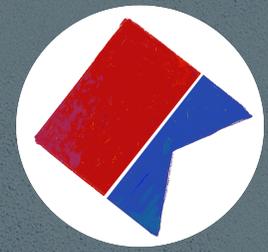


TELEHEALTH START-UP GUIDE

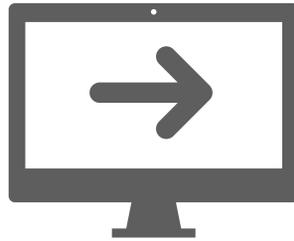
REDFISH COUNSELING
336.914.3038 | office@redfishcounseling.com



Using a smartphone or tablet

If you plan to use a mobile device, here are the steps to join:

- Download **Telehealth by SimplePractice** (for **iOS** or **Android**) in the app store. About 15 minutes before your appointment, you should receive an email appointment reminder.
- Open the reminder email on your device and click the unique link. This will open the **Telehealth by SimplePractice** app.
 - If you don't have the app downloaded, you will be prompted to download it on your tablet or mobile device
- If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself.
- When you are ready, click **Join Video Call**. This will take you straight into the video call.



Using a desktop or laptop computer

If you plan to use a desktop or laptop, there is nothing to download prior to your appointment. Here are the steps to join:

- 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.
 - **Note:** If you have already consented to receiving text and/or email reminders, you will continue to receive them for Telehealth appointments as well. If you're a new client, make sure that you've provided your email and or mobile phone number so that I can enable email or text appointment reminders for you.
- 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.
- If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself.
- You will also see the Welcome prompt.
- 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.

BEFORE YOUR SESSION:

- You will receive an automated email and/or text* from with a secure login link to your virtual session.

*You must **opt in** to receive automated text reminders.

***NOTE:** We recommend clients join their first telehealth session a few minutes early, to allow time for app download (if needed) and to become more familiar with the platform.

DURING YOUR SESSION / WHAT YOU WILL NEED

- In order for your telehealth session to be most effective, it will be important to ensure that you:
 - Have a quiet, private space in which you can engage freely during the session
 - Are confident in the security of your WiFi and/or internet network (i.e., best practices suggest not using a public network where possible)
 - Have disabled or otherwise reduced the likelihood of distracting notifications from devices or other apps & services (such as text pings, social media notifications, etc. - using a “do not disturb mode” usually addresses this effectively)
 - Are not running multiple other programs on your device at the time of the session (this can hinder the connection quality and prevent session interaction from moving smoothly and effectively)

TELEHEALTH FAQs:

What should I do if I didn't get the reminder with the link?

Contact me if you did not get the link so I can send it to you via email or in a secure message in your client portal.

Is Telehealth private?

Your telehealth visit will be private and confidential. None of our appointments will ever be recorded or stored. Our telehealth platform is 100% HIPAA-compliant, meaning it meets federal standards for privacy and security.

How should I prepare my space for a telehealth appointment?

- Identify a suitable room that is quiet, private, and free of distractions.
- To keep background noise to a minimum, make sure to close any doors, shut windows, turn off the television, and keep loud pets in another room if possible. Consider hanging a "Do Not Disturb" sign on the door to avoid interruptions.

Note: There may be a slight delay for me to join the appointment if I am finishing with a previous appointment. Please be patient and I will join momentarily. You are welcome to use the secure messaging tools in your client portal if you are concerned about our meeting time, or have other questions before the session.

Read below for a comprehensive overview of our telehealth system through SimplePractice



What equipment do I need? (in-depth)

To participate in Telehealth appointments from your home, you will need one of the following devices:

- Desktop computer with a webcam, speakers, a 2.5 GHz processor, and 4 GB of RAM
- Laptop computer with built-in webcam and speakers, a 2.5 GHz processor, and 4 GB of RAM
- Tablet device with built-in webcam and speakers
- Smartphone with at least iOS 13 or Android 7.0

(Note: To use a smartphone, you must first download Telehealth by SimplePractice, available for iOS or Android in the app store.)

You will also need an internet connection that is at least 0.35 mbps. For optimal results, a reliable, high-speed internet connection with a bandwidth of at least 10-15 mbps will minimize connection issues and provide the best quality.

What can I do to do improve the quality of the connection?

If you live in an area with slow internet, this can really affect the speed of your connection. Here are some basic steps that can improve the overall quality:

- Use wired Ethernet instead of wifi whenever possible. Wifi will work, but you may experience a lag and interference, which can make your video and audio choppy. If you experience a lag or interference while using Wifi, we recommend moving closer to your router. However, wired internet will give you a much smoother, more consistent experience.
- Test your internet connection speed. Google provides an easy way to test your internet connection directly from the google homepage. Simply search: internet speed test. Click the blue button that says Run Speed Test. If it is under 10mbps and you're using wifi, try using a wired internet connection or restarting your router.
- Close other programs. If you have several programs running in the background, closing them will almost certainly improve the quality. Also, make sure you're not downloading any large files.

If you are unable to connect, please contact me as soon as possible to see if I can help you troubleshoot.



Getting Started with Telehealth

GETTING STARTED GUIDE

Telehealth

by  simplepractice

This guide includes basic tips and instructions on how to join a video session, as well as some FAQs to make your first video call a success.

To prepare, please review the following information before your first video appointment. You may still have questions, so please do not hesitate to reach out.

What is Telehealth?

Through audio and video over the internet, you can meet with your clinician on-the-go from your desktop, laptop, tablet, or mobile device (iOS or Android)—it's your choice!

Telehealth allows us to connect anywhere with secure and convenient appointments that save you time and hassle. There's no need to deal with traffic when you can schedule and attend your appointments directly from a laptop or mobile device.

What equipment do I need?

To participate in Telehealth appointments from your home, you need one of the following devices:

1. Desktop computer with a webcam and speakers
2. Laptop computer with built-in webcam and speakers
3. Tablet device with built-in webcam and speakers
4. Smartphone (Note: To use a smartphone, you must first download **Telehealth by SimplePractice**—available for iOS or Android in the app store)

You will also need an internet connection that is at least 0.35 mbps. For optimal results, a reliable, high-speed internet connection with a bandwidth of at least 10–15 mbps will minimize connection issues and provide the best quality.





THE DAY OF THE CALL

How to join on a desktop or laptop computer

If you plan to use a desktop or laptop, there is nothing to download prior to your appointment. Here are the steps to join:

1. Approximately 10 minutes before your appointment, you should receive either an email or SMS text appointment reminder.

Note: If you have already consented to receiving text and/or email reminders, you will continue to receive them for Telehealth appointments as well. For new clients, make sure you have provided your email and or mobile phone number so that I can enable email or text reminders.

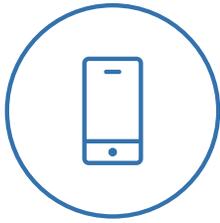
2. Click the **unique link** embedded in the reminder. Your video call screen will now open in a new tab.

Note: You may have to copy and paste the link into your web browser.

3. If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself, as shown below.
4. You will also see the Welcome prompt. Click **Play test sound** to test your camera and microphone settings.
5. When you are ready, click **Join Video Appointment**. This will take you straight into the video call.

The screenshot shows a video call interface. On the left, there is a 'Welcome!' message with instructions to test video and audio settings. Below the message are two dropdown menus for selecting video and audio devices. The video device is set to 'FaceTime HD Camera (Built-in) (0:)' and the audio device is set to 'Default - Internal Microphone (Bu)'. There are links for 'Play test sound' and 'Get help'. Below these is a text input field for 'Enter your name to join (required)'. At the bottom is a red button labeled 'Join Video Appointment'. On the right side of the interface is a video feed of a man with dark hair, wearing a blue and white plaid shirt, smiling slightly. The background of the video feed shows green foliage.

Note: There may be a slight delay for me to join the session if I am finishing with a previous session. Please be patient and I will join momentarily.



THE DAY OF THE CALL

How to join on a smart phone

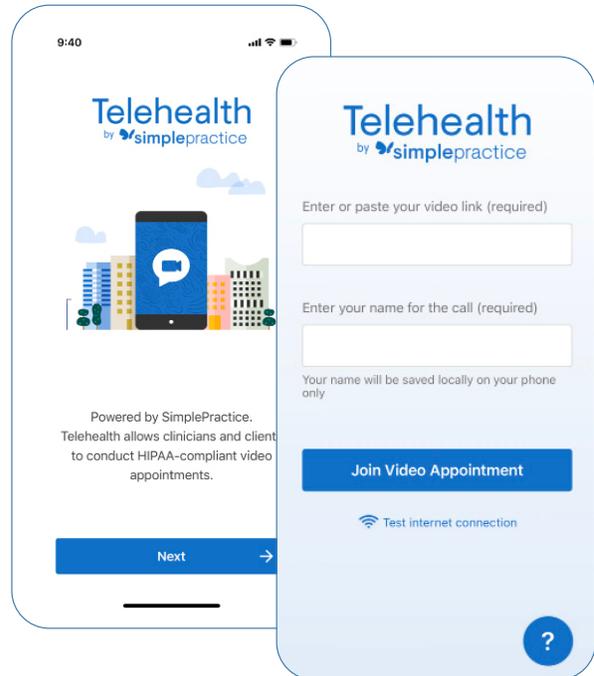
If you plan to use a mobile device, here are the steps to join:

1. Choose a well-lit, quiet room in your house to have your appointment. Do not sit directly in front of windows due to back lighting.
2. Download **Telehealth by SimplePractice** (for iOS or Android) in the app store. Approximately 10 minutes before your appointment, you should receive either an email or SMS text appointment reminder. The exact time you receive the reminder may vary based on your cell phone carrier.

Note: If you have already consented to receiving text and/or email reminders, you will continue to receive them for Telehealth appointments as well. For new clients, make sure you have provided your email and or mobile phone number so that I can enable email or text reminders.

3. Open the reminder on your mobile device, and click the unique link. This will open the Telehealth by SimplePractice app.
4. If I have already joined the call, you will see my face on the screen. If I have not, you will see yourself.
5. When you are ready, click **Join Video Appointment**. This will take you straight into the video call.

Note: There may be a slight delay for me to join the session if I am finishing with a previous session. Please be patient and I will join momentarily.



TIPS FOR SUCCESS

- I recommend joining the video session a few minutes early to test your settings.
- To use a smartphone to join a video chat, you must first download the Telehealth by SimplePractice app available in the app store for iOS or Android.
- If you need to cancel or have questions about the appointment, please contact me.

FAQS

Q. What should I do if I didn't get the reminder with the link?

Contact me if you did not get the link so I can send it to you via email or secure messaging.

Q. What is SimplePractice?

SimplePractice, LLC is my practice management software for scheduling, case management, telehealth, and therapy notes. SimplePractice, LLC, uses a HIPAA compliant software so your information will be securely kept.

Q. What can I do to improve the quality of the connection?

If you live in an area with slow internet, this can really affect the speed of your connection. Here are some basic steps that can improve the overall quality:

- **Use wired Ethernet** instead of wifi whenever possible. Wifi will work, but you may experience a lag and interference, which can make your video and audio choppy. Wired internet will give you a much smoother, more consistent experience.
- **Test your internet connection speed.** Google provides an easy way to test your internet connection directly from the google homepage. Simply search: internet speed test. Click the blue button that says Run Speed Test. If it is under 0.35 mbps and you're using wifi, try using a wired internet connection or restarting your router.
- **Close other programs.** If you have several programs running in the background, closing them will almost certainly improve the quality. Also, make sure you're not downloading any large files.

If you are unable to connect, please contact me as soon as possible to see if I can help you troubleshoot.

Q. Where's the best place for a video call?

When deciding the best place in your home, you will want to choose a space that is private and away from household members, coworkers, pets or any other potential distractions. Here are some additional recommendations:

- **Adjust your light.** Some small lighting tweaks that can have a huge impact include placing a lamp or other light source behind your monitor, pointed toward you. Also, make sure you don't have too much light behind you. If you're on a laptop, make sure the camera is at eye level and not pointing up at the ceiling lights, or down at the floor.
- **Choose a quiet, private location.** Identify a suitable room that is quiet, private, and free of distractions. To keep background noise to a minimum, close any doors and shut any windows.

Q. Is Telehealth private?

Just like a face-to-face appointment, your Telehealth visit will be private and confidential.

Q. What if my microphone and webcam aren't working?

When you click on your Telehealth appointment link, make sure to click Allow to enable your webcam and microphone to work with Telehealth. If you don't see this option, click Reload the page.



Congratulations!

You're now ready to start using Telehealth by SimplePractice.