IOS or Android in the app store)

**You will also need an internet connection that is at least 10-mbps. For optimal results a reliable, high speed internet connection will minimize connection issues and provide the best quality.**

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## How to join on a computer

If you plan to use a desktop or laptop, there is nothing to download prior to your appointment. Here are the steps to join:

1. Before your appointment, you will receive an email invitation.
2. Click the unique link embedded in the reminder. Your video call screen will now open in a new tab.
3. If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself.
4. You will also see the Welcome prompt. Click Play test sound to test your camera and microphone settings.
5. When you are ready, click **Join Video Call**. This will take you straight into the video call.

**Note:** You may have to copy and paste the link into your web browser.

## How to join on a smart phone

If you plan to use a mobile device, here are the steps to join:

1. Choose a well-lit, quiet room in your house to have your appointment. Do not sit directly in front of windows due to back lighting
2. Download the free **Zoom Cloud Meetings** app for IOS or Android.
3. Before your appointment, you will receive an email invitation.
4. Open the reminder on your mobile device and click the unique link. This will open the Zoom app.
5. If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself.
6. When you are ready, click **Join Video Call**. This will take you straight into the video call.

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# FAQS

## Q. What should I do if I didn't get the reminder with the link?

Contact me if you did not get the link so I can send it to you via email. Ridglea Family Guidance 817-731-3700

## Q. What can I do to improve the quality of the connection?

If you live in an area with slow internet, this can really affect the speed of your connection. Here are some basic steps that can improve the overall quality:

- **Use wired Ethernet instead of wifi whenever possible.** Wifi will work, but you may experience a lag and interference, which can make your video and audio choppy. Wired internet will give you a much smoother, more consistent experience.
- **Test your internet connection speed.** Google provides an easy way to test your internet connection directly from the google homepage. Simply search: internet speed test. Click the blue button that says **Run Speed Test**. If it is under 10mbps and you're using wifi, try using a wired internet connection or restarting your router.
- **Close other programs.** If you have several programs running in the background, closing them will almost certainly improve the quality. Also, make sure you're not downloading any large files.

If you are unable to connect, please contact me as soon as possible to see if I can help you troubleshoot

## Q. Where's the best place to do a video call?

When deciding the best place in your home, you will want to choose a space that is private and away from household members, coworkers, pets or any other potential distractions. Here are some additional recommendations

- **Adjust your light.** Some small lighting tweaks that can have a huge impact include placing a lamp or other light source behind your monitor, pointed toward you. Also, make sure you don't have too much light behind you. If you're on a laptop, make sure the camera is at eye level and not pointing up at the ceiling lights, or down at the floor.
- **Choose a quiet, private location.** Identify a suitable room that is quiet, private, and free of distractions. To keep background noise to a minimum, close any doors and shut any windows

## •Q. Is Telehealth private?

I hve addressed privacy in detail in a document you will need to sign prior to our first telehealth call. Please refer to the telemental health disclosure statement lsted on this website. Your privacy and confidential information continue to a high priority to be safeguarded by Ridglea Family Guidance, Inc. Your Telehealth visit will be conducted in a private and confidential setting.

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