How to Join Your Telehealth Session

This guide will tell you everything you need to know about Telehealth and how to join sessions using TheraNest, the tool we use at our practice.

What is Telehealth?

Telehealth is the use of video and audio technologies to support long-distance services between providers and their clients.

What equipment do I need to join a session?

You will need the following to join a Telehealth (online therapy) session with your provider:

- A Computer, tablet, or phone (no applications or software download needed).
- An external or integrated webcam
- An external or integrated microphone
- An internet connection with a bandwidth of at least 10 MBPS. We recommend an Ethernet cable over Wifi when possible to ensure you receive the best possible connection through your internet provider.
- Shut down all background applications to ensure Telehealth receives the majority of your internet's bandwidth, especially applications that use your camera.

Do I need a specific internet browser?

If you're using a Desktop or Laptop, we recommend:

- Google Chrome
- Mozilla Firefox
- Safari

We recommend the below if you're using a tablet or mobile phone:

- Android – Good Chrome
- iOS (iphone or iPad) -Safari

How do I join our session?

It's as easy as clicking the unique link shared by your provider. There are **no apps to download.**

Join your session from a mobile phone, tablet, or computer. Just click, enter your name, and join.

Will our sessions be recorded?

No. TheraNest does not allow for session video or audio to be recorded.

Prepping for your session.

Light- Choose a well-lit area for your sessions. Do not place light sources behind you. Keep background spaces clutter-Free.

Noise- When conducting sessions, ensure that noise from your environment (doorbells, phones, etc.) is silenced or minimized to avoid distraction.

Privacy- You need a private, confidential space for Telehealth Sessions. Make sure no one else is within hearing range.

TIP- How you position your webcam matters.

Place your webcam in a position that shows your whole face and allows you to maintain eye contact. Test your webcam positioning before starting your session. Remember it can be distracting for your viewer if you are looking at other screens or not fully in the frame during your session.