

Preparing for our first Telehealth session

For clients whose providers are using Telehealth, preparing for your upcoming Telehealth appointment is quick and easy!

What is Telehealth?

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

What is TheraNest?

TheraNest is a therapy practice management application that I use. It is HIPAA compliant and secure.

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 - Google Chrome
- iOS 11 or newer (iPhone or iPad) – Safari

What equipment do I need to join a session?

You'll need the below to join a Telehealth (online therapy) session with me. A computer, tablet, or phone (no applications or software to download).

- 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. You can check your internet speed [here](#).
- Shut down all background applications to ensure Telehealth receives the majority of your internet's bandwidth, especially applications that use your camera.

I will invite you to a Tech Trial run before our first session, to work out all the kinks. There is no charge for this tech trial run.

How do I join our session?

You will receive a text or email with the URL link.

To join from the URL: copy and paste the URL link you receive from me into an internet browser window.

To join from the Client Portal: click your Appointments tab, find your appointment, click "Start Session."

Allowing Camera and Microphone Access

Your internet browser should prompt you to "allow" camera and microphone access. This is a critical step! Otherwise, I will not be able to see or hear you in the session.

Waiting Room

When you first join the session, you will be in the virtual waiting room. This is where you will enter the name you want me to use, as well as check your settings to make sure you are using a strong internet connection and have good video and audio connectivity.

If you don't see the blue button, that means I have not yet joined the session. This will update as soon as I join the session. Once you click the blue button, you will be joining me in the session!

Will our sessions be recorded?

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