



Your Guide to Telehealth sessions



Telehealth are simple to use and secure

- Telehealth is an effective, secure, and convenient way to access healthcare.
- We will email you a link prior to your appointment. Simply click the link to start the video call. No need to download an app, it's very user-friendly.
- Your clinician will assist with any technical difficulties and if needed can phone you.

Tips for successful telehealth sessions

- Choose a quiet, safe, and confidential space so that you feel comfortable talking to your therapist and are not distracted during your session.
- Ideal environments include a room at home (or in the home of a trusted family member or friend), a private office, or an outdoor space away from others.
- If you have small children at home, think about how they will be cared for/occupied during your session. If you feel comfortable, let someone at home know you're in a health appointment and need privacy for an hour.
- We are required to know your exact location at the start of each call in case of emergency, and will ask you this.
- A computer (not phone) with a wifi connection provides the best experience.
- To improve connection try shutting down other programs on your computer.
- Using a headset with headphones & microphone is not essential but can improve sound quality & privacy.
- If using a phone or a tablet, please ensure it is on a stable surface so you do not need to hold it during your session (holding a phone steady for an hour becomes tiring quickly!)

If you have difficulties with any of the above, let us know and we'll help to problem solve.

