

Telemental Health Patient Instructions

Prior to your first appointment, you will need:

- A computer that has internet access and an operating system with the latest security updates installed.
- If you have a PC, ensure that the firewall is active and that your anti-virus software is updated.
- A computer camera that provides an adequate view of you and that can zoom in and out adequately to allow for a reasonable assessment of appearance, psychomotor activity, dress, and grooming.
- A microphone that will allow your provider to hear you well.
- Headphones. You may not need them, but have them during your appointments in case they are needed.
- A secure network with which to have your appointments.
- To download and install the software to be used to conduct the appointments as instructed by your provider.
- To run through the tutorial for how to use the software, camera, microphone, and headphones prior to your first appointment.

For each appointment you must:

- Have the computer and software program ready to go so you can begin each appointment on time.
- Maintain a quiet, private, well-lit space that is free of distractions.
- Be in the same location for every appointment.
- Confirm your location with your provider at each appointment.
- Provide the password given to you by your provider at the start of each appointment.
- Ensure the camera is set such that it provides an adequate view to assess you as above.
- Ensure the microphone is set such that it allows the provider to hear you well as above.
- Ensure that the volume is set such that you can hear the provider well and consider using the earphones if needed.
- Have your primary phone available in case of technology failure so that phone contact can be made with your provider.