

# Telehealth Start-Up Guide

Redfish Counseling uses a HIPAA-compliant platform for virtual sessions called [Telehealth by SimplePractice](#).

Read below for how to access your Telehealth sessions and for helpful tips on how to make your Telehealth experience work best for you.

If you are using a mobile device (smartphone or tablet)	If you are using a laptop or desktop
<ol style="list-style-type: none"> <li>About 15 minutes before your appointment, you should receive an email and/or text reminder.</li> <li>Open the reminder on your device and click the unique call link. <b><i>(Please note: text reminders may not include your meeting link! You may need to check your email for this.)</i></b> Clicking the unique meeting link will open the free Telehealth by SimplePractice app.           <p style="margin-left: 40px;">★ <i>If you don't have the app downloaded, you will be prompted to download it on your tablet or mobile device. The app is free, HIPAA-compliant, and automatically connects you to your meetings.</i></p> </li> <li>When you are ready, click Join Video Call. This will take you straight into the video call.</li> <li>If your therapist has already joined the call, you will see their face on the screen. If they have not, you will see yourself in the “Waiting room.”</li> </ol>	<ol style="list-style-type: none"> <li>About 10 minutes before your appointment, you'll receive an email appointment reminder with the link to join your call. Please note that the link to join the Telehealth call will only be in your email reminder and not in your text reminder. If you're set up to receive text reminders, the exact time you receive your text reminder may vary based on your cell phone carrier.</li> <li>Click the unique link embedded in the email reminder. You may have to copy and paste the link into your web browser if clicking the link does not work. Your video call screen will now open in a new tab.</li> <li>When you are ready, type your name where it says “Enter your name to join,” and click Join Video Call. This will take you straight into the video call.</li> <li>If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself.</li> </ol>

## Things to be aware of prior-to and during session:

- You will need a quiet, private space where you can engage freely during the session.
- Use a location where you are confident about the stability and security of your internet connection (avoid using public network when possible).
- It is recommended that you silence and/or disable any notifications on your devices so as to prevent distraction (similar to putting your phone on silent/do not disturb mode if you were in the office).
- Limit the use of any other programs that could interfere with your signal or distract from your session (for example: video streaming, email, etc.).
- Audio and/or video recording of sessions is strictly prohibited and will result in immediate termination of all Telehealth services with Redfish Counseling.
- Clients are prohibited from using Telehealth services while operating a moving vehicle of any sort due to concerns for client safety and the safety of others. Clients who join a Telehealth session while operating a moving vehicle will be required to end the call and resume when stationary or reschedule the session. Sessions rescheduled for this reason will be subject to late fees.
- \* For more assistance navigating the Telehealth by SimplePractice tools, consult with your therapy provider or visit:
  - \* [Telehealth by SimplePractice User Guide](#)
  - \* [Client Help Center: Telehealth Help](#)
- \* *If the Telehealth by SimplePractice system is inoperable and/or unavailable for any reason, Redfish Counseling has the ability to immediately utilize GoogleMeet Videoconferencing as a backup solution with client consent. In this situation, your therapist will create a separate video meeting event and email you a joining link to establish connection and maintain your session.*