



## Telehealth Procedures

We are excited to be able to work with you here at WNBH. As you know, we are currently doing our clinical work by telehealth and wanted to provide you with some information about what that means.

We use a video platform called **Zoom** to see patients. You might already be familiar with Zoom, as many schools and businesses use it. It is a two-way video platform that allows you and your clinician to communicate in real time – see each other and hear each other on screen. Zoom is free to download on any device. You can find it in your smartphone's app store at no cost, or download it for your computer at [www.zoom.com](http://www.zoom.com). We use Zoom Pro, which means that it is HIPAA compliant and encrypted to protect your medical information and privacy. Please have Zoom downloaded before your appointment and let us know if you have any difficulty with this process.

Here's what will happen when it is time to meet:

- Your clinician will have sent you a link prior to the appointment, either to your smartphone or by email. When the time comes, just click on the link and it will take you to the online "room". You don't have to open the zoom app, and in fact if you do it will likely think that you want to start your own meeting.
- The link will take you to a virtual "waiting room" and your clinician will let you into the therapy room from there (just like if you came to see us in clinic). The waiting room is another privacy protection, as it makes sure that you don't accidentally enter someone else's session, and that no one can accidentally enter yours.
- When your clinician connects the meeting, you should be able to see them and they should be able to see you. Make sure that your camera is enabled and that you are unmuted (these controls are on the bottom of the screen). Your clinician can help walk you through this if there is difficulty.

- If there is a problem with internet connection, your clinician will attempt to resolve it with you for 10 minutes, and if connection is still not possible they will call you on the telephone to reschedule or check in. That helps reduce everyone's frustration if the connection is not working.

Things to think about before the session:

1. Where will you be located for the meeting?
  - a. Will you have privacy to talk about the things that you want to discuss?
  - b. Will your family or roommates have their privacy during the meeting?
  - c. Is there sufficient light for your clinician to be able to see you clearly?
    - i. We find that sitting in front of a light, or in front of a window casts your face in shadow and can make it difficult for your clinician to see your face.
  - d. Does your camera work? Do your speakers?
  - e. Would it be helpful to have earphones or earbuds to be able to hear your clinician better and protect your privacy more?
2. We are used to using Skype or Facetime or similar for contacts with family and friends, and sometimes that makes us a little less formal when using this technology. Be comfortable and at ease, but remember that this is a medical appointment and your clinician will likely be able to hear or see everything that occurs around you.

Thank you! We look forward to working with you.