

# TELEHEALTH DO'S & DON'TS

## Guide to Successful Telehealth Meetings

### DO'S

1



**TEST YOUR  
TECHNOLOGY**

2



**ENSURE  
PRIVACY AND  
SECURITY**

3



**MAINTAIN A  
PROFESSIONAL  
DEMEANOR**

4



**CHECK YOUR  
VERBAL &  
NONVERBAL  
COMMUNICATION**

5



**HONESTY &  
OPENNESS**

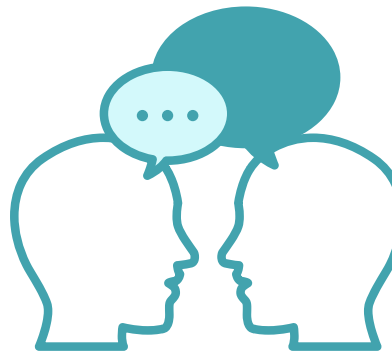
### DON'TS

6



**DON'T NEGLECT  
SESSION  
STRUCTURE**

7



**DON'T RUSH  
THROUGH THE  
SESSION**

8



**DON'T ALLOW  
DISTRACTIONS**

9



**DON'T ISOLATE  
YOURSELF FROM  
SUPPORT**

10



**DON'T  
HESITATE TO  
ASK FOR HELP**




# Telehealth

## Do's

### Patients

# 01 Test your Technology



- Familiarize yourself with the telehealth platform.
- Conduct technology checks before sessions to avoid disruptions.
- Provide instructions to patient at the beginning of session if connection drops
- Check to see sure your webcam is working correctly and producing a clear image. To make sure you are well-lit, change the lighting and angle.
- Make sure the sound quality of your speakers or headphones is good and that your voice is clearly picked up by your microphone. Record yourself if needed.



# 02 Ensure Privacy and Security

- Use secure platforms for video and audio communication.
- Assure the you are in a private space where no can hear you to ensure a private session.
- If at all possible, wear a headset. To alert others, post a "Do Not Disturb" sign and close the door.
- Avoid using unencrypted public Wi-Fi. Make use of a network that requires a password.
- Inform household members that you are in a therapy session to reduce interruptions.

# Maintain a Professional Demeanor

- Choose a quiet location and minimize visual distractions
- To prevent harsh shadows, place yourself in an area with good lighting, ideally facing the sun/light.
- Wear clothing that makes you feel comfortable but is also appropriate for a professional setting.
- Avoid pajamas or loungewear, as dressing more formally can positively influence your mindset.
- Focus on articles of clothing that you feel express who you are and help you express yourself through your telehealth sessions.
- Ensure your appearance is tidy to create a sense of professionalism.

# 03



# 04 Check Verbal/Nonverbal Communication

- Make sure the thrapist can see and hear you at the start of the visit.
- Speak slowly and clearly so that your therapist can understand you.
- Understand how to turn off your microphone. Be ready for unforeseen disruptions.
- Set appropriate boundaries
- Be aware that facial expressions and eye movements are magnified on screen.
- Looks towards the camera as much as possible to maintain eye-contact.

# Honesty and Openness

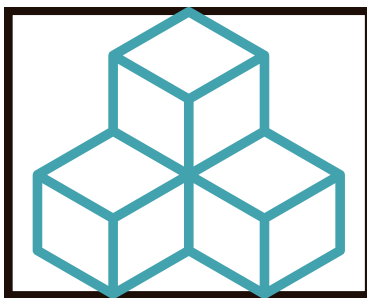
- Share your thoughts and feelings candidly with your therapist to foster trust and progress.
- Don't hesitate to express concerns about the telehealth format if you're feeling uncomfortable.
- Understand that therapy is a safe space for your emotions and experiences.
- By being open about your struggles, concerns, and emotions, you enable your therapist to provide tailored support and strategies that address your specific issues more effectively.
- Honest communication can help both you and your therapist identify recurring patterns in your thoughts or behaviors, allowing for a nuanced exploration of their impact on your life.

# 05





## Telehealth Don't's Patients

**01**

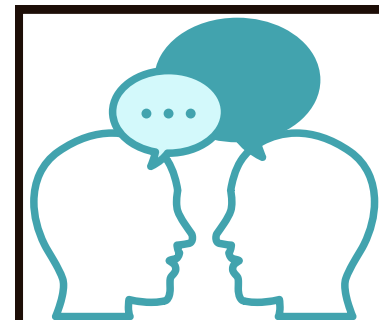
### DON'T NEGLECT SESSION STRUCTURE

- Don't come to session late
- Have any necessary documents, notes, or questions ready before starting the session.
- Reflect on any issues or topics you want to discuss during the session.
- Don't leave important technical setups to the last minute, as this can lead to delays.
- If you're running late, inform your therapist if possible, but try to arrive early.

**02**

### DON'T RUSH THROUGH THE SESSION

- Take time at the beginning of the session to establish rapport with the therapist to see if they are a good fit
- Resist the urge to gloss over difficult topics or rush responses; meaningful discussions take time
- Focus on in-depth exploration rather than trying to cover a lot of topics superficially during the session.
- If you feel overwhelmed, it's okay to ask for a moment to collect your thoughts before proceeding.



### DON'T ALLOW DISTRACTIONS

- Silence notifications on devices to minimize interruptions during the session.
- Choose a professional environment for the session that signals focus and respect.
- Avoid multi-tasking during sessions, such as responding to emails or texts.
- Resist the urge to do household chores or tasks to maintain focus on therapy.
- Stay present and engaged to get the most out of your appointment.
- Establish a routine for your telehealth sessions, such as a few minutes of mindfulness or settling down before starting.

**03****04**

### DON'T ISOLATE YOURSELF FROM SUPPORT

- Let your therapist know if you're feeling particularly alone or if household members are interrupting you, so they can provide guidance.
- If appropriate, consider having a trusted person nearby (while maintaining confidentiality) for emotional support.
- If you're dealing with something particularly challenging, inform your therapist so they can adapt the session to better suit your emotional state.
- Use the telehealth session to express feelings of isolation or anxiety and explore coping strategies.



### DON'T HESITATE TO ASK FOR HELP

**05**

- If you experience technical difficulties, reach out for support immediately.
- Ask questions if you don't understand something; clear communication is key.
- If you're feeling overwhelmed, don't hesitate to take a moment to breathe or ask for clarification.
- Ask for resources and coping strategies that you can use outside of sessions.
- Don't hesitate to ask for resources!
- If you cannot get a hold of the therapist during a crisis, contact your emergency contact or nearest emergency room!



# ZOOM TELEHEALTH APPOINTMENT INSTRUCTIONS & EDUCATION

## To join your appointment

1. **Type this address** in internet search window: <http://healthlinknow.zoom.us/>
2. Click “**JOIN A MEETING.**”
3. **Type doctor’s name** for meeting ID.  
(For example, Dr. Bottone’s meeting ID is dr.bottone (**no capital letters or spaces**)).
4. Click “**Join.**” You will be put in a waiting room; please wait for the doctor to let you in.
5. Once you are connected with the doctor, a screen will appear asking you to “**Join Audio by Computer,**” click it.
6. **Hover mouse** over bottom of screen to see icons. Click **microphone icon** on left so that sound is active. Now, you are ready to begin your appointment.
7. Click “**Leave Meeting**” when your appointment is done.

## Create a shortcut to Zoom

*Add a shortcut on your computer desktop to easily access Zoom*

- **Right click** anywhere on your computer desktop.
- Select “**New,**” then click “**Shortcut.**”
- Type in: <http://healthlinknow.zoom.us/>
- Click “**Next.**”
- Type in name you want for the shortcut.
- Click “**Finish.**”



## Tablet Users

1. Search for “**ZOOM Cloud Meetings**” in App Store.
  2. **Download** free ZOOM app.
  3. **Open ZOOM app.** Continue with steps 2-7 above.
- NOTE: Icons referred to in steps 6 and 7 may be at top of tablet screen rather than at bottom.*
- Shortcut should now appear on your desktop.*

## Mac Users

1. Search for “**ZOOM Cloud Meetings**” in App Store.
  2. **Download** free ZOOM app.
  3. **Open ZOOM app.** Continue with steps 2-7 above.
- NOTE: Icons referred to in steps 6 and 7 may be at top of tablet screen rather than at bottom.*
- Shortcut should now appear on your desktop*

# COMPUTER AND OPERATING SYSTEM REQUIREMENT INFORMATION

## Video Platform Requirements

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth
- A webcam or HD webcam - built-in, USB plug-in, or:
- An HD cam or HD camcorder with a video-capture card
- Note: See the list of supported devices.
- Virtual camera software for use with broadcasting software like OBS or IP
- cameras

## Computer Operating System Requirements

The Zoom desktop app will no longer be supporting Windows 7 and Windows 8/8.1 with the 6.0.0 release. Version 5.17.11 will be the last version available for these operating systems.

- macOS X with macOS X (10.11) or later
- Windows 11
- Windows 10

*Note: Devices running Windows 10 must run Windows 10 Home, Pro, or*

- Enterprise. S Mode is not supported.
- Ubuntu 12.04 or higher
- Mint 17.1 or higher
- Red Hat Enterprise Linux 8.0 or higher
- Oracle Linux 8.0 or higher
- CentOS 8 or higher
- Fedora 21 or higher
- OpenSUSE 13.2 or higher
- ArchLinux (64-bit only)

*Note: On Windows devices, Zoom utilizes WebView2 (version 109.0.15.18.49 or higher) and Chromium Embedded Framework (CEF) for certain features. If not available, these are downloaded automatically by Zoom, but admins should ensure these are whitelisted on managed devices.*

## Web Browser Requirements

### Desktop

- Chrome: Within 2 versions of current version
- Firefox: Within 2 versions of current version
- Edge: Within 2 versions of current version
- Safari: Within 2 versions of current version

**As an example, if the current version of Chrome is 111, then Zoom supports versions 109, 110, and 111. As new versions are released, the minimum version will also be followed behind by 2 versions.**

## Wifi Bandwidth Requirements

The bandwidth used by Zoom will be optimized for the best experience based on the participant's network. It will automatically adjust for 3/4/5G, WiFi, or wired networks.

Recommended bandwidth for meetings and webinar panelists:

### **For 1:1 video calling:**

- For high-quality video: 600kbps (up/down)
- For 720p HD video: 1.2Mbps (up/down)
- For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)

### **For group video calling:**

- For high-quality video: 1.0 Mbps/600kbps (up/down)
- For 720p HD video: 2.6Mbps/1.8Mbps (up/down)
- For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)