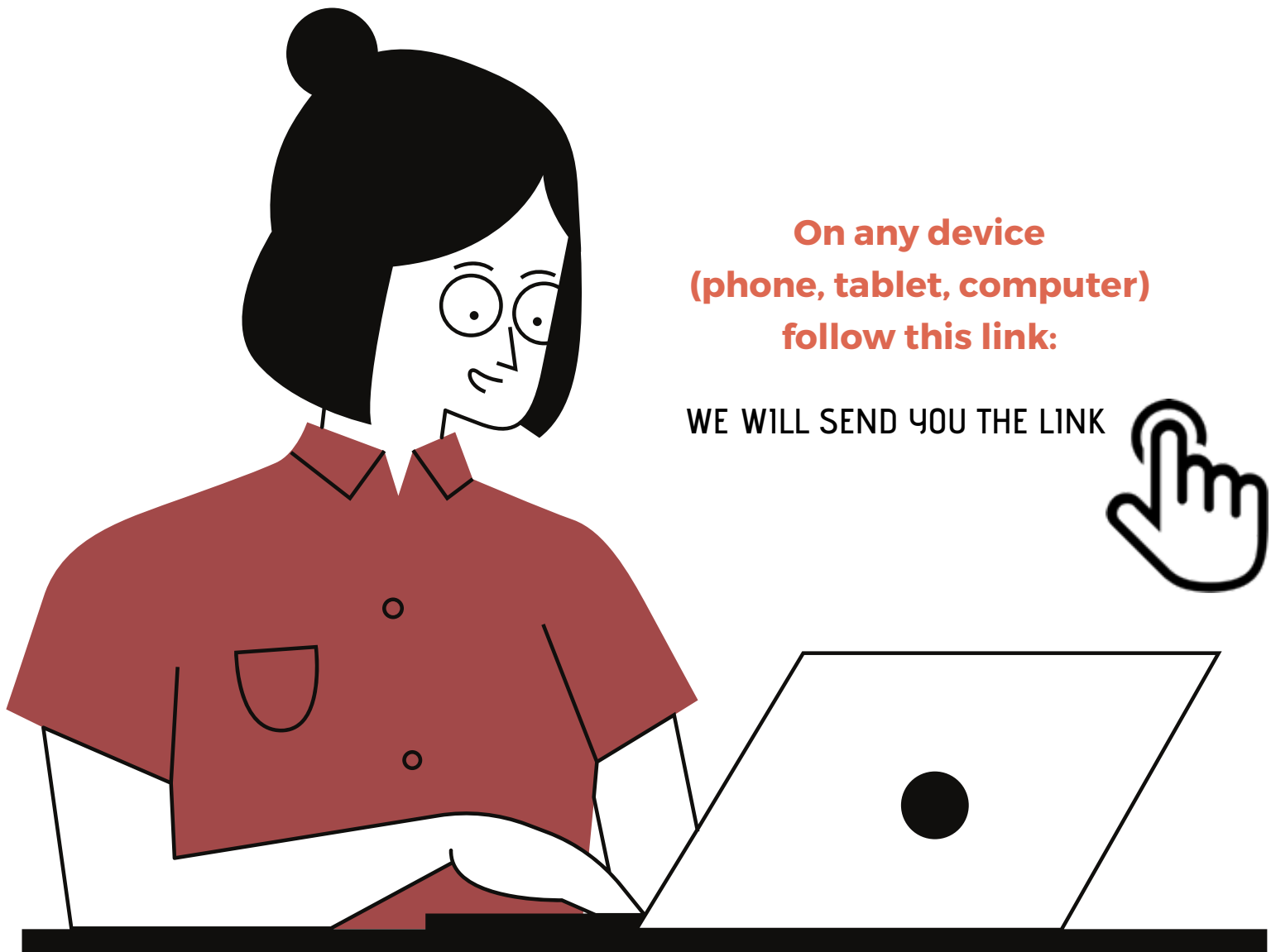


# PREPARING FOR YOUR TELEHEALTH SESSION

Use these tips to help make your consultation run as smoothly as possible



The Powerdiary telehealth platform we use is HIPAA compliant

We guarantee it is secure and that your session is confidential

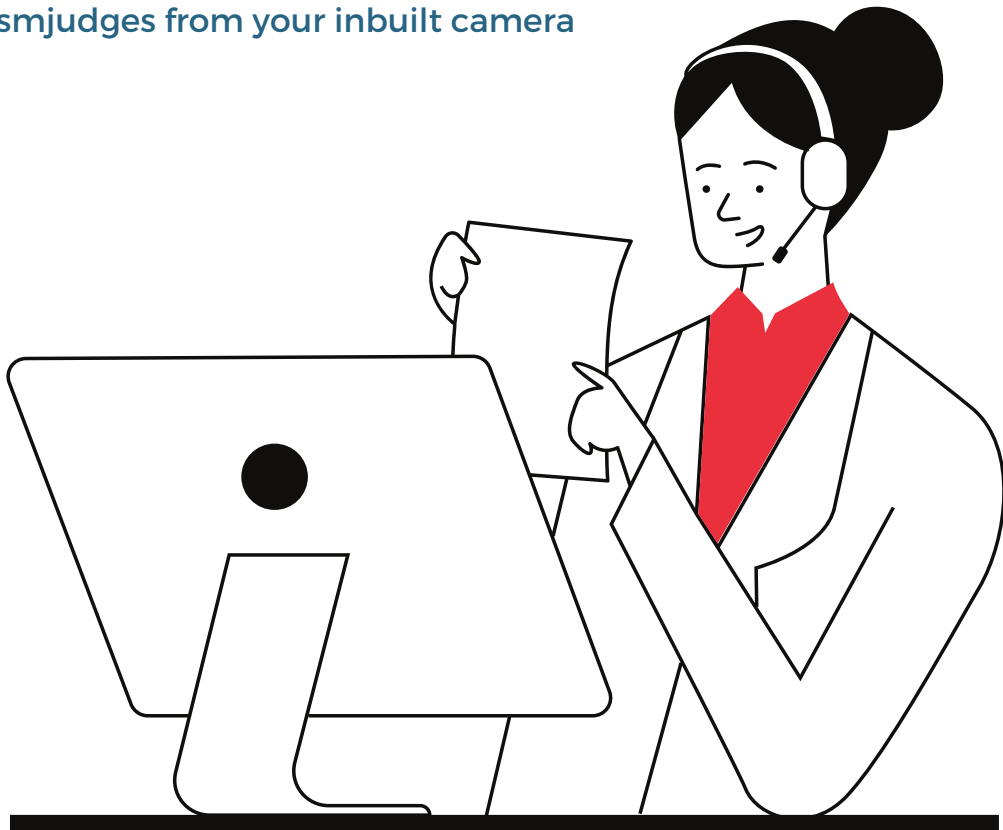
# Getting Set Up

## SETTING THE SCENE

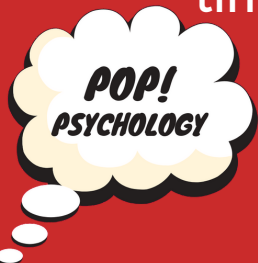
- Check that the microphone and camera settings are active
- Angle the camera to meet your eye line, use a box to prop it higher if needed
- Sit with some distance so that your shoulders and chest are in frame
- Mute your own face during the chat
- Maintain eye contact with the camera (not the screen)

## NAVIGATING TECH GLITCHES

- Expect some lag and lapses in the quality of sound or picture
- You will sometimes need to repeat statements to check for understanding
- Have your phone nearby to use as a backup - I will call YOU if it drops out
- Enhance your network capacities: turn off other devices, ensure your background is still and neutral, position the light source behind your device, remove smudges from your inbuilt camera



We will check in with you five minutes before your scheduled time to check if you have any technical difficulties



Don't hesitate to check in with us  
Email: [hello@littleshopofpop.com](mailto:hello@littleshopofpop.com)