Tips for Telehealth/TelePsychology

The following suggestions were created to help ensure you have the optimal experience when participating in a telehealth/telepsychology session.

1) **Ensure you've tested the software before your session.**
   a. Whenever possible, test out your microphone, camera, and other equipment to ensure you're familiar with how your hardware and software works. Ensure everything works correctly and contact your provider or Google/Youtube relevant "How-To" videos to help you.

2) **Ensure your internet connection is stable and fast**
   a. Try to sit close to your internet router and have a good connection. Try to limit how many other programs you have running (think of any music, Netflix, or games that could be draining your internet bandwith).

3) **Be on time.**
   a. This may sound simple but it's important you have your equipment running and ready to go at least 5-10 minutes prior to your appointment. Try to think of your online appointment the same way you would a face-to-face appointment – "arrive" a bit early.

4) **Find a good location and dress appropriately**
   a. Generally a location that is quiet, well-lit, and free from distractions is ideal.
   b. Try not to sit right in front of window. It may be a nice spot to sit, but your camera may focus on the bright light behind you and make you look dark and hard to see.
   c. Remember where you are – the other person on the call can see your background and if you are screen-sharing they may see what other tabs/applications you have open.
   d. When communicating from home it can be easy to feel comfortable (which is good!) but also runs the risk of being a bit informal. Try to ask yourself – would you wear this to an in-person appointment?

5) **Look into the camera and pay attention**
   a. It is often tempting to watch your own video when engaged in any on-camera discussion but try to focus on who is speaking or the camera itself

b. It's easy to be distracted at home – our phones, emails, or a family pet can easily distract us. Try to treat the appointment as seriously as you would an in-person visit.

c. If possible, keep your camera in a steady position. It can be hard for others to follow if you move your camera regularly.

6) **Keep background noise to a minimum**
   a. If you have a loud background (this could be children, pets, emergency vehicles, or just about anything) consider muting your microphone when you're not speaking to ensure the meeting goes smoothly.

7) **Manage problems effectively**
   a. If your internet connection fails, can you reconnect to the meeting? Do you have a phone number of email you can connect with? Problems inevitably occur with technology so make sure you have a backup plan.