



TELEHEALTH TIPS

BEFORE THE SESSION

- Find a private and quiet space to talk with your psychologist.
- Ensure the space is well lit, with your face visible to the camera.
- Ensure you have any relevant medical information (e.g. referral, mental health care plan, etc.) with you or you have access to them online - you can transfer files securely through telehealth.
- Ensure there is minimal background noise and distractions.
- Speaker levels should be at a level that you can hear but quiet enough so that your privacy is protected.
- Make sure your device is charged.
- In the event that the video consult fails, ensure your phone is charged and nearby to continue your consultation over the phone.

OPTIMISE YOUR INTERNET CONNECTION

- Try not to have too many people using the internet during your call.
- Restart your phone if you have any troubles during the consult (if using your phone).
- Restart your Wi-Fi modem (if having buffering issues).
- Ensure you have enough data.
- You need a minimum of 350Kbps bandwidth per video stream. You can use speedtest.net to ensure you have enough bandwidth.

REQUIREMENTS

- Ensure you have a good quality camera, microphone and speaker; most desktop and laptop computers will have this hardware built in.
- If you don't have a built in camera, USB cameras generally come with microphones and are relatively affordable.
- Headphones with microphones may be useful for better sound quality for both parties.
- If your laptop and desktop does not have a camera, microphone or speaker, you can use a mobile or tablet device.

PERFORM A PRECALL TEST: to do this, go to: www.tools.coviu.com/precalls

Remember, Tele-Health is a new system that is unfamiliar to many. There may be glitches in the system to begin with, and we kindly ask for your patience as we transition to online means of communication. If there are issues throughout the consultation, the consultation will continue over the phone. We hope you understand that certain elements are out of our control

