

# Clients: How to Prepare For Your First Telehealth Session

*For clients whose clinicians 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.
- Do I need a specific internet browser?
  - If you're using a Desktop or Laptop, we recommend:
    - Google,
    - Chrome
    - Mozilla Fire Fox
    - Safari
  - We recommend the below if you're using a tablet or mobile phone:
    - Android – Google Chrome
    - iPhone or iPod – Safari
- What equipment do I need to join a session?
  - 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 at least 10 MBPS.
  - During the session, it may be beneficial to limit background applications to ensure the Telehealth platform is receiving your internet's maximum bandwidth.

- How do I join our session?
  - Your clinician will provide you with a URL link. Copy and paste the link you receive into an internet browser window.
  - Your internet browser should prompt you to "allow" camera and microphone access. This is a critical step! Otherwise, your provider will not be able to see or hear you in the session.
  - When you first join the session, you will be in the virtual waiting room. This is where you will enter your name and check your connectivity. When your session starts your clinician will click on your name and begin the session.
- What if we get disconnected during session or have technical issues?
  - Attempt to reconnect. If reconnecting does not work, your therapist will call you at the number you provided.
- Will our sessions be recorded?
  - No. Mosaic and the Teletherapy Platform will not record the session.