
Cluff Counseling PLLC

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Technical Instructions for Telehealth Video Conferencing

Below are technical instructions for preparing for your initial telehealth session. Please read this carefully. If you have any questions, please contact me *in advance* of your first telehealth appointment. Before an initial telehealth session, a test call up to 10 minutes can be arranged to ensure that technology is functioning properly. In our office, there are a few HIPAA compliant* options we may use:

- **Zoom**
 - You can download the Zoom app on your mobile device (such as a tablet), or on your computer. Visit <https://zoom.us/> to get further support on downloading it onto your device. Registration is not required; simply join the Zoom meeting at the scheduled time. I will send you the link to the meeting or the meeting ID.
- **Doxy.me**
 - Using your phone or computer, enter <https://doxy.me/cluffcounseling> into the browser. Type in your name and click “check-in.” Please allow doxy.me to use your microphone and camera. While in the ‘waiting room’ press the START TEST button to test your video and audio. I will start the call when I am ready.
- **Google Meet (for gmail users)**
 - Download the app on your phone or sign in to your gmail account. At the time of the meeting, I will send you an invite, or will invite you to the meeting using Google calendar in GSuite.

*Programs such as FaceTime and Skype are not HIPAA compliant. If you choose to use FaceTime, instead of the ones above, you will sign an “Opt-In” stating you understand that it may possibly compromise your privacy and confidentiality because Facetime is not a secure, HIPAA compliant service.

Set-Up

Please test all of your systems and technical capabilities ahead of time. Before your first session with the therapist, we recommend that you ensure that your software and hardware are working together properly and that you know how to operate them. Confirm your internet connection and wireless router are fast enough to provide a full signal and won't be saturated. Shut down all unnecessary other programs and apps before installation. Make sure that your camera and microphone are working.

Before Each Session

Just like an in-person appointment, schedule your telehealth session in advance. 10-15 minutes before the appointment time, have your device on, video conferencing software launched, and be ready to start the session at the time of the scheduled telehealth appointment. Your therapist will initiate the call at the appointment time.

Session Environment

Make sure your video conference session is in a private place, free from distraction or intrusion. A room with a door that closes is best. Confirm there is plenty of even light with minimal glare. Aim your camera. Check your camera angle. Check to see that your face can be seen. Avoid positioning your camera too low or too high. Try to fill the screen as much as possible. To maximize audio quality, freedom from extraneous noise, and privacy, a headset or earbuds may be better than a speaker and microphone. The most important part of a video conference is not the video--it is the audio. Speak in your normal voice, without shouting.

Technical Disruption

If the connection is distorted or interrupted by a technical malfunction, we may reconnect and try again. If a video telehealth session is blocked after several reasonable attempts, please be open to having a telephone session for that time.

If you have any questions, please do not hesitate to let me know. I look forward to being of support online or via phone during this challenging time.