Getting started with Telehealth

misso
PSYCHOLOGY & CONSULTING
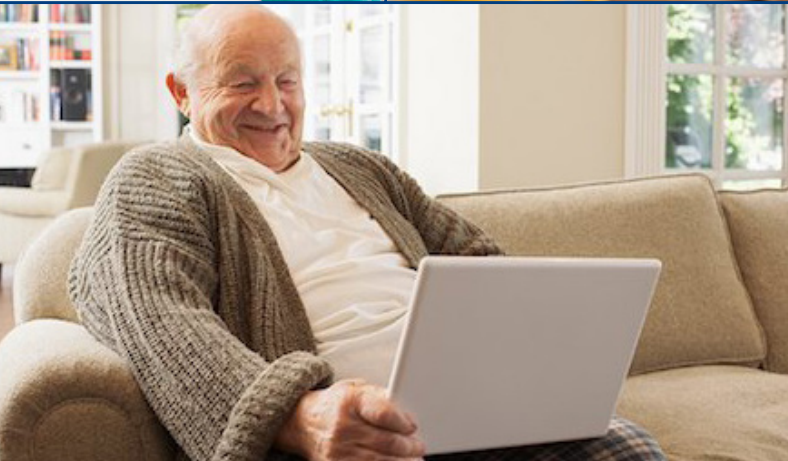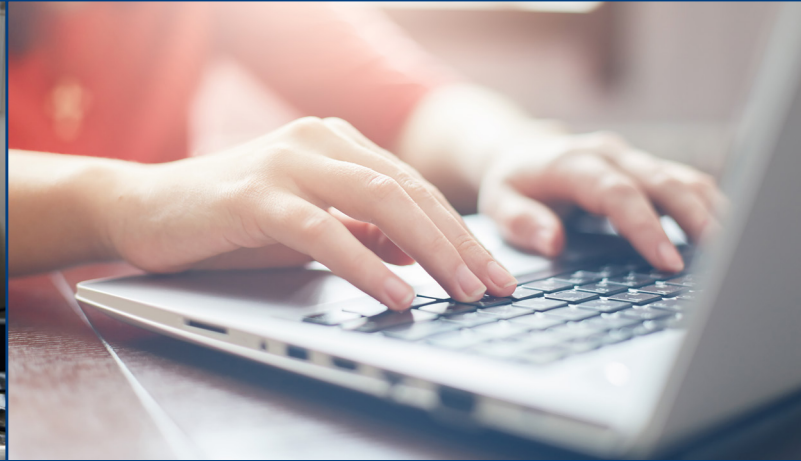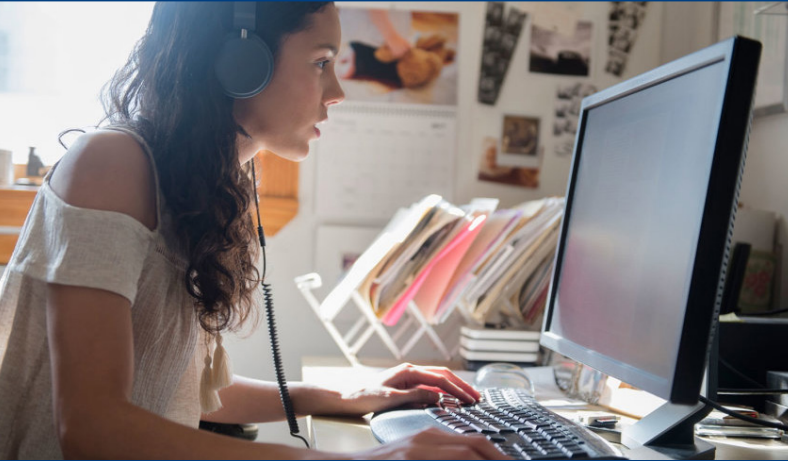
This guide includes basic tips and instructions on how to join a video session,
as well as some troubleshooting to make your first video call as smooth as possible.
To help you prepare for your first session, please review the following information.

If you still have questions, please don't hesitate to contact us.

# How do I access my Telehealth session?

1 Your practitioner will send you a link via email or SMS.

2 At the time of your appointment, all you need to do is click on the Telehealth link provided to you in your email or SMS. The link will open your browser and contains the key to access your session. No additional logins are needed.
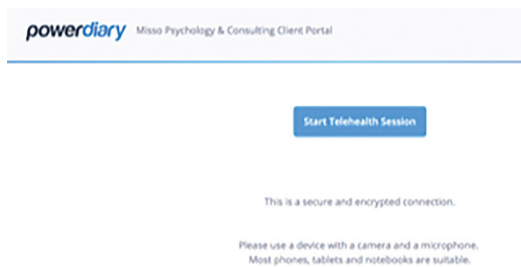
3 When you are ready to start the session, click on the "*Start Telehealth Session*" button.

When you click on the button, Start Telehealth Session, you will see a picture of yourself in this screen.
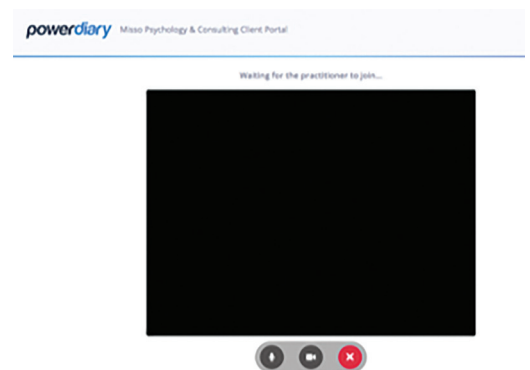
Tip: We recommend starting your video session a few minutes early just to test your settings.

Note: There may be a slight delay for your practitioner to join the session if they are finishing with a previous session.

What equipment do I need?

To participate in Telehelth appointments from home, you need one of the following devices:

- **Desktop computer** with a webcam and speakers

- **Laptop computer** with built-in webcam and speakers

- **Tablet device** with built-in webcam and speakers

I can't connect to the Telehealth session

1 Make sure your browser is up to date.

2 Allow the browser to access your camera and microphone.

3 Try reloading / refreshing the page. You and your practitioner may need to click on the Start Telehealth Session button again. This is ok, the link will not have changed.

4 Try using a different (and up-to-date) browser

Telehealth with Power Diary: Security, Privacy and Compliance

How does it work?

Telehealth uses WebRTC technology that is built into modern web browsers. This technology allows browsers to securely send and receive live data to each other without passing through third-party servers.

What this means is Power Diary creates secure Telehealth 'rooms' for each client, along with a special key to access the room. When you and your practitioner both enter your rooms, Power Diary introduces your room and your practitioner's room to each other. This happens automatically and usually in less than a second. The two rooms then develop a secure, encrypted, and direct connection with each other, which allows your video session to begin.

Your session with your practitioner is not being streamed via our servers, or any other media streaming service. This not only helps ensure optimal video quality, but also ensures that your session remains private and confidential, just between you and your practitioner.

To further enhance security and privacy, none of your information, or the secret key to access your room is shared with other parties.

Are Telehealth calls encrypted?

Yes, Power Diary's Telehealth functionality is a peer-to-peer connection and is encrypted end-to-end.

Is Power Diary's Telehealth functionality compliant with the Privacy and Security principles of my country?

Yes, Power Diary's Telehealth functionality has been designed and built to comply with the privacy and security requirements of countries in which we operate, including Australia, United Kingdom, United States of America, Canada, South Africa, New Zealand, and countries within the European Union (and European Economic Area).

Q. What should I do if I don't get the link with my reminder text or email?
A: Contact our office as soon as you have received your reminder so we can send it through to you.

Q. Where is the best place to do a video call?
A: Ensure that you choose a place that is private and free of any distractions. Set up your device or camera so that it has a clear, unobstructed view of you. Don't sit too far from (or too close to) the camera.

Adjust your light:
A: Make sure you don't have too much light behind you. Do not sit directly in front of windows.

Q: Is Telehealth private?
A: Just like a face-to-face consultation your Telehealth session is private and confidential.

Update your browser to the latest

The majority of connection issues relating to Telehealth are resolved by updating to the latest version of your browser. The way to do this varies on which browser you are using. Typically you'll be able to find your browser version, and update it, in your browser's Help or About menu areas.

Enabling Your Camera and Microphone for Telehealth

If you are unable to get the audio and video working when starting a Telehealth session, it might be because your browser doesn't have access to your computer's microphone and camera.

Click here to access information on how to give your browser access to your camera and microphone.

- **Chrome**
- **Firefox**
- **Safari**
- **Microsoft Edge**

If you are still unable to connect to your session please contact Misso Psychology on 07 3342 1838