

# Telehealth

## How to set up your video call

### What you will need



Desktop computer, laptop, tablet or smart phone with camera, built-in speaker and microphone.



Reliable internet connection and web browser (e.g. Safari, Google Chrome, Microsoft Edge, etc).



List of questions or concerns to discuss during your session.



Email or text from your therapist with the telehealth link and instructions.



A support person will need to set up and be available to keep the child engaged and safe during the telehealth session.



Ensure your therapist has a phone number they can use to contact you or your support person.



### Get ready for your session



Set up your child on a chair and table which is appropriate for them, in a well-lit room without distractions such as the TV or siblings. Position your device so any natural light (e.g. a window) is behind it.

### Connect

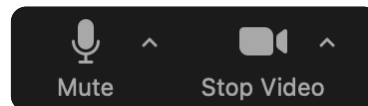
Follow the telehealth instructions you received via email or text to connect a few minutes before your appointment time.

The instructions will open a web page where you will see two choices: **Continue on this browser** or **Join on the Teams app**. (You don't need to install the Teams app to join the meeting).

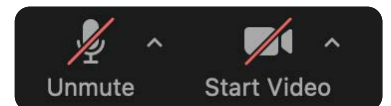
When the session is about to start, you will be prompted to 'Join with Computer Audio' – click this box.

In the bottom right corner of your screen, check your sound and camera are operating. Click the icons to turn on/off.

ON



OFF



Check the connection with your therapist – “Hello, can you hear and see me?”

Ensure your therapist has your phone number. If the video is disconnected or there is a problem, they will call you to help.

**Enjoy your session!**

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