

What is Telehealth?

Through audio and video over the internet, you can meet with your clinician on-the-go from your desktop, laptop, tablet, or mobile device ([iOS](#) or [Android](#)) - it's your choice!

Telehealth allows us to connect anywhere with secure and convenient appointments that save you time and hassle. There's no need to deal with traffic when you can schedule and attend your appointments directly from a laptop or mobile device.

What equipment do I need?

To participate in Telehealth appointments from your home, you will need one of the following devices:

- **Desktop computer** with a webcam, speakers, a 2.5 GHz processor, and 4 GB of RAM **OR**
- **Laptop computer** with built-in webcam and speakers, a 2.5 GHz processor, and 4 GB of RAM **OR**
- **Tablet device** with built-in webcam and speakers, **OR**
- **Smartphone** with *at least* iOS 10 or Android 7.0
(**Note:** To use a smartphone, you must first download **Telehealth by SimplePractice** - available for [iOS](#) or [Android](#) in the app store.)
- **You will also need an internet connection that is at least 10mbps.** For optimal results, a reliable, high-speed internet connection with a bandwidth of at least 10 mbps will minimize connection issues and provide the best quality.

The day of the call

Using a desktop or laptop computer

If you plan to use a desktop or laptop, there is nothing to download prior to your appointment. Here are the steps to join:

- Approximately 10 minutes before your appointment, you'll receive an email appointment reminder.
- **Note:** If you have already consented to receiving text and/or email reminders, you will continue to receive them for Telehealth appointments as well. For new clients, make sure you have provided your email and or mobile phone number so that I can enable email or text reminders.

- Click the unique link embedded in the reminder from your device. You may have to copy and paste the link into the designated spot in your web browser if clicking the link does not work. Your video call screen will now open in a new tab.
- If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself, as shown below.

Note: There may be a slight delay for me to join the appointment if I am finishing with a previous appointment. Please be patient and I will join momentarily.

- You will also see the Welcome prompt. Click **Play test sound** to test your camera and microphone settings.
- When you are ready, click **Join Video Call**. This will take you straight into the video call.

Using a smartphone or tablet

If you plan to use a mobile device, here are the steps to join:

- Download **Telehealth by SimplePractice** (for [iOS](#) or [Android](#)) in the app store. Approximately 10 minutes before your appointment, you should receive an email appointment reminder.
- Open the reminder email on your device and click the unique link. This will open the **Telehealth by SimplePractice** app. You may have to select the app from the choices offered after you click on the unique link.

(There will be an option for you to choose to open the link up in either the web or the downloaded Telehealth app if the app does not open immediately after clicking on the unique link. Select the Telehealth icon option and the link should populate into the app automatically.)

- Enter your name underneath the section where the link has populated and enter into the call.
- If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself.
- When you are ready, click **Join Video Call**. This will take you straight into the video call.

Tips for success

- I recommend joining the video appointment a few minutes early to test your settings.
- If you can connect to the Internet, but are having trouble joining the video, you can use our recommended [Pre-call Tool](#).
- To use a smartphone to join a video chat, you must first download the **Telehealth by SimplePractice** app available in the app store for [iOS](#) or [Android](#).
- If you need to cancel or have questions about the appointment, please contact me.
- Contact me if you did not get the link so I can send it to you via email or secure messaging.