

# What is Telehealth?

Through audio and video over the internet, you can meet with Luci Thimm-Jurado on-the-go from your desktop, laptop, tablet, or mobile device ([iOS](#) or [Android](#)) - it's your choice! *The best quality will be achieved when you use your laptop.*

Telehealth allows us to connect anywhere with secure and convenient appointments that save you time and hassle. There's no need to deal with traffic when you can schedule and attend your appointments directly from a laptop or mobile device.

## What equipment do I need?

To participate in Telehealth appointments from your home, you will need one of the following devices:

- **Desktop computer** with a webcam, speakers, a 2.5 GHz processor, and 4 GB of RAM **OR**
- **Laptop computer** with built-in webcam and speakers, a 2.5 GHz processor, and 4 GB of RAM **OR**
- **Tablet device** with built-in webcam and speakers, **OR**
- **Smartphone** with *at least* iOS 10 or Android 7.0  
(**Note:** To use a smartphone, you must first download **Telehealth by SimplePractice** - available for [iOS](#) or [Android](#) in the app store.)
- **You will also need an internet connection that is at least 10mbps.** For optimal results, a reliable, high-speed internet connection with a bandwidth of at least 10 mbps will minimize connection issues and provide the best quality.

**Note:** We recommend using the [Pre-call Tool](#) to check your internet connection.

## The day of the call: Using a desktop or laptop computer

If you plan to use a desktop or laptop, there is nothing to download prior to your appointment. Here are the steps to join:

- When the TeleHealth appointment is initially scheduled you will receive an email appointment reminder.
- Approximately 10 minutes before your appointment, you will receive another email appointment reminder.
  - **Note:** If you have already consented to receiving email reminders, you will continue to receive them for Telehealth appointments as well. For new clients, make sure you have provided your email and mobile phone number so that I can enable email and text reminders or voice mail reminders.
- Click the unique link embedded in the reminder. You may have to copy and paste the link into your web browser if clicking the link does not work. Your video call screen will now open in a new tab.
- If Luci has already joined the call, you will see her face on the screen. If she has not, you will see yourself.
- You will also see the Welcome prompt. Click **Play test sound** to test the your camera and microphone settings.
- When you are ready, click **Join Video Call**. This will take you straight into the video call.
- **Note:** There may be a slight delay for me to join the appointment if I am finishing with a previous appointment. Please be patient and I will join momentarily.

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## Using a smartphone or tablet

If you plan to use a mobile device, here are the steps to join:

- When the TeleHealth appointment is initially scheduled you will receive an email appointment reminder.
- Download **Telehealth** by SimplePractice (for [iOS](#) or [Android](#)) in the app store. Approximately 10 minutes before your appointment, you should receive an email appointment reminder.

- Open the reminder email on your device and click the unique link. This will open the **Telehealth** by SimplePractice app.
- If Luci has already joined the call, you will see her face on the screen. If she has not, you will see yourself.
- When you are ready, click **Join Video Call**. This will take you straight into the video call.

**Note:** There may be a slight delay for me to join the appointment if finishing with a previous appointment. Please be patient and I will join momentarily.

Contact me if you did not get the link so I can send it to you via email or secure messaging.

## Tips for success

- Please join the video appointment a few minutes early to test your settings.
- If you can connect to the Internet, but are having trouble joining the video, you can use our recommended [Pre-call Tool](#).
- To use a smartphone to join a video chat, you must first download the **Telehealth by SimplePractice** app available in the app store for [iOS](#) or [Android](#).
- If you need to cancel or have questions about the appointment, please contact me. Please remember that there is a 24 hour cancellation policy.
- Contact Luci if you did not get the reminder with the link so she can send it to you via email or secure messaging.

## What can I do to improve the quality of the connection?

If you live in an area with slow internet, this can really affect the speed of your connection, which will affect the quality of the video call. Here are some basic steps that can improve the overall quality of the video call:

- **Use wired Ethernet instead of wifi whenever possible.** Wifi will work, but you may experience a lag and interference, which can make your video and audio choppy. If you experience a lag or interference while using Wifi, we recommend moving closer to your router. However, wired internet will give you a much smoother, more consistent experience.
- **Test your internet connection speed.** Google provides an easy way to test your internet connection directly from the google homepage. Simply search: [internet speed test](#). Click the blue button that says **Run Speed Test**. If it is under 10mbps and you're using wifi, try using a wired internet connection or restarting your router.
- **Close other programs.** If you have several programs running in the background, closing them will almost certainly improve the quality. Also, make sure you're not downloading any large files.
- **A frozen screen** is caused by using Wifi. To eliminate the frozen screen connect the Cat5 cable directly to your router.
- **An echo** is caused by feedback from your speaker and microphone. You can eliminate the echo by wearing headphones.

If you are unable to connect, please contact Luci as soon as possible at 608-819-8800 Ext 1, to see if Luci can help you troubleshoot.

## How should I prepare my space for a Telehealth appointment?

- Identify a suitable room that is quiet, private, and free of distractions.
- To keep background noise to a minimum, make sure to close any doors, shut windows, turn off the television, and keep loud pets in another room if possible. Consider hanging a "Do Not Disturb" sign on the door to avoid interruptions.

## Is Telehealth private?

Just like a face-to-face appointment, your Telehealth visit will be private and confidential.