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## TIPS FOR USING TELEHEALTH TECHNOLOGY

Below are some tips to help you have a better experience with our telehealth sessions.

I will be using the HIPPA-compliant web-based platform Doxy.me for our sessions. You will not have to download an app to use this program. When we schedule a session I will give you an "address" to put in your browser and it will take you to the sign-in page. Once you sign-in, you will be in my virtual waiting room. At the time of your appointment, I will connect with you.

Your computer or laptop must have both video and audio capabilities and they must be enabled.

The browsers that work best with Doxy.me are Google Chrome, Mozilla Firefox or Safari. You may also use a smart phone for sessions although often reception is not as clear. Google Chrome works best on Android phones and Safari is recommended for iPhones and iPads. When using an iPhone or iPad you may need to clear the history and cookies from the device before the camera and microphone can be used.

Using headphones or earbuds seems to improve the quality of the audio connection.

Make sure that your device has downloaded the latest updates and that you have a secure internet connection.

Make sure that you are using a secure/private internet connection to ensure privacy. If you are using WiFi, make sure you are able to get a good signal where you are located.

If your device is not plugged in, be sure that it has enough charge to last for the whole session (or have a charging source available).

If you are using a computer that has been on for a long time, it is recommended that you restart your computer before you enter the virtual waiting room.

Close all programs and applications before the start of the session to improve the quality of the connection and to avoid other distractions.

In the event of technology failure, try to reconnect again. If this does not work, I will call you on the phone number you provided for this purpose.