



Perspectives Therapy Services is pleased to be able to offer telehealth services for situations that may prevent an in-person therapy session. Circumstances that may lead to engaging in telehealth services include, but are not limited to:

- illness or health-related barriers
- inclement weather
- and geographic distance due to travel

Telehealth services provide a convenient and effective way to stay engaged in treatment, leading to symptom relief and successful outcomes.

We care about your privacy and confidentiality and therefore have chosen a platform called Doxy.me to connect with you using video-conferencing on-line. This system is HIPAA compliant and secure (encrypted).

Step-by-step of what to expect:

Step 1: Talk about the possibility of telehealth services with your mental health provider

Step 2: Complete the telehealth consent form

Step 3: Schedule an on-line session. Your provider will send you an invite via email. The email will include a link to doxy.me

Step 4: A few minutes before your scheduled session time, click on link emailed to you by your therapist to enter the online “waiting room”

What you will need:

Chances are, you already have all the equipment you need to engage in a telehealth visit.

Here are the basics:

- * **Computer** or **smartphone** or **tablet**
- * **Microphone** (if not included in the mobile device or computer)
- * **Webcam** (if not included in the mobile device or computer)
- * **Email address** to receive the invite with link

6 Tips for a Great Telehealth Experience:

- **Restart your computer before a call.** Other software might be using computer power or interfere with your video or microphone. Restarting your computer will assure your computer is ready for video.
- **Use fast internet.** Video quality adapts to internet speed, so the faster your internet connection, the better the video quality you will experience. Ethernet cable often provides the best results, however, wi-fi connection will suffice.
- **Use a newer computer with plenty of speed.** Sending and receiving video takes a lot of computer power. Old or slow computers will have a harder time processing the video, which can cause choppiness.
- **Use low resolution.** If you are experience poor quality, try [lowering the resolution](#). By doing this it requires less bandwidth and computer power, resulting in less choppiness during your call.
- **Use headphones.** Typically, your computer will automatically eliminate echo or audio feedback so you don't hear yourself talking. But if it happens, have headphones on standby and ready to use.
- **Design your space.** Create a space that is therapeutic.
 - Consider sound – a quiet and private environment is important both therapist and client can speak openly and freely. Close the door and put a “do not disturb” sign on it if possible.
 - Front lighting is helpful to see one another easily (avoid sitting in front of a window – no backlight)
 - Supply yourself with a drink and a tissue box
 - If using a smart phone to connect, consider getting a stand so that you don't have to hold it for the entire session. Your arm getting tired may be an annoyance and distraction to doing great therapeutic work as well as it can dampen the intimacy of therapy.
 - Try to look at each other and not the screen. This creates real connection. Consider putting a post-it note over your face so you are not distracted by your own image. (People tend to want to look at themselves.)